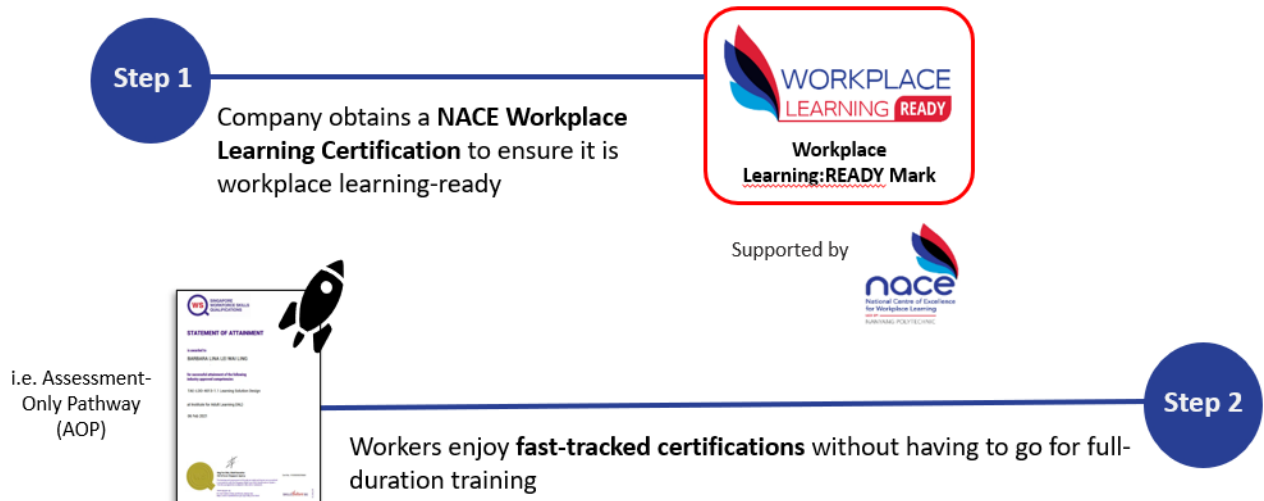


## FREQUENTLY ASKED QUESTIONS

### General

#### 1. What is the process and the benefits my company can obtain from participating in the Workplace Skills Recognition Programme (WPSR)?

Here is an illustration of what to expect:



Your organisation can look forward to the following benefits:

- Coherent processes to codify and retain knowledge of business processes to systematically hone the skills of existing and future workforce at the workplace
- Less operational disruptions compared to external training, and lower training costs
- Stronger workplace learning systems for the organisation, enhancing productivity as well as talent attraction and retention
- Professionally skilled workers leading to better career progression and wage growth

#### 2. Who is eligible for the WPSR? Are there any requirements/pre-requisites?

The WPSR is open to **all Singapore-registered** enterprises. There are no eligibility requirements to participate in the initiative.

#### 3. What can I expect when I participate in the WPSR?

The NACE centres will engage you to provide advisory on the areas of assessment and how to address existing gaps. Examples include identifying the specific job roles and skills as well as on-the-job training plans to train your workers. The training plans and evidence of the plans being implemented (such as documentation of peer-to-peer learning, supervisor coaching workers based on the plan) will help the National Centres of Excellence for Workplace Learning (NACE) assess the robustness of the workplace learning system as part of the WPL:READY certification process.

It will also fast-track the skills certification of the workers through the Assessment-Only-Pathway (AOP).

#### 4. What components should I focus on to build my workplace learning practices?

The following three workplace learning components will be assessed as part of the application for the WPL:READY Mark. Details on the requirements under each component can be found in the WPL:READY Mark Readiness Checklist which the NACE centres will provide to the interested applicants.



**PLANNING**

**“What is our plan to align learning to business growth?”**

*Plan and develop quality learning programmes, delivered at the workplace aligned to current and future business plans*



**TRAINING NEEDS ANALYSIS**

**“What do our people need to learn?”**

*Clarifying performance requirements for job roles, determining skills gaps, establishing training plans*



**IMPLEMENTATION & PROCESSES**

**“How can we implement structured learning at the workplace?”**

*Implement appropriate learning solutions (such as peer learning, brownbag sessions, coaching) and improving programmes*

If you need assistance on improving your workplace learning readiness, please submit [this form](#) and NACE will contact you.

### Subsidies and Costs

#### 5. What are the available government subsidy support under the WPSR?

Process		Subsidies/funding		
		90% SSG subsidy for SMEs	Absentee payroll of \$4.50 per hour (capped at \$100,000 per annum)	SkillsFuture Enterprise Credit (SFEC)
Step 1 (attaining the Workplace Learning:READY (WPL:READY) Mark)	(a) Application for the WPL:READY Mark	✓	NA	NA
	(b) NACE training programmes (Optional)	✓	✓	✓
	(c) NACE consultancy services (Optional)	✓	NA	✓
Step 2 (certifying employees skills without training)	Assessing employees via the Assessment-Only-Pathway mode	✓	✓	✓

**6. Is it more cost-effective to apply for the WPL:READY Mark and embark on Assessment-Only Pathway (AOP) certification, compared to classroom training leading to the same certification?**

Enterprises participating in the WPSR can look forward to saving substantial significant business downtime and costs from not having to commit workers for full-duration external training courses. This is even after factoring the costs to attain the WPL:READY Mark, which is a one-off cost and subsidised at up to 90%.

The WPSR provides practical manpower relief in this tight labour market situation, particularly for smaller enterprises. **Over the long-term, the benefits and cost-savings are more pronounced as there will be minimal operational disruptions, increased productivity and improved service delivery standards** through the provision of relevant and responsive training, and improved staff moral and retention rates from a good workplace learning culture.

The diagram below illustrates the time and cost savings if an SME sends 12 employees for the WPSR instead of classroom training. Cost-savings may differ depending on the course type.

**By participating in the WPSR, a SME sending 12 employees for training can save more than \$1,500 on training and is able to do it directly at the workplace with minimal operational disruptions.**

Process	Costs under external training		Cost under WPSR	
Step 1 (attaining the Workplace Learning:READY (WPL:READY) Mark)	NA		<b>(a) Preparing for the certification</b>	
			Preparing documents for WPL:READY certification <i>(one-time cost)</i> <i>(based on average HR/L&amp;D salary of \$32/hr x 4hr workload)</i>	\$128
			<b>(b) Application and related costs</b>	
			Certification cost <i>(one-time cost)</i> <i>(based on 90% subsidy)</i>	\$180
			Others <i>(one-time cost)</i> <i>(time needed for clarifications by NACE, on-site assessment/review as part of cert application process, based on average HR/L&amp;D salary of \$32/hr x 3hr workload)</i>	\$96
		<b>Sub-total</b>	<b>\$404</b>	
Step 2 (certifying employees skills without training)	Full course fees (per pax) <i>(based on 16hr Food Services PWM course on Meat &amp; Poultry @ 90% SSG subsidy)</i>	\$75	Assessment fees – without need for external training (per pax) <i>(based on AOP fees for Food Services PWM course on Meat &amp; Poultry @ 90% SSG subsidy)</i>	\$27
	Costs for time away from work to attend training (per pax) <i>(based on avg PWM worker salary of \$14/hr, less \$4.50 hourly absentee payroll)</i>	\$152	Costs for time away from work for on-site assessment (per pax) <i>(based on avg PWM worker salary of \$14/hr, less \$4.50 hourly absentee payroll)</i>	\$28.50
	<b>Sub-total (for one pax)</b>	<b>\$227</b>	<b>Sub-total (for one pax)</b>	<b>\$55.50</b>
	<b>Grand Total</b>	<b>\$2,724</b>	<b>\$1,070</b>	

**WPL:READY Mark**

**7. How does the WPL:READY Mark differ from the existing National Workplace Learning Certifications (NWpLC)?**

The WPL:READY Mark is a new **foundational-level workplace learning certification offered by NACE in support of the WSPR**. It has **more streamlined requirements** compared with the existing National Workplace Learning (NWpL) Certification levels, which leads to a shorter assessment process and lower fees. This is meant to cater to enterprises, especially SMEs, with more basic workplace learning readiness.

Enterprises with stronger workplace learning processes are encouraged to pursue the full NWpL Certification, which provides more comprehensive assessment and recognition of workplace learning excellence.

#### **8. When can I apply for the WPL:READY Mark, and how long does it take to obtain the certification?**

The WPL:READY Mark is open for application. Interested enterprises can submit their applications to NACE via their [web portal](#). The process to attain the WPL:READY Mark generally takes three months, and is heavily dependent on the quality and readiness of the enterprise's workplace learning capabilities.

#### **9. After submitting the application for the WPL:READY Mark, what can I expect during the assessment phase?**

There will be three phases during the assessment. You will be notified of the assessment outcome in about three months' time (from the day your organisation submits the WPL:READY Mark application).

##### Phase 1: Review WPL:READY Mark Readiness Checklist

Upon submission of e-application, NACE will engage your organisation and provide you with the WPL:READY Mark Readiness Checklist. Your organisation will need to complete the Readiness Checklist and submit to NACE, with the relevant supporting documents, for review.

##### Phase 2: Conduct On-site Assessment

After receiving your WPL:READY Mark Readiness Checklist and the relevant supporting documents, NACE will contact your organisation to arrange for a half-day onsite assessment with the HR and/or L&D personnel.

##### Phase 3: Provide an Outcome of the WPL:READY Mark Status

NACE will evaluate the foundational workplace learning practices of the organisation, referencing the three critical components and provide the organisation with the outcome of the WPL:READY Mark Status.

#### **10. Does the WPL:READY Mark have a validity period?**

Yes, the mark is valid for three years from the point you receive it. Enterprises who wish to retain their WPL:READY Mark should re-apply after the three-years period. This is to ensure enterprises' workplace learning practices are up to date.

#### **11. Do I need to obtain the WPL:READY Mark in order to pursue training modules under the Assessment-Only Pathway? What are the advantages of doing so?**

The WPL:READY Mark is **not a pre-requisite** for an organisation to pursue a certification under the Assessment-Only-Pathway (AOP). Selected training providers currently offer certifications under the AOP mode.

However, enterprises with the WPL:READY Mark will benefit from having a faster and more streamlined onboarding process for the AOP. They will be in an advantageous position to successfully

take on the AOP requirements as their capabilities in implementing effective on-the-job training for their workers would have already been validated.

## **AOP Modules**

### **12. Where can I find the list of AOPs for my sector, and who can I contact for assistance on preparing for the AOP assessment?**

Enterprises should engage NACE centres directly or the approved training provider(s), such as CET Centres and IHLs providing the skills training in the required areas and enquire if the training is available under the AOP mode. They should also work with the approved training provider delivering the AOP assessment to understand the assessment standards/ requirements and prepare their learning processes and workers accordingly.

### **13. What if the training modules I am interested in are not supported under AOP at this time?**

Enterprises can feedback to SSG and the training providers. We will review the pedagogical and regulatory considerations to determine the feasibility of converting a training course into AOP.

### **14. I am a training provider and I would like to offer AOP module(s) under the WPSR. What is the process to get my AOP module(s) approved by SSG?**

Currently, AOP module(s) under WPSR are offered by the IHLs and CET Centres. If you are an IHL or CET Centre and interested to offer AOP modules under the WPSR, please contact SSG for advice on the application process and requirements.

### **15. Are the AOP courses eligible for the same government subsidy support?**

Yes, SSG-supported training module(s) under an AOP mode receive the same level of subsidy as the equivalent full-duration programme. SMEs can enjoy subsidies of up to 90%. If the training course is SFEC-eligible, companies can additionally use their SFEC to off-set 90% of the out-of-pocket fees of the AOP course after the base subsidy has been applied.