

# TRAINING AND ADULT EDUCATION INDUSTRY DIGITAL PLAN

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



Sector lead:

SKILLS *Future* SG

In collaboration with:

IAL

INSTITUTE FOR  
ADULT LEARNING  
SINGAPORE

AN INSTITUTE OF  
SUSS  
SINGAPORE UNIVERSITY  
OF SOCIAL SCIENCES

In support of:

SG: DIGITAL

# CONTENTS

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

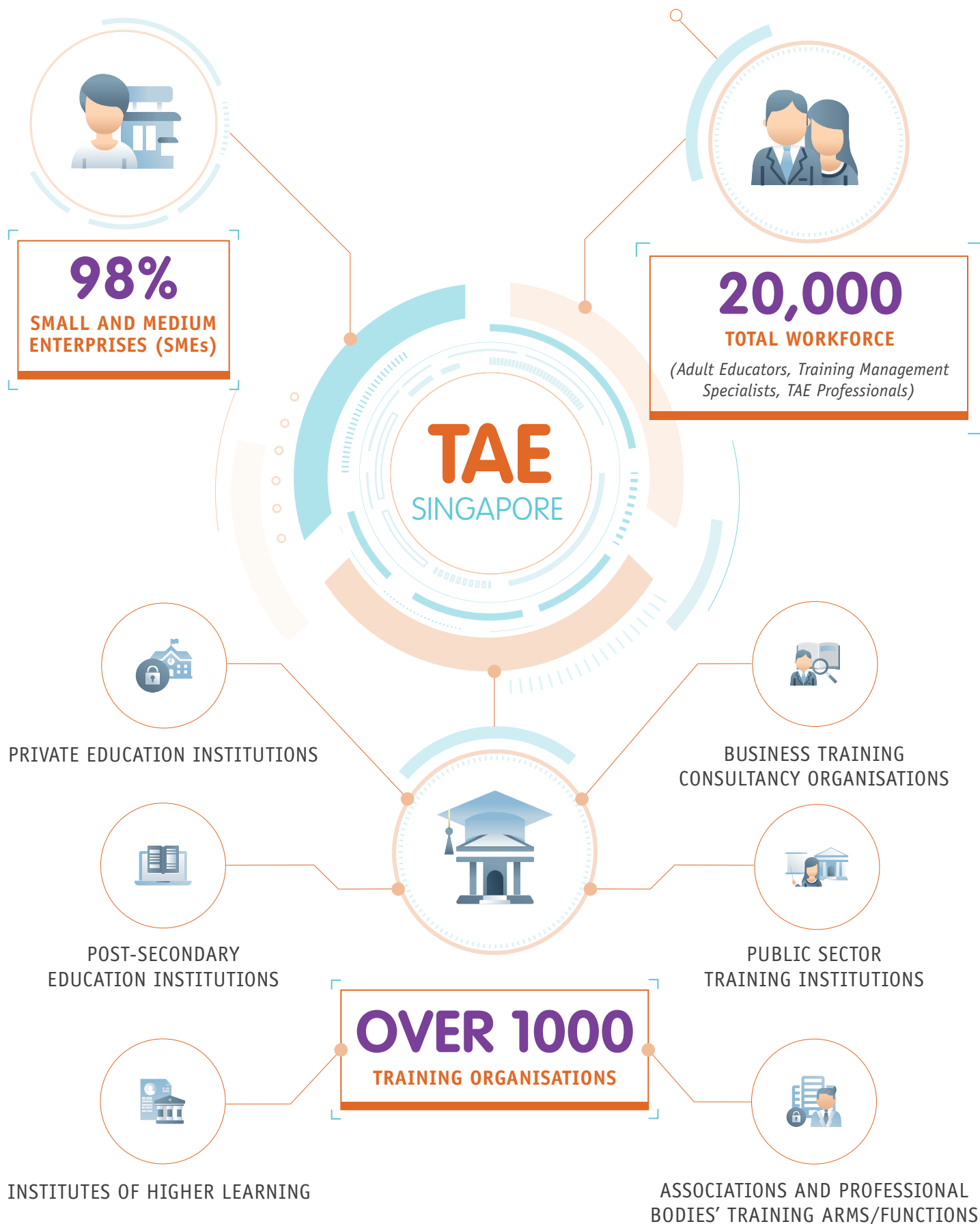
GET STARTED TODAY

07

ADDITIONAL INFORMATION

# 01 OUR TRAINING AND ADULT EDUCATION INDUSTRY

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.



# 02 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

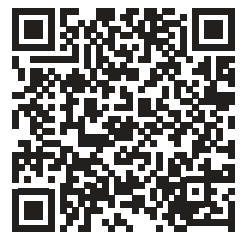
by integrating training and business processes through the use of technology

## 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)



Click [here](#) or scan this QR code for more details on the Education ITM



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

## 3 STEPS TO GO DIGITAL



### For more information

Scan the QR code or visit  
[www.imda.gov.sg/SMEsGoDigital](http://www.imda.gov.sg/SMEsGoDigital)

### Support available

- Chief Technology Officer-as-a-Service (CTO-as-a-Service)
- Industry Digital Plans
- Pre-Approved Solutions
- Start Digital
- Grow Digital
- Advanced Digital Solutions
- Government Grants e.g. Productivity Solutions Grant (PSG)

1

#### Is your business digital-ready?

Find out using the Industry Digital Plan (IDP) for your sector.

2

#### How do you get started?

Take up pre-approved solutions with grant support.

3

#### Where can you get help?

Access the CTO-as-a-Service for support.

### SMEs Go Digital comprises the following:

#### CTO-as-a-Service

Assess your digital readiness, explore digital solutions and request for digital advisory and project management services.

#### INDUSTRY DIGITAL PLANS (IDP)

Step by step guide on digital solutions and training required at each stage of your business growth.

#### PRE-APPROVED SOLUTIONS

Proven off-the-shelf 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.

#### START DIGITAL

Foundational digital solutions for new SMEs to get a head start in going digital.

#### GROW DIGITAL

Leverage Business-to-Business (B2B) and Business-to-Consumer (B2C) e-commerce platforms to go international, without a physical presence overseas.

#### ADVANCED DIGITAL SOLUTIONS

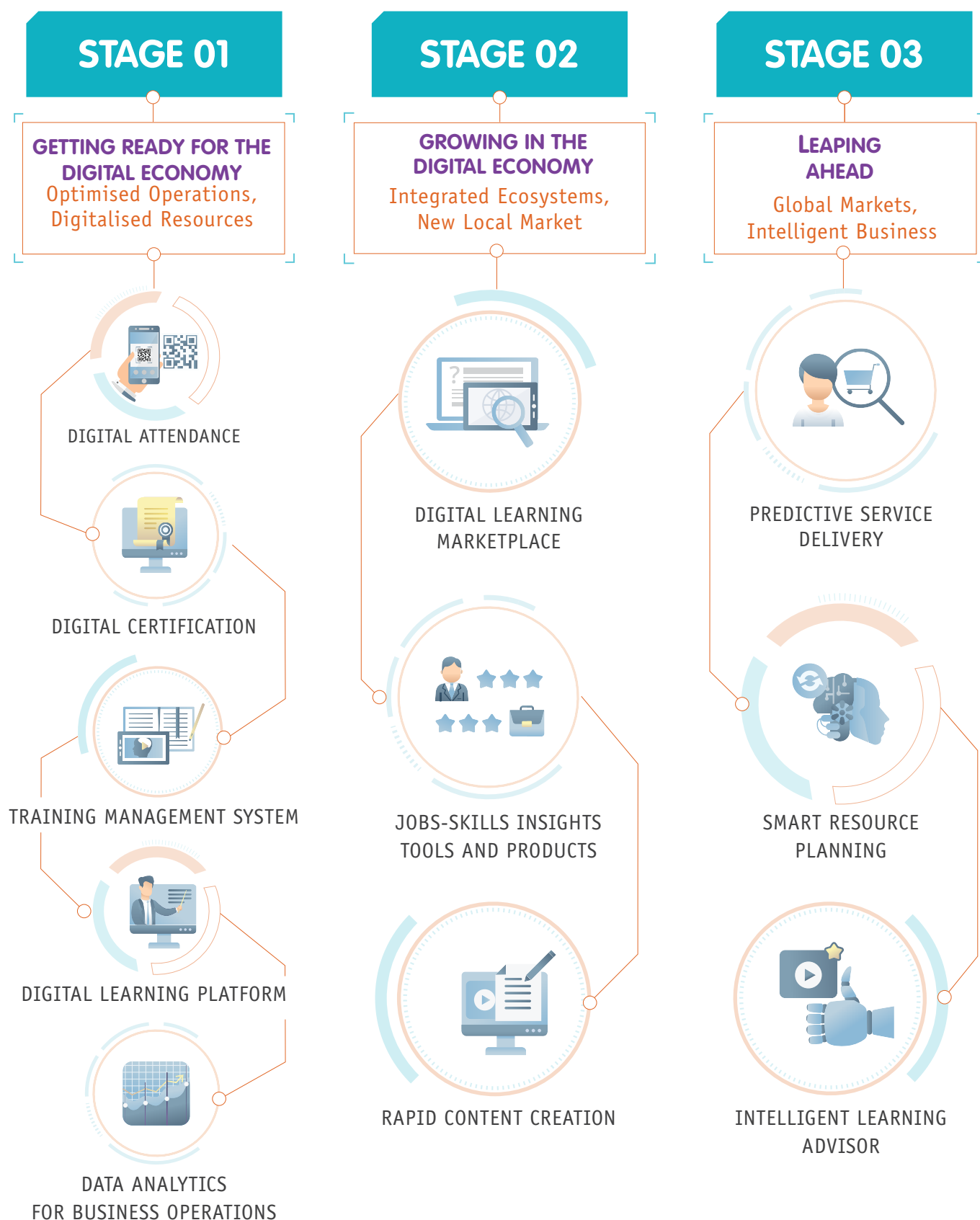
Advanced and integrated digital solutions to help you strengthen business continuity and build longer term resilience.



# 04

## DIGITAL ROADMAP

Providing guidance to TAE institutions to leverage digital solutions.



### 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.

## STAGE

# 01

# GETTING READY FOR THE DIGITAL ECONOMY

## 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.

### 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

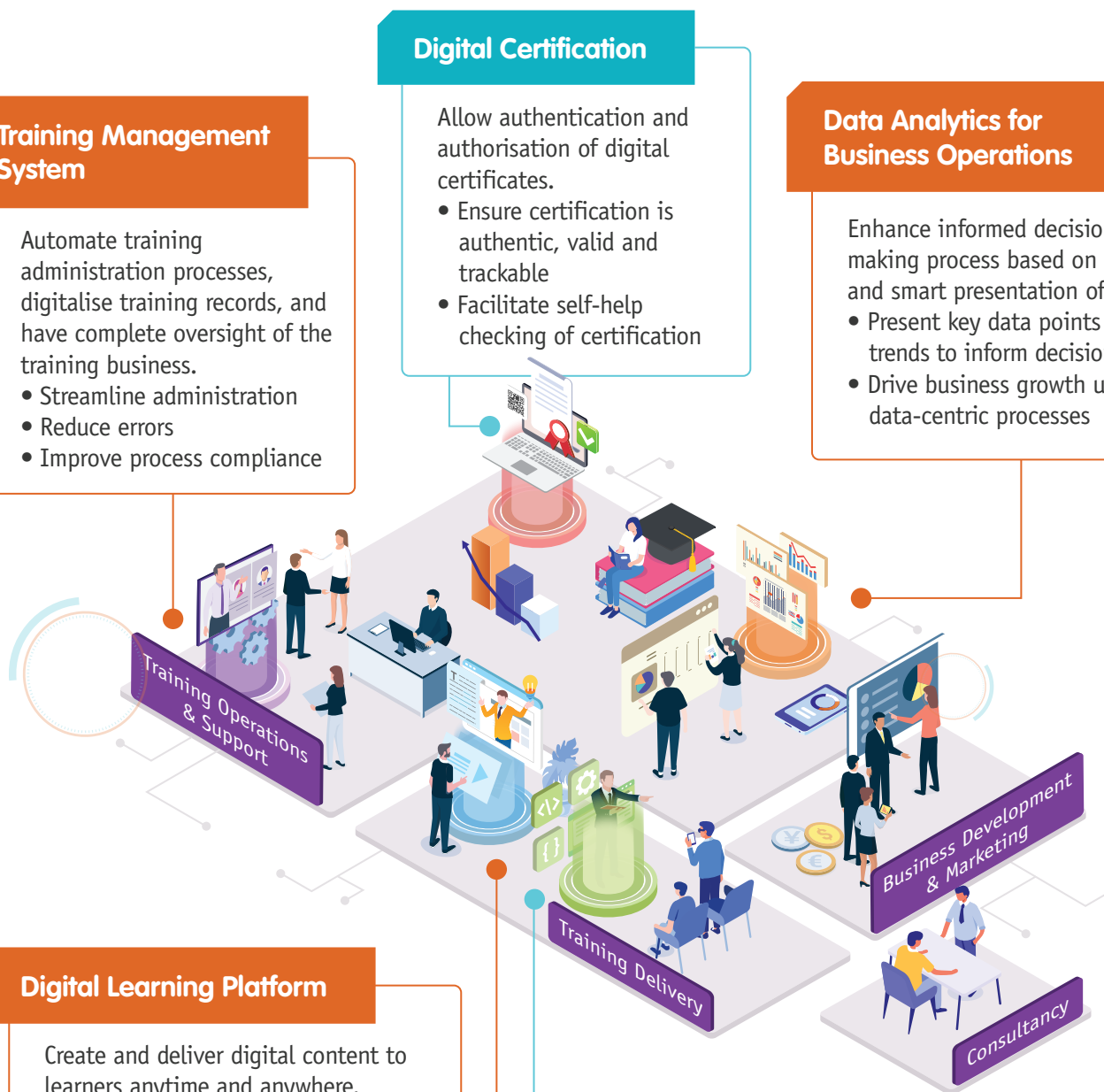
Create and deliver digital content to learners anytime and anywhere.

- 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



## STAGE

# 03

## 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

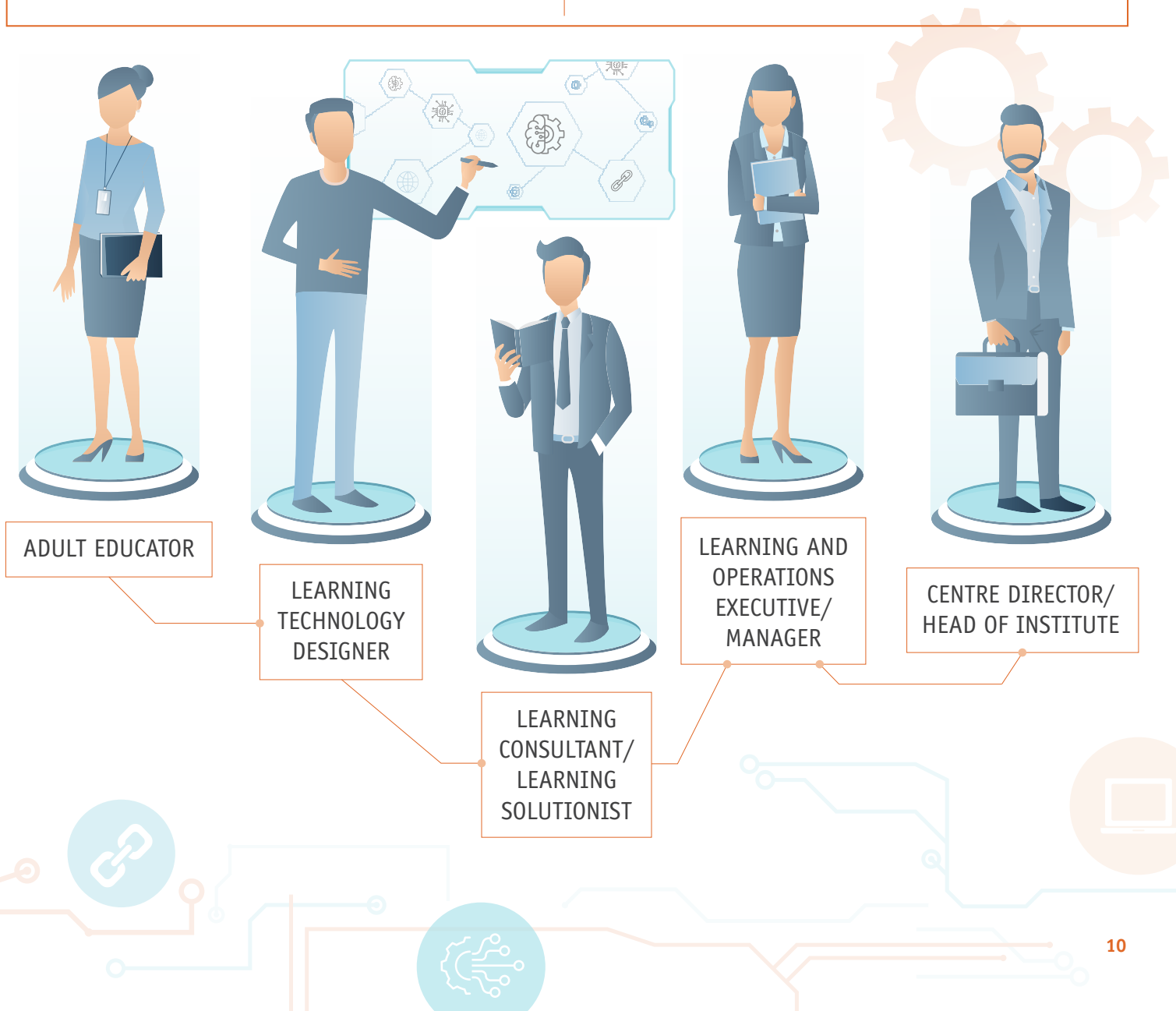
Perform AI-driven course recommendations based on the learner's profile and/or to provide adaptive coaching.

- Engage learner to assess needs
- Automate the coaching process to facilitate 24/7 access to learning
- Enable a scalable business model

# 05 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.

ALL USERS	ADVANCED USERS
Require broad-based digital literacy and awareness	Require higher proficiency digital skills
<p><b>"TECH BASICS" COURSES</b></p> <p>Broad-based innovation mindset and digital literacy / awareness</p> <p><i>SkillsFuture Singapore (SSG) funded broad-based courses – e.g. SkillsFuture for Digital Workplace</i></p> <p>Solution-specific user level digital skills</p> <p><i>Vendor solution specific training</i></p>	<p><b>"TECH ADVANCED" COURSES</b></p> <p>Higher proficiency level digital skills</p> <p><i>Training mapped to the Skills Framework for "Training and Adult Education" and "Infocomm Communication Technology (ICT)"</i></p>



# DIGITAL ROADMAP ON TRAINING

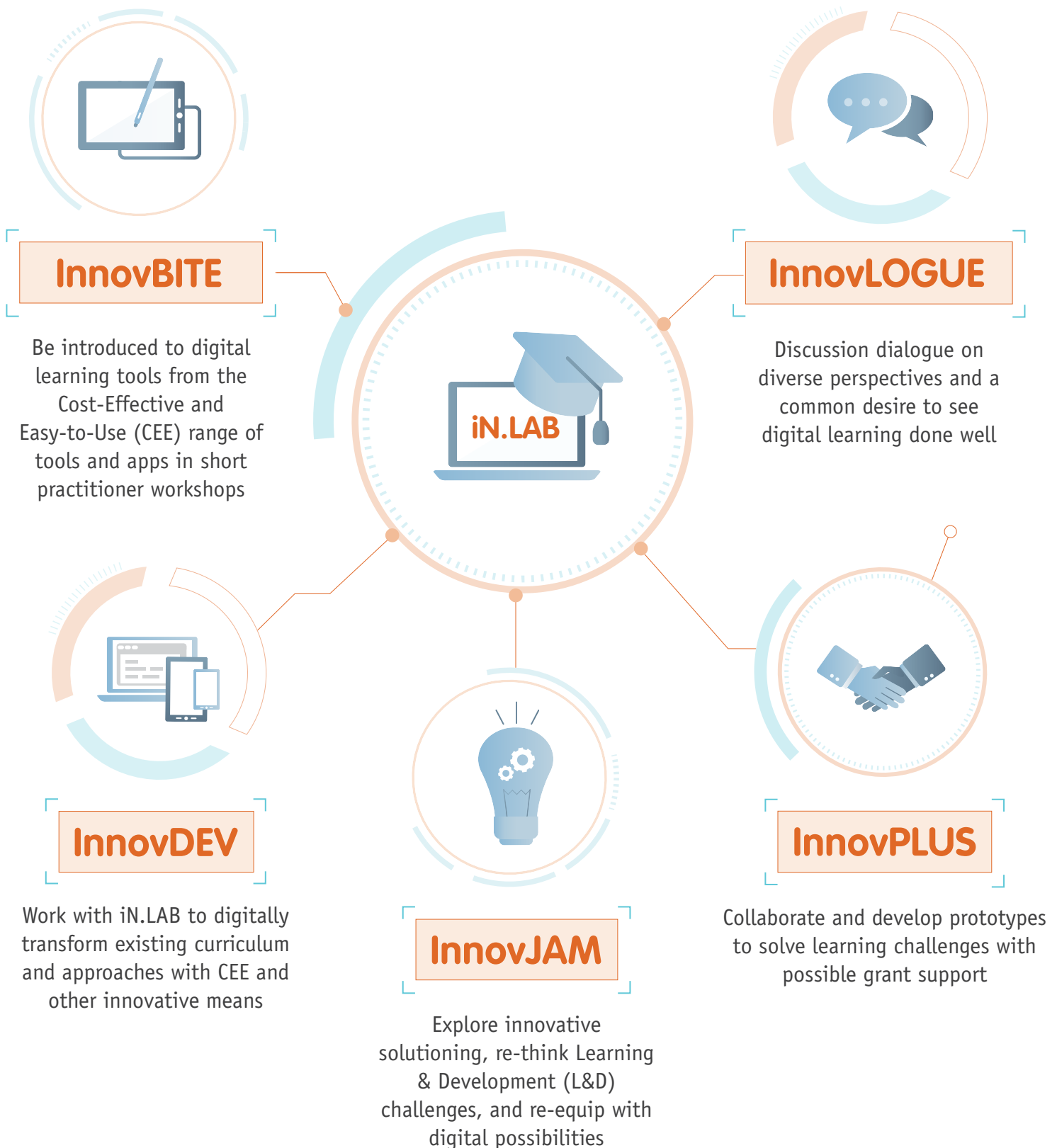
	STAGE 01	STAGE 02	STAGE 03
	GETTING READY FOR THE DIGITAL ECONOMY	GROWING IN THE DIGITAL ECONOMY	LEAPING AHEAD
<b>"TECH BASICS"</b>  All employees in the industry	<ul style="list-style-type: none"> <li>• SkillsFuture for Digital Workplace</li> <li>• Approaches to Blended Learning</li> <li>• Digital and Agile Transformation</li> <li>• Cybersecurity Awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Essentials of Digital Marketing</li> <li>• Trade and Business in the Digital Marketplace</li> </ul>	<ul style="list-style-type: none"> <li>• AI &amp; Machine Learning Awareness</li> <li>• Introduction to Blockchain Technology and Smart Contract</li> </ul>
	Vendor-specific Solutions Training		
<b>"TECH ADVANCED"</b>  Employees who use or explore advanced tech in their work / organisation	<ul style="list-style-type: none"> <li>• Creating Interactive eLearning</li> <li>• Workplace Learning Design</li> <li>• Data Protection Management</li> <li>• Digital Payment</li> <li>• Data Analytics and Visualisation</li> <li>• User Experience and Design</li> <li>• Blockchain Developer</li> </ul>	<ul style="list-style-type: none"> <li>• Mobile Video Creation</li> <li>• Visual Learning Creation</li> <li>• Big Data Analytics</li> <li>• Squared Online Certificate in Digital Marketing</li> </ul>	<ul style="list-style-type: none"> <li>• Deep Learning and Applications</li> <li>• Applied Artificial Intelligence with Python</li> <li>• Analytics and Computational Modelling</li> <li>• Machine Learning Driven through Data Science</li> </ul>
	These training programmes are aligned to Skills Framework and emerging areas under SkillsFuture Series		

Course Directory: <https://www.myskillsfuture.gov.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.



Source: <https://www.ial.edu.sg/start-learning-innovation/in-lab/get-started.html>



# 06

## GET STARTED TODAY

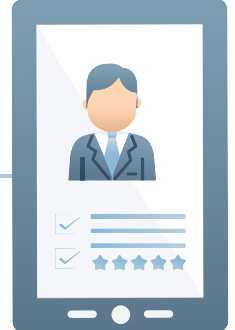
You will be supported at every stage of your digital journey, through three simple steps:

### 1 | Is your business digital-ready?

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



Training and Adult Education IDP



### 2 | How do you get started?

- Tap on [CTO-as-a-Service](#) to complete your Digital Readiness Self-Check in the web app and select from the recommended digital solutions that best meet your business needs.
- Visit [GoBusiness Gov Assist](#) to search for digital solutions and solution providers. If funding support is required, apply for the [Productivity Solutions Grant \(PSG\)](#) on the Business Grants Portal, before purchasing and implementing the digital solutions.
- You can also apply for training subsidies under the [SkillsFuture Enterprise Credit \(SFEC\)](#).



CTO-as-a-Service



GoBusiness Gov Assist



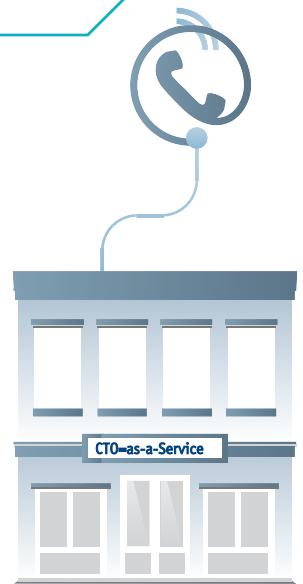
SFEC

### 3 | Where can you get help?

- Tap on [CTO-as-a-Service](#) for digital consultancy and project management services.
- Visit [SME Centre](#) if you require business advisory.



SME Centre





## FOR SMEs

## Digital Consultancy &amp; Solutions

## CTO-as-a-Service

[go.gov.sg/CTOaaS](https://go.gov.sg/CTOaaS)

## 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/-/media/csa/documents/publications/be\\_safe\\_online/be\\_safe\\_online\\_handbook.pdf](https://www.csa.gov.sg/-/media/csa/documents/publications/be_safe_online/be_safe_online_handbook.pdf)

## Business Advisory

## 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/smecentre>

Enterprise Infoline: +65 6898 1800

## FOR INDIVIDUALS

## Capability Upgrading

## Fundamentals for Future Economy

<https://www.skillsfuture.gov.sg/digitalworkplace>

## Course Directory

<https://www.myskillsfuture.gov.sg/content/portal/en/training-exchange/course-landing.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>

## Career Facilitation

## WSG's Careers Connect

<https://www.wsg.gov.sg/career-services.html>

## e2i Centres

<https://e2i.com.sg/>

## FOR ICM VENDORS

## SMEs Go Digital

<https://imda.gov.sg/icmvendors>

# #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.



[imda.gov.sg/sgdigital](https://imda.gov.sg/sgdigital)



[twitter.com/IMDAsg](https://twitter.com/IMDAsg)



[facebook.com/IMDAsg](https://facebook.com/IMDAsg)  
[facebook.com/skillsfuturesg](https://facebook.com/skillsfuturesg)



[youtube.com/IMDAsg](https://youtube.com/IMDAsg)  
[youtube.com/skillsfuturesg](https://youtube.com/skillsfuturesg)



[linkedin.com/company/IMDAsg](https://linkedin.com/company/IMDAsg)  
[linkedin.com/company/skillsfuture-sg](https://linkedin.com/company/skillsfuture-sg)



[instagram.com/IMDAsg](https://instagram.com/IMDAsg)  
[instagram.com/skillsfuturesg](https://instagram.com/skillsfuturesg)