

NGEE ANN POLYTECHNIC SGUNITED SKILLS PROGRAMME FREQUENTLY ASKED QUESTIONS

This leaflet provides information to the FAQs on the SGUS programme offered by NP. Please refer to the latest FAQs regarding the main SGUS programme and training allowance as published by SkillsFuture Singapore:

https://www.skillsfuture.gov.sg/-/media/SGUnited/FAQ/20210629-FAQ/SGUS_SGUP_CT_FAQs_Public-FAQs_290621_Final.ashx

GENERAL QUESTIONS

How are the NP SGUS programmes conducted?

In view of the COVID-19 situation, all our programmes are conducted online, whenever feasible. Depending on the nature of the lessons, there may be face-to-face lessons which will be conducted on campus. For the online lessons, we will require trainees to have access to a laptop and the internet. The online lessons can be delivered either synchronously (virtual classroom) or asynchronously (self-paced).

Will Self Employed Persons (SEP) be eligible for SGUS programmes?

The SGUS is designed to cater to mid-career jobseekers who require support, this includes the SEPs. As long as they meet the pre-enrolment criteria, in-course requirements, are not on full-time employment, and make the necessary declaration, they will be eligible. Trainees will be assessed by the training provider on their suitability for the selected courses prior to enrolment. Do note that as the monthly training allowances are already provided to trainees under the SGUS, they will not be eligible for the hourly training allowance under the NTUC Training Fund (SEPs) nor the Workfare Skills Support Scheme (WSS).

Self-employed trainees who are receiving the Self-Employed Person Income Relief Scheme (SIRS) from MOM - SIRS recipients will receive an additional \$200 on top of their SIRS payouts. They will NOT receive the full \$1,200 training allowance.

Can I take up part-time job while attending the SGUS programme?

As the SGUS is a full-time training programme, existing trainees and jobseekers should not apply for the programme if they are unable to commit to full-time training over the six to 12-month training duration. NP highly recommends trainees complete the programme by meeting the minimum attendance requirements and pass the assessments to qualify for all the modules. As such, trainees are advised to avoid other commitments which may affect the completion of the programme.

I have an overseas degree / I have a diploma from a private institution / I'm an 'A' level holder Can I still apply for the courses suitable for PMET?

Trainees will be assessed by the training provider on their suitability for the selected courses prior to enrolment. Academic qualifications are but one of several assessment criteria. So long as you meet the entry requirements stated in our SGUS programme website ([LINK](#)), you will be eligible to apply

for the courses for PMET. Applicants who do not meet the entry requirements may be considered for admission to the course based on evidence of at least 5 years of relevant working experience or supporting evidence of competency readiness. Suitable applicants who are shortlisted may have to go through an interview and/or entrance test. NP reserves the right to shortlist and admit applicants.

Can WSQ Diplomas be recognised under the PMET programmes?

For PMET programmes we generally accept Diplomas from the 5 polytechnics. However, for WSQ Diplomas, if combined with other certificates, we will evaluate on a case-by-case basis.

I heard that a Specialist Diploma is 12-month part-time programme but an SGUS programme can be as long as an 11-month full-time but only gets a Certificate of Performance and not a Diploma.

Even though it is a certificate instead of a Diploma, you will acquire valuable in-demand skills which under the SGUS programme NP will provide assistance in job placements as well. Some of our SGUS programmes are drawn from modules/curricula of the respective Full Qualification Diploma programmes and thus they are still credit-bearing and have specific demands on assessments. These mark the differentiation from the rest of the SGUS programmes which mainly have an emphasis on skills-based curricula.

Can I hop off and hop back on the courses due to other commitments? What if I decided not to continue with the course mid-way through?

Although the SGUS training is conducted in modular format and trainees have the flexibility to exit the programme once they find jobs, these programmes are full-time training programmes, and NP highly recommends trainees complete the programme by meeting the minimum attendance requirements and pass the assessments to qualify for all the modules. As mentioned in the main FAQ, trainees who exit the programme without a valid reason may be asked to return the course fee subsidy that they have received.

And as the SGUS programme is designed to provide opportunities for as many Singaporeans and Permanent Residents as possible, individuals can only enrol in the either SGUnited Skills (SGUS) or SGUnited Mid-Career Pathways Programme – Enterprise-based Training (SGUP-EBT) programme once. The possibility of re-joining the courses based on valid reasons of departure from the training is therefore strictly subject to the evaluation by SSG on a case-by-case basis.

Will there be any industrial attachment during the course?

No. In comparison, under the SGUnited Mid-Career Pathways Programme which are hosted by employers, opportunities for trainees to take on an enterprise attachment to gain industry-relevant experience with the host organisations will be available.

PROGRAMME FEES

Why are the programme fees not in \$500 or \$1000 amounts as mentioned in the main SGUS website?

Although the nett fee after Government subsidy ranges from \$500 for a 6-month programme to \$1,000 for a 12-month programme, several 6-month NP SGUS programmes are coupled with a 3-

month Bridging Programme making a 9-month programme at \$750 including GST, and also there are a few programmes which are of duration 10-11 months, these programme fees are prorated accordingly. All fees have been kept affordable in line with the national SGUS initiative as the programme is targeted at unemployed individuals.

BRIDGING PROGRAMME

“Trainees who need additional support in building up their foundational competencies (e.g. in workplace literacy, numeracy, and digital literacy) may be referred to take on bridging modules covering these skills as part of the SGUS programme. These modules could last up to 3 months, depending on the competency levels of the trainees. Individuals can approach the SGUS training providers for more information.”

NP is one of the only two Training Providers here to conduct the Bridging Programme.

Trainees of courses designed for non-PMETs (listed below) who do not meet the entry requirements may be requested to attend the bridging course.

- a) Data & Automation for Ops & Automation Specialist in Wholesale Trade 6/9M
- b) Digital Design & Marketing for Wholesale Trade 6/9M
- c) International Supply Chain Management for Digital Sales Support in Wholesale Trade 6/9M
- d) Management and Administration for Digital Sales Support in Wholesale Trade 6/9M

The bridging course comprises a package of courses which build foundational skills in Literacy, Numeracy and Digital Literacy:

- a) Workplace Literacy Comprehensive (Beginner / Intermediate) - 90 hours
- b) Workplace Numeracy (Intermediate) - 30 hours
- c) Burlington English Online - 30 hours
- d) SkillsFuture for Digital Workplace - 14 hours
- e) Digital Learning Beginner Workshop - 16 hours
- f) Financial Literacy (16 hours, Optional)

Can one opt for the Bridging Programme even though he is not required to attend?

No. It is not open for public applications. The programme is only offered to those who require it based on pre-admission evaluations and assessments.

CAREERS & JOBS

Can I be employed with a certificate from the SGUS programme?

SGUS comprises certifiable courses delivered by recognised Continuing Education and Training (CET) Centres, including Institutes of Higher Learning like NP. The training courses are designed in partnership with the industry to help trainees acquire industry-relevant skills that can improve their employability. Trainees will also have the chance to apply the skills learnt during the programme, through opportunities like capstone projects.

What kind of jobs can I do after completing this course?

The NP SGUS programmes focus on digitalisation and infocomm technology skills which are applicable to various job roles which require data analytics, data visualisation, workflow automation, digital sales & marketing.

Will NP be able to assist me with job placement?

NP will work with the SGUS trainees to guide and facilitate in their job searches via self-help to various established job portals and career advisory & employment assistance during and after the SGUS courses, or to facilitate them to tap into more personalised skills and training advice via the various SGUnited Jobs and Skills events. However, trainees will receive such career advisory and employment assistance in their search for relevant jobs that will utilise their newly acquired skills, there is no guarantee of a job placement and trainees would need to be open to the job opportunities available.

The SGUS programme is also eligible for the Enhanced Hiring Incentive, which was first introduced as part of the SkillsFuture Mid-Career Support Package in the February 2020 Unity Budget and expanded under the Fortitude Budget. The incentive has been expanded to cover workers of all ages, with higher support for those aged 40 and above. Employers who hire SGUS trainees aged below 40 can receive 20% salary support for 6 months (capped at \$6,000 in total), while those who hire trainees aged 40 and above can receive 40% salary support for 6 months (capped at \$12,000 in total).

Should I discontinue with the course if I found a job?

Can I continue with the course if I found a job?

The programme is conducted in a modular format which allows trainees the flexibility to leave the programme should they gain employment before the end of the full programme. Trainees are highly recommended to continue with the programme by making arrangements with their new employers to complete the programme.

ADMINISTRATIVE AND PAYMENT

What is the class size?

Minimum 15 and maximum 25 pax for a typical class.

Will there be more than 1 class if the in-take for a course is more than the max number per class? If a class is over-subscribed beyond 25, will the programme be run in two classes and how will the selection be? First come first served?

Once a class reaches the maximum number it could accommodate, it will be closed for enrolment. Any further interest to enrol in the next run will be waitlisted till it is scheduled in the subsequent months. If a class is over-subscribed, an additional class may be opened depending on the availability of resources. Applicants may also be recommended suitable alternative programs not oversubscribed.

All applications will also be reviewed based on documents submitted (not first come first served basis) and offers will be made accordingly.

What are the documents required to be submitted during the registration process?

At the point of registering via our webpage, there is no requirement to submit any documents online. NP CET staff will subsequently follow up with applicants on document submissions. Instead of hardcopy document submission, we will email applicants to submit their documents online to us via softcopy (email) with a deadline. This is to check and ensure that they meet the minimum entry requirement.

The following documents are required:

- 1) A copy of NRIC/valid Work Pass (front and back)
- 2) A copy of academic certificates and transcripts
- 3) Updated resume / Curriculum Vitae

If I missed the application, will there be another application?

There will not be another application once the application closes based on the deadline. However, NP will consider applications which miss the deadline on a case-by-case basis.

What will cause me to be dispelled from the course? If I do not meet the 75% monthly attendance, and/or do not pass the assessments, will I be penalised?

Trainees who do not meet the minimum attendance for the month will not be eligible for the training allowance for that month. Trainees who exit the programme without a valid reason may be asked to return the course fee subsidy that they have received.

Similar to existing requirements for other training grants administered by SSG, trainees must fulfil minimum attendance requirements and pass the assessments to qualify for course fee subsidies. Trainees who are unable to meet these requirements may be asked to return the course fee subsidies that they have received.

Will I be required to pay back the monthly allowance, if I failed my assessment?

No. The monthly training allowance under SGUS is intended to help cover basic expenses incurred by the trainees over the duration of training and is paid on the following month upon meeting the minimum attendance for the months in which they attended the training.

Will there be any make-up class if I missed any lesson?

In general, there will be no make-up class but trainers will render support to trainees who missed lessons for valid reasons, e.g. medical, to ensure their learning will not be adversely disrupted.

Should I fail my assessment / test, how many time can I retake the assessment / test?

There will be no retake of assessment / test.

When should I register / When is the closing date? I have registered my interest for the course/s. Will I be updated when the course is open for application? Will applicants get to know and when will he know if application is approved?

Registration for SGUS courses are opened now. Please submit your application online via this [LINK](#). For programmes yet to be confirmed with run dates, please register for interest [HERE](#) and select "Other Course Programmes - SG United Skills Courses" under Course Type, so that NP can contact you once the programme dates are confirmed.

The closing dates are usually 4 weeks before course starts. The applicants will also receive confirmation of their enrolment into the programmes at least 2 weeks before the start of course.

Will there be and when will the pre-admission interview be taking place?

Pre-admission interview will be conducted via phone calls. The respective course leaders will arrange with the applicants in advance to schedule the pre-admission phone call.

I do not have a laptop. Will NP CET be able to loan me?

NP will not be able to loan out laptops for its trainees.

Will there be additional expenses incurred to buy textbooks?

No, all course materials are included in course fees and will be provided.

Can I switch course, if I find this course is not suitable for me?

In order to provide opportunities for as many Singaporeans and Permanent Residents as possible, individuals can only enrol in the SGUS programme once.

Can I still take up post diploma courses after completing this SGUS course?

Yes.

Is there any bond?

No.

When will payment be required?

Upon being offered a place in the programme, payment will be required.

Must I pay the course fees before commencing the course? Will I be refunded the nett course fees if I choose not to commence or continue with the course?

The nett fees are to be paid up front. In any case, NP will refund the nett course fees and GST (if any) for the unconsumed modules to the trainee. NP is also required to obtain prior written approval from SSG if NP is retaining the nett course fees in full or in part from trainee(s) who did not complete the course.

Can I pay by instalment?

There is no instalment plan available for the SGUS programmes.

Can I use my SFC to pay for my course fee?

Yes, trainees can use their SkillsFuture Credit top-up and additional SkillsFuture Credit (Mid-Career Support) for SGUS programmes once they are enrolled, even before 1 Oct 2020 when those top-ups will be available for use across a wider set of programmes.

If I do not have enough SFC, should I pay in cash?

Yes, the balance payment should be paid by the trainee either via online payment.

Can I apply for bursary?

Bursaries are not available for the SGUS programmes.

Will the NTUC UTAP be applicable under SGUS as well?

We are currently making applications to NTUC and subject to approval.

Can I claim back the course fees if I decided not to take up the offer, before starting the course?

Please refer to the NP CET programme withdrawal policy [HERE](#).

Will there be an NP student card made for SGUS trainees? Can trainees have access to classrooms, campus or library in NP?

Currently we do not issue student cards for trainees under the SGUS programme. In general, most of our facilities are not opened for access and utilisation during the current COVID-19 situation. The campus is also not opened for visitors or students without an authorisation letter. If a person requires to use the campus when he is not required to be on campus for valid reasons, NP will review on a case-by-case basis.

Will there be pre-recorded sessions for participants to revise?

Generally no. It depends on the trainers. Revision can be conducted using the course notes.

OTHERS

What is wholesales trade?

Wholesale trade refers to the business-to-business (B2B) transaction of goods across categories, ranging from commodities to industrial and consumer goods. Comprising more than 34,000 companies, it is a highly diversified industry. A wide range of products, from commodities to industrial and consumer products including Machinery and Equipment, Household Goods, Agriculture Materials, Fuels and Chemicals, Transport Equipment, are traded through Singapore.

Wholesale trade companies include:

- Brand owners (such as Apple and Qualcomm)
- Distributors of other companies' brands (such as Luxasia)
- Trading arms of manufacturers and retailers (such as Toyota and Charles & Keith)
- Large commodities trading houses (such as Olam, Shell, and Wilmar)

A key contributor to Singapore’s economy, wholesale trade accounted for S\$47.3 billion or 9% of our Gross Domestic Product (GDP) in 2017. It also provides more than 350,000 jobs to 9% of Singapore’s workforce.

Outlook of the WST sector

Asia's rapid population growth has been driving the region's consumerism, creating demand for goods such as food, infrastructure materials and equipment, and smart devices, along with advances in technology that have transformed global trade. This transformation is creating new opportunities and demand for digital skill sets, such as digital marketing and data analytics. Companies will require such skills for the future of global trade.

Career tracks in this industry include Marketing, Business Development and Analysis, Trading and Sales, Operations, Procurement and Sourcing, and Finance and Regulations.

What is the expected job role for me to apply if I completed from Data Science course?

Progressively, digital B2B marketplaces have emerged as an alternative channel for wholesale trade to be conducted. Such platforms allow companies to have a wider reach to customers in a more efficient manner and enjoy greater economies of scope and scale. Demand for specialised talent with digital skillsets such as digital marketing and data analytics will grow as companies address new business models. Companies will require such talents to remain relevant for tomorrow’s global trade. Expect these job roles in the area of Marketing, Business Development and Analysis, Trading and Sales, Operations, Procurement and Sourcing, and Finance and Regulations.

What are the differences with the course offers on Data Science for WST and Digital Intelligence using Data for WST?

| Data Courses PMETs | Component 1 | Component 2 | Remarks |
|---|--|---|---|
| Decision Intelligence using Data for Wholesale Trade 6M | Data wrangling & statistics for data Visualization of data with R & Tableau Machine learning modelling for decision intelligence Design thinking mindset for data science and capstone projects | | This course aims to develop participants who are capable of leading data-led projects responsibly, through the use of decision intelligence to turn information into better actions. |
| Data Science for Wholesale Trade 10M | EdX Professional Certificate Bundle (Data Science) The EdX Professional Certificate Bundle (Data Science) is designed to introduce you to the various digital tools essential in the Business 4.0 era. At the same time, you will be equipped with skills and knowledge to implement and manage | Financial Management Bootcamp Understanding financial issues and use of financial knowledge for informed decisions. Critical thinking and reasoning skills to navigate in a globally-connected world. | Focuses on digitalisation management with topics on digital functions curated from the list of online course of EdX, and financial management to provide contextualisation to the functional landscape. This set of knowledge and competencies will enable you to help organizations shape and drive their business digitalization roadmap. |

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| | <p>these digital solutions in organizations. This set of knowledge and competencies will enable you to help organizations shape and drive their business digitalization roadmap.</p> <p>Knowledge Management and Big Data in Business Managing Disruptive Change Blockchain and FinTech: Basics, Applications and Limitations Agile Project Management RPA Developer Foundation Data Science Tools Analytics for Decision Making Strategic Applications of IT Project & Program Management Data Science and Agile Systems for Product Management Computational Thinking and Big Data</p> | | |
| Data Science for Wholesale Trade 10M | <p>Business Decision Analytics Bootcamp This course focuses on business and application driven analytics to enable decision making in the business environment. Data Visualisation for Business Business Trends and Insights</p> | <p>Financial Management Bootcamp Understanding financial issues and use of financial knowledge for informed decisions. Critical thinking and reasoning skills to navigate in a globally-connected world.</p> | |

| Digital Sales/Mktg Courses for PMETs | Component 1 | Component 2 |
|---|--|--|
| Digital Marketing for Wholesale Trade 11M | <p>Digital Marketing Bootcamp Introduction to Digital Marketing Principles and Techniques of Design Market Research Methodologies Combining Design with Content Strategy and Campaigns Project and Client Management Capstone Project</p> | <p>Certificate in Applied Management Communicative Competence for Success in the Future Workplace Sense making in a Data-driven Era Design Thinking – Transforming Corporate Problem Solving</p> |

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|---------------------------------------|---|--|
| | | Essential Digital Skills for the Future Workplace Managing New Workforce Diversity- Cultural Intelligence in Action |
| Digital Sales for Wholesale Trade 10M | <p>EdX Professional Certificate Bundle (Sales)</p> <p>The EdX Professional Certificate Bundle (Sales) is designed to equip you with foundational skills and knowledge in business development and customer relationship while providing you with insights to emergent trends in the business-to-business (B2B) trade environment. This set of knowledge and competencies will enable you to help organizations reimagine and shift to a new normal in global B2B commerce.</p> <p>Trading for Development in the Age of Global Value Chains Structuring Business Agreements for Success Knowledge Management and Big Data in Business Digital Transformation: Business Development and Marketing Managing Disruptive Change Blockchain and FinTech: Basics, Applications and Limitations Export/Import Certificate Effective Communication for Project Stakeholders and Teams Negotiation Skills and Effective Communication Customer Relationship Management RPA Developer Foundation International B2B (Business to Business Marketing) Strategic Applications of IT Project & Program Management</p> | <p>Financial Management Bootcamp</p> <p>Understanding financial issues and use of financial knowledge for informed decisions. Critical thinking and reasoning skills to navigate in a globally-connected world.</p> |

| Courses for non-PMETs | Components |
|---|---|
| Data & Automation for Ops & Automation Specialist in Wholesale Trade 6/9M | Workflow Automation Data Analytics & Visualization Databases Spreadsheet Engineering |
| Digital Design & Marketing for Wholesale Trade 6/9M | Design Principles Web Design Designing User Experience Social Media & Branding |

| | |
|---|---|
| International Supply Chain Management for Digital Sales Support in Wholesale Trade 6/9M | International Purchasing Management Productivity & Performance Supply Chain Management International Trade Management International Business Environment Distribution & Transport Services |
| Management and Administration for Digital Sales Support in Wholesale Trade 6/9M | Decision Support Applications Principles of Economics Principles of Business Law Principles of Marketing Business Innovation & Strategy Customer Relationship Management |