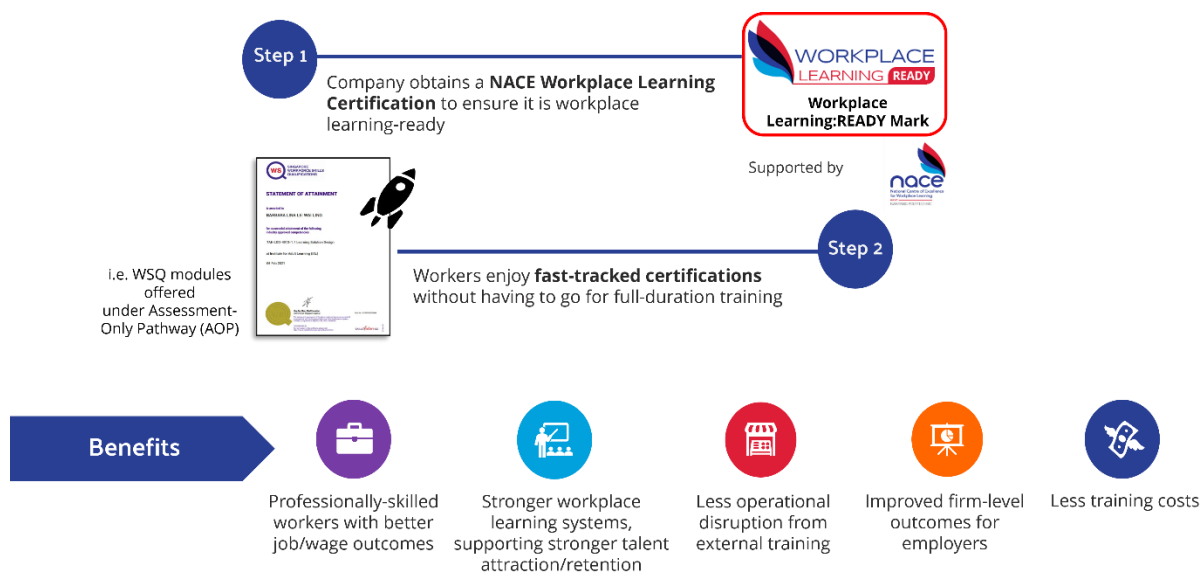


FAQs

General

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

Here is an illustration of what to expect as well as the benefits of participating.



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

While the WPSR is focused at supporting SMEs, it is open to all enterprises (including non-SMEs) to participate.

There are no eligibility requirements to participate in the initiative. However, enterprises should have identified the specific job role and skills for the AOP, and put in place on-the-job training plans to train workers in those areas. The training plans and evidence of the plans being implemented (e.g. documentation of supervisor coaching workers based on the plan) will help the National Centre of Excellence for Workplace Learning (NACE) led by Nanyang Polytechnic (NYP) 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 methods such as the Assessment-Only-Pathway (AOP) under the WSQ system.

3. Why are the pilot sectors confined to Retail and Food Services sectors?

The WPSR will be piloted from 1 June 2023 in the Retail and Food Services sectors first. These are sectors supported under the Progressive Wage Model (PWM) and have a large workforce size and concentration of mature workers. The WPSR provides additional **support to help SMEs in these sectors fulfil the minimum PWM training requirements** and facilitate the upward progression of their workers.

The WPSR will be expanded to more sectors (including non-PWM sectors) progressively.

Subsidies and Costs

4. What are the available government subsidy support under the WPSR?

Process		Subsidies		
		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	
	(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	✓	✓	✓

5. 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 which is subsidised at up to 90% for participating SMEs.

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.

WPL:READY Mark

6. 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 with more basic workplace learning readiness.

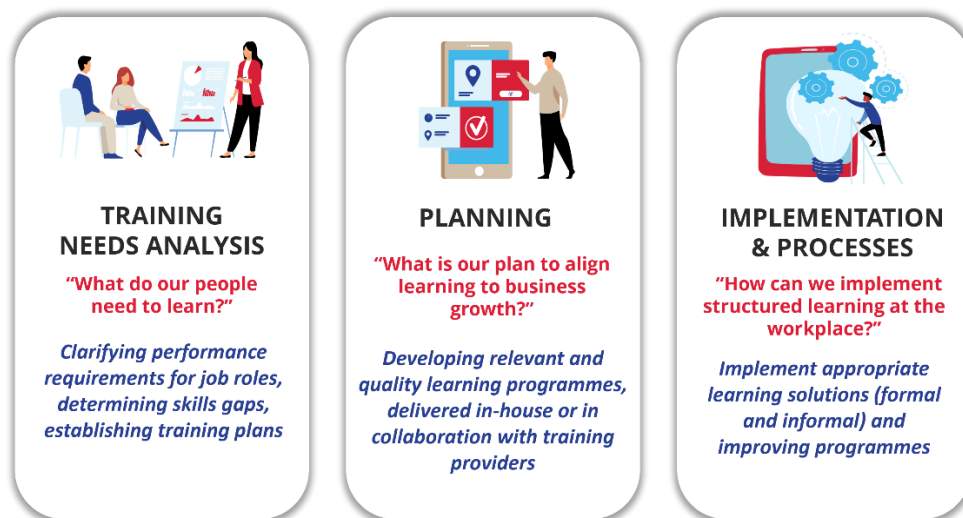
Enterprises with stronger workplace learning processes are encouraged to pursue the full NWpL Certification, which provides more comprehensive assessment and recognition of workplace learning excellence.

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

Applications for the WPL:READY Mark opened on **1 June 2023**, and are to be submitted to NACE via their web portal. The process to attain the WPL:READY Mark generally takes two to three months, and is heavily dependent on the quality and readiness of the enterprise's workplace learning capabilities.

8. What are the requirements to qualify for the WPL:READY Mark?

- Open to enterprises registered in Singapore
- Currently offered to Food Services and Retail sectors
- Three critical components will be assessed (as illustrated) – (i) Training Needs Analysis; (ii) Planning; and (iii) Implementation & Processes – referencing the [National Workplace Learning Framework](#) for workplace learning readiness during the review process.



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. Do enterprises need to obtain a NACE workplace learning certification (including the WPL:READY Mark) in order to pursue WSQ training modules under the Assessment-Only Pathway? What are the advantages of doing so?

A NACE workplace learning certification is **not** a pre-requisite for an organisation to pursue a WSQ 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 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

11. Who can enterprises contact for assistance on preparing for the AOP assessment?

Enterprises should work with the training provider delivering the AOP assessment to understand the assessment standards/requirements, and prepare their learning processes and workers accordingly.

- Singapore Institute of Retail Studies (SIRS): Mr James Fong (james_fong@sirs.edu.sg)
- Asian Culinary Institute (ACI): Ms Goh Siew Ngee (goh_siew_ngee@aci.edu.sg)

Enterprises requiring assistance to develop their workplace learning systems for the AOP assessment can consider the training programmes and consultancy services offered by NACE. These initiatives are subsidised at up to 90% for participating SMEs.

12. What if the training modules enterprises are interested in is not supported under AOP at this time?

Enterprises can feedback to SSG and the training provider as we need to review the pedagogical and regulatory considerations to determine the feasibility of converting a training course into AOP. E.g. a course that trains an emerging skill which might not be commonly used or practised at the workplace would be harder to AOP since the skill is not trained on-the-job.

13. 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?

For a start, SSG has appointed two training partners, SIRS and ACI to conduct the AOP assessments under the WPSR.

If you are interested to offer WSQ AOP modules under the WPSR, please contact SSG for advice on the application process and requirements.