TRAINING AND ADULT EDUCATION INDUSTRY DIGITAL PLAN

A guide for the TAE industry to assess their digital readiness and opportunities to go digital

In support of:

Sector lead:

In collaboration with:
01 OUR TRAINING AND ADULT EDUCATION INDUSTRY

02 TRENDS IMPACTING TRAINING AND ADULT EDUCATION

03 SMEs GO DIGITAL

04 DIGITAL ROADMAP

05 DIGITAL SKILLS NEEDED

06 GET STARTED TODAY

07 ADDITIONAL INFORMATION
The Training and Adult Education (TAE) industry plays a key role in developing the mastery of skills and capabilities of Singapore workforce. The TAE industry supports industry transformation efforts, to enable Singaporeans to adapt and thrive in a continually changing job market.

Source: Skills Framework for Training and Adult Education
TRENDS IMPACTING TRAINING AND ADULT EDUCATION

EXPANDED TRAINING MODALITIES FOR FLEXIBLE AND BLENDED LEARNING
by leveraging technology and workplace learning to enhance learning delivery and effectiveness

HUGE GROWING MARKET FOR HIGH QUALITY ON-DEMAND COURSES
for institutions to capture additional economic value

INCREASED NEED TO IMPROVE PRODUCTIVITY
by integrating training and business processes through the use of technology

INDUSTRY TRANSFORMATION MAP

The Education (Training and Adult Education (TAE)) Industry Transformation Map (ITM) launched in 2018 envisions a high-quality and responsive TAE sector, to support industry transformation and enable Singaporeans to stay relevant and competitive.

A high quality and responsive TAE sector will address critical and emerging skill needs of businesses and individuals across all industries, helping companies to elevate business growth through upskilling and reskilling of employees.

Source: Education Industry Transformation Map (ITM)
SMEs GO DIGITAL

Aligned to the ITM, the Industry Digital Plan (IDP) is part of the SMEs Go Digital programme that helps to make going digital simple for SMEs.

SMEs GO DIGITAL COMPRIS THE FOLLOWING:

**INDUSTRY DIGITAL PLAN (IDP)**
Guide on digital solutions and training required for each stage of your business growth.

**START DIGITAL PACK**
Foundational digital solutions for new SMEs, to help you get a head start in going digital.

**GROW DIGITAL**
Business-to-Business (B2B) and Business-to-Consumer (B2C) e-commerce platforms you can leverage to go global.

**CONSULTANCY SERVICES (SME DIGITAL TECH HUB)**
Expert advice you can tap on, to transform your business using digital technologies.

**PRE-APPROVED SOLUTIONS**
Proven SME-friendly digital solutions pre-approved by IMDA to meet your business needs. Government grants, e.g. Productivity Solutions Grant (PSG), are available for the adoption of these solutions.

**DIGITAL RESILIENCE BONUS**
Bonus for uplifting your digital capabilities to emerge stronger after the circuit breaker period, starting with the Food Services and Retail sectors.

**DIGITAL PROJECT MANAGEMENT SERVICES**
Project managers with expertise to support you in implementing the digital solutions.
04 DIGITAL ROADMAP
Providing guidance to TAE institutions to leverage digital solutions.

STAGE 01
GETTING DIGITAL ECONOMY READY
Optimised Operations, Digitalised Resources
- DIGITAL ATTENDANCE
- DIGITAL CERTIFICATION
- TRAINING MANAGEMENT SYSTEM
- DIGITAL LEARNING PLATFORM
- DATA ANALYTICS FOR BUSINESS OPERATIONS

STAGE 02
GROWING IN THE DIGITAL ECONOMY
Integrated Ecosystems, New Local Market
- DIGITAL LEARNING MARKETPLACE
- JOBS-SKILLS INSIGHTS TOOLS AND PRODUCTS
- RAPID CONTENT CREATION

STAGE 03
LEAPING AHEAD
Global Markets, Intelligent Business
- PREDICTIVE SERVICE DELIVERY
- SMART RESOURCE PLANNING
- INTELLIGENT LEARNING ADVISOR

BUSINESS CAPABILITIES
Robotic Process Automation (RPA), Human Resource, Payroll, Accounting, CyberSecurity, etc.

Note: This roadmap will be updated over time as digitalisation of the industry progresses and new technologies are introduced to the industry.
GETTING DIGITAL ECONOMY READY

Optimised Operations, Digitalised Resources

- Training administration processes can be streamlined.
- Organisations can optimise operations and channel resources to higher value work.
- Digitalisation improves learner accessibility, and facilitates information exchange, systems integration and processes.

01

Training Management System

Automate training administration processes, digitalise training records, and have complete oversight of the training business.
- Streamline administration
- Reduce errors
- Improve process compliance

Digital Certification

Allow authentication and authorisation of digital certificates.
- Ensure certification is authentic, valid and trackable
- Facilitate self-help checking of certification

Data Analytics for Business Operations

Enhance informed decision-making process based on analysis and smart presentation of data.
- Present key data points and trends to inform decision-making
- Drive business growth using data-centric processes

Digital Learning Platform

Create and deliver digital content to learners anytime and anywhere.
- Deliver seamless and positive learning experience
- Facilitate blended learning
- Aggregate digital resources for ease of access

Digital Attendance

Capture and store learner’s attendance digitally for ease of access.
- Track attendance automatically with downstream activation of payment and verification processes
GROWING IN THE DIGITAL ECONOMY

Integrated Ecosystems, New Local Market

• Organisation becomes more agile and is able to detect business opportunities and responds to local market changes quickly.
• Learning-related product offerings are regularly updated to address skill gaps, with expansion into workplace-based learning.
• Time to market becomes shorter with a more responsive content creation line.
• Adoption of smart technology allows businesses to participate in digital ecosystems to maximise resources, scale up their businesses and access new markets.

Digital Learning Marketplace

Leverage e-commerce platform to increase outreach for products and services.
• Promote online selection and purchase of courses by learners
• Improve direct sales for training providers
• Increase potential market size

Rapid Content Creation

Create content quickly for market testing while the topic is top-of-mind for the audience.
• Increase productivity for quick product release
• Generate content in a scalable manner to address market needs in real-time

Jobs-Skills Insights Tools and Products

Facilitate identification of opportunities for training and interventions based on employer and workforce demands.
• Improve training product development
• Enable proactive intervention to address labour market needs
LEAPING AHEAD
Global Markets, Intelligent Business

- The integrated digital ecosystem yields the benefits of intelligence through proactive monitoring and analytics.
- Feedback loop is established in making the system better through machine learning.
- Organisation reaches a state of cognitive computing where software automation/bots perform routine business processes.
- Business extends its services and product offerings globally.

Smart Resource Planning
Leverage Artificial Intelligence (AI) to predict class demand to facilitate smart resource allocation to optimise business operations.
- Maximise resources for effective use
- Reduce cost
- Speed up the resource planning process

Predictive Service Delivery
Leverage customer data to anticipate customer’s next move and improve customer experience and journey. Proactive in reaching targeted customers from certain segments to achieve effective results.
- Work with customers to meet their needs just-in-time
- Increase cross-selling and up-selling opportunities

Intelligent Learning Advisor
Perform AI-driven course recommendations based on the learner’s profile and/or to provide adaptive coaching.
- Engage learner to assess needs
- Automate the coaching process to facilitate 24/7 access to learning
- Enable a scalable business model
DIGITAL SKILLS NEEDED

Digital skills are required for all TAE job roles, at varying levels of proficiency. All job roles may require upskilling to support the TAE industry’s digitalisation journey.

<table>
<thead>
<tr>
<th>ALL USERS</th>
<th>ADVANCED USERS</th>
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<tbody>
<tr>
<td>Require broad-based digital literacy and awareness</td>
<td>Require higher proficiency digital skills</td>
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**“TECH BASICS” COURSES**

- Broad-based innovation mindset and digital literacy / awareness
- *SkillsFuture Singapore (SSG)* funded broad-based courses – e.g. *SkillsFuture for Digital Workplace*

Solution-specific user level digital skills
- *Vendor solution specific training*

**“TECH ADVANCED” COURSES**

- Higher proficiency level digital skills
- Training mapped to the Skills Framework for “Training and Adult Education” and “Infocomm Communication Technology (ICT)”

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ADULT EDUCATOR

LEARNING TECHNOLOGY DESIGNER

LEARNING CONSULTANT / LEARNING SOLUTIONIST

LEARNING AND OPERATIONS EXECUTIVE / MANAGER

CENTRE DIRECTOR / HEAD OF INSTITUTE
# Digital Roadmap on Training

## Stage 01
**Getting Digital Economy Ready**
- SkillsFuture for Digital Workplace
- Approaches to Blended Learning
- Digital and Agile Transformation
- Cybersecurity Awareness

## Stage 02
**Growing in the Digital Economy**
- Essentials of Digital Marketing
- Trade and Business in the Digital Marketplace

## Stage 03
**Leaping Ahead**
- AI & Machine Learning Awareness
- Introduction to Blockchain Technology and Smart Contract

### Tech Basics

**All employees in the industry**
- Creating Interactive eLearning
- Workplace Learning Design
- Data Protection Management
- Digital Payment
- Data Analytics and Visualisation
- User Experience and Design
- Blockchain Developer

### Tech Advanced

**Employees who use or explore advanced tech in their work / organisation**
- Mobile Video Creation
- Visual Learning Creation
- Big Data Analytics
- Squared Online Certificate in Digital Marketing

### Vendor-specific Solutions Training

These training programmes are aligned to Skills Framework and emerging areas under SkillsFuture Series

Course Directory: [https://www.myskillsfuture.sg/content/portal/en/training-exchange/course-landing.html](https://www.myskillsfuture.sg/content/portal/en/training-exchange/course-landing.html)
iN.LAB

iN.LAB at the Institute for Adult Learning (IAL) is the lead facility for the Continuing Education and Training (CET) community to come together to explore, collaborate, work on and contribute to learning innovation.

InnovBITE
Be introduced to digital learning tools from the Cost-Effective and Easy-to-Use (CEE) range of tools and apps in short practitioner workshops

InnovDEV
Work with iN.LAB to digitally transform existing curriculum and approaches with CEE and other innovative means

InnovJAM
Explore innovative solutioning, re-think Learning & Development (L&D) challenges, and re-equip with digital possibilities

InnovLOGUE
Discussion dialogue on diverse perspectives and a common desire to see digital learning done well

InnovPLUS
Collaborate and develop prototypes to solve learning challenges with possible grant support

Source: https://www.ial.edu.sg/start-learning-innovation/in-lab/get-started.html
GET STARTED TODAY

You will be supported at every stage of your digital journey, through three simple steps:

1. **Is your business digital-ready?**
   Find out using the Industry Digital Plan (IDP) for your sector.

   Find out if you are digital-ready by using the IDP resources [here](#) or scan the QR code.

2. **How do you get started?**
   Take up pre-approved solutions with grant support.

   - Visit [GoBusiness Gov Assist](#) for the contact information of pre-approved solution providers. If funding support is required, apply for the Productivity Solutions Grant (PSG) on the Business Grants portal, before purchasing and implementing digital solutions.
   - You can also apply for training subsidies under [SkillsFuture Enterprise Credit](#) (SFEC).

3. **Where can you get help?**
   Contact the nearest SME Centre for support.

   Make an [e-appointment](#) with a Business Advisor at your nearest [SME Centre](#) for digital advice, or be referred to the Principal Consultants at SME Digital Tech Hub for more advanced digital needs.

   Contact [Singapore Manufacturing Federation](#) (SMF) for digital project managers who can help you implement your digital solutions.
07 FOR MORE INFORMATION

FOR SMEs

Digital Solutions
SMEs Go Digital
https://www.imda.gov.sg/SMEsGoDigital

GoBusiness Gov Assist
https://govassist.gobusiness.gov.sg/productivity-solutions-grant/

Be Safe Online Handbook
https://www.csa.gov.sg/gosafeonline/resources/be-safe-online-handbook

Business Advisory & Digital Consultancy
SME Centres managed by Trade Associations
• SME Centre@ASME
• SME Centre@SCCCI
• SME Centre@SICCI
• SME Centre@SMCCI
• SME Centre@SMF
https://www.enterprisesg.gov.sg/contact-info/overview
Enterprise Infoline: +65 6898 1800

SME Digital Tech Hub
http://www.digitaltechhub.sg

Digital Project Management Services
https://www.smfederation.org.sg/capability-capacity-development/project-management-services

FOR INDIVIDUALS

Capability Upgrading
Fundamentals for Future Economy
http://www.skillsfuture.sg/digitalworkplace

Course Directory
https://www.myskillsfuture.sg/content/portal/en/training-exchange/course-directory.html

Events and Collaboration by iN.LAB
https://www.ial.edu.sg/start-learning-innovation/in-lab/innovation-activities.html

TechSkills Accelerator (TeSA)
https://www.go.gov.sg/teSA

FOR ICM VENDORS

SMEs Go Digital
https://imda.gov.sg/icmvendors

This Industry Digital Plan is part of the SMEs Go Digital Programme.
#SGDIGITAL

Singapore Digital (SG:D) is a nation-wide movement to unify Singapore’s digitalisation efforts. Whether it is help for different industries to start their digitalisation journeys, or creating new ecosystems, opportunities and capabilities for the future, SG:D is set to take us ahead as a leading digital global node. The :D smiley face icon in the logo signifies the optimism of Singaporeans advancing together with digital innovation. As we progress into the digital economy, it is all about the people – the heart of all we do.