TRAINING AND ADULT EDUCATION INDUSTRY DIGITAL PLAN

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

SKILLS TRAINING

KNOWLEDGE

EDUCATION

LEARNING

ABILITY

An initiative by:
INFOCOMM MEDIA DEVELOPMENT AUTHORITY

Sector lead:
SKILLSfuture SG

Supported by:
IAL INSTITUTE FOR ADULT LEARNING SINGAPORE

AN INSTITUTE OF
SUSS SINGAPORE UNIVERSITY OF SOCIAL SCIENCES

CONTENTS

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.

TAE SINGAPORE

98%
SMALL AND MEDIUM ENTERPRISES (SMEs)

20,000
TOTAL WORKFORCE
(Adult Educators, Training Management Specialists, TAE Professionals)

PRIVATE EDUCATION INSTITUTIONS

BUSINESS TRAINING CONSULTANCY ORGANISATIONS

POST-SECONDARY EDUCATION INSTITUTIONS

PUBLIC SECTOR TRAINING INSTITUTIONS

OVER 1000
TRAINING ORGANISATIONS

INSTITUTES OF HIGHER LEARNING

ASSOCIATIONS AND PROFESSIONAL BODIES' TRAINING ARMS/FUNCTIONS

Source: Skills Framework for Training and Adult Education

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)
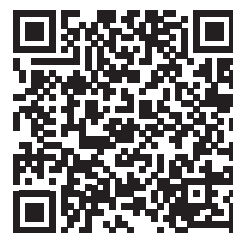
Click here or scan this QR code for more details on the Education ITM

03 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.

SG:D | SMEs GO DIGITAL

3 STEPS TO GO DIGITAL

For more information
Scan the QR code or visit
www.imda.gov.sg/SMEsGoDigital

Support available

- Pre-Approved Solutions
- Start Digital Pack
- Grow Digital
- Consultancy Services (SME Digital Tech Hub)
- Government Grants (e.g. Productivity Solutions Grant (PSG); SkillsFuture Enterprise Credit (SFEC))
- Digital Resilience Bonus
- Digital Project Management Services

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?**
Contact your nearest SME Centre for support.

SMEs GO DIGITAL COMPRISES THE FOLLOWING:

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.

GROW DIGITAL

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

START DIGITAL PACK

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

DIGITAL PROJECT MANAGEMENT SERVICES

Project managers with expertise to support you in implementing the digital solutions.

INDUSTRY DIGITAL PLAN (IDP)

Guide on digital solutions and training required for each stage of your business growth.
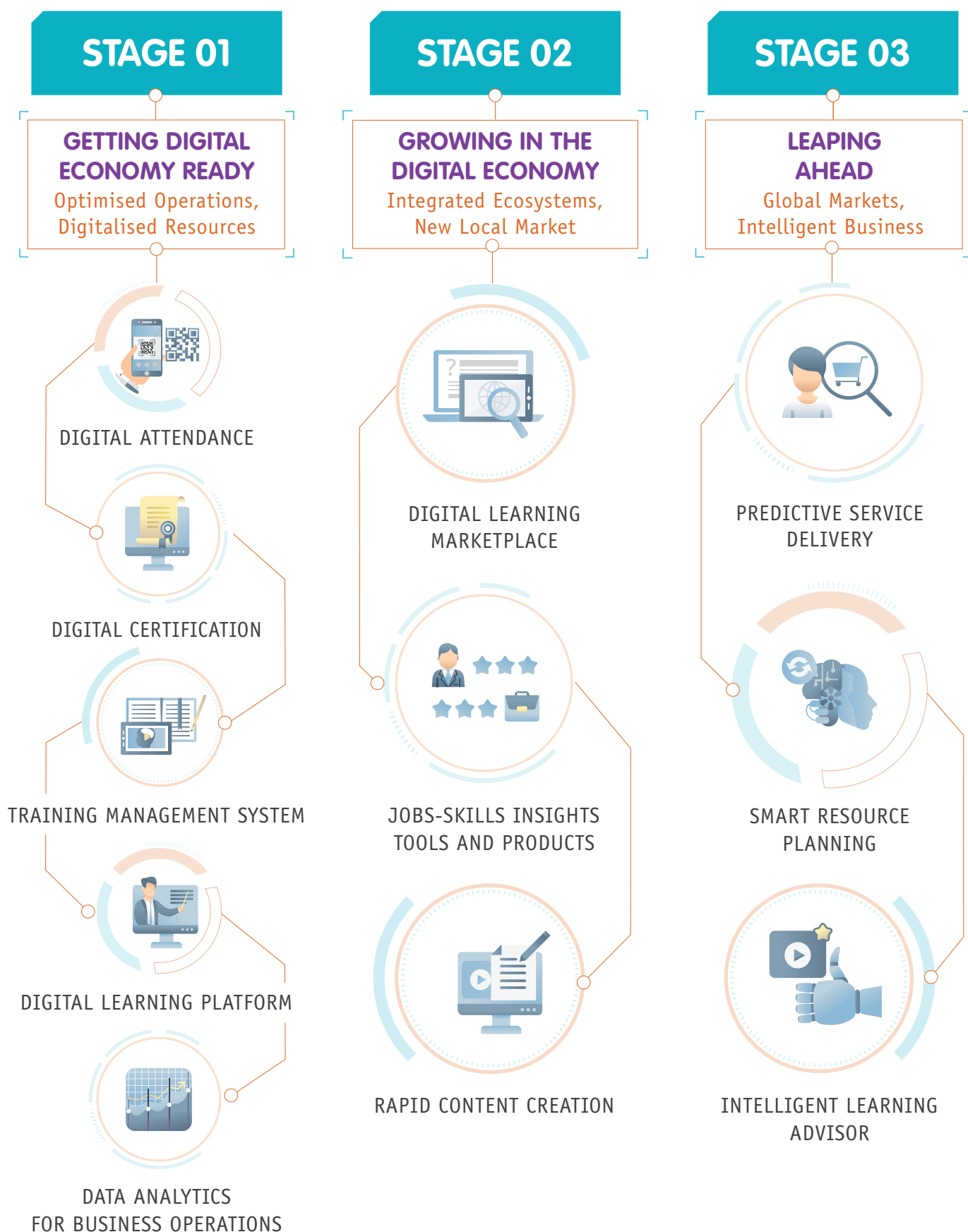
CONSULTANCY SERVICES (SME DIGITAL TECH HUB)

Expert advice you can tap on, to transform your business using digital technologies.

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.

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.

Digital Certification

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

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

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

Training Operations & Support

Training Delivery

Business Development & Marketing

Consultancy

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
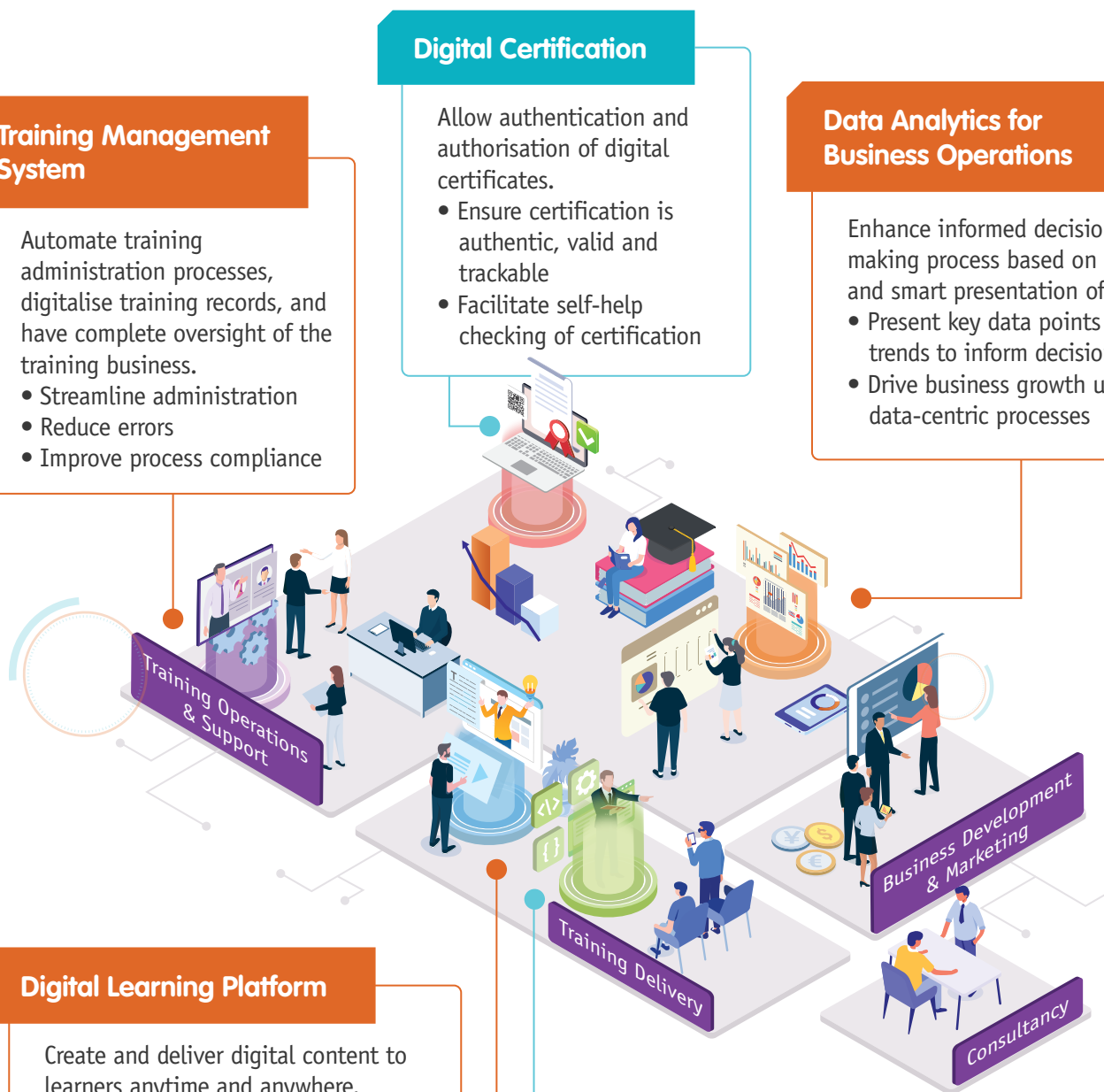
GROWING IN THE DIGITAL ECONOMY

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

Training Operations & Support

Training Delivery

Business Development & Marketing

Consultancy

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.
- Inform 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

Training Operations & Support

Training Delivery

Business Development & Marketing

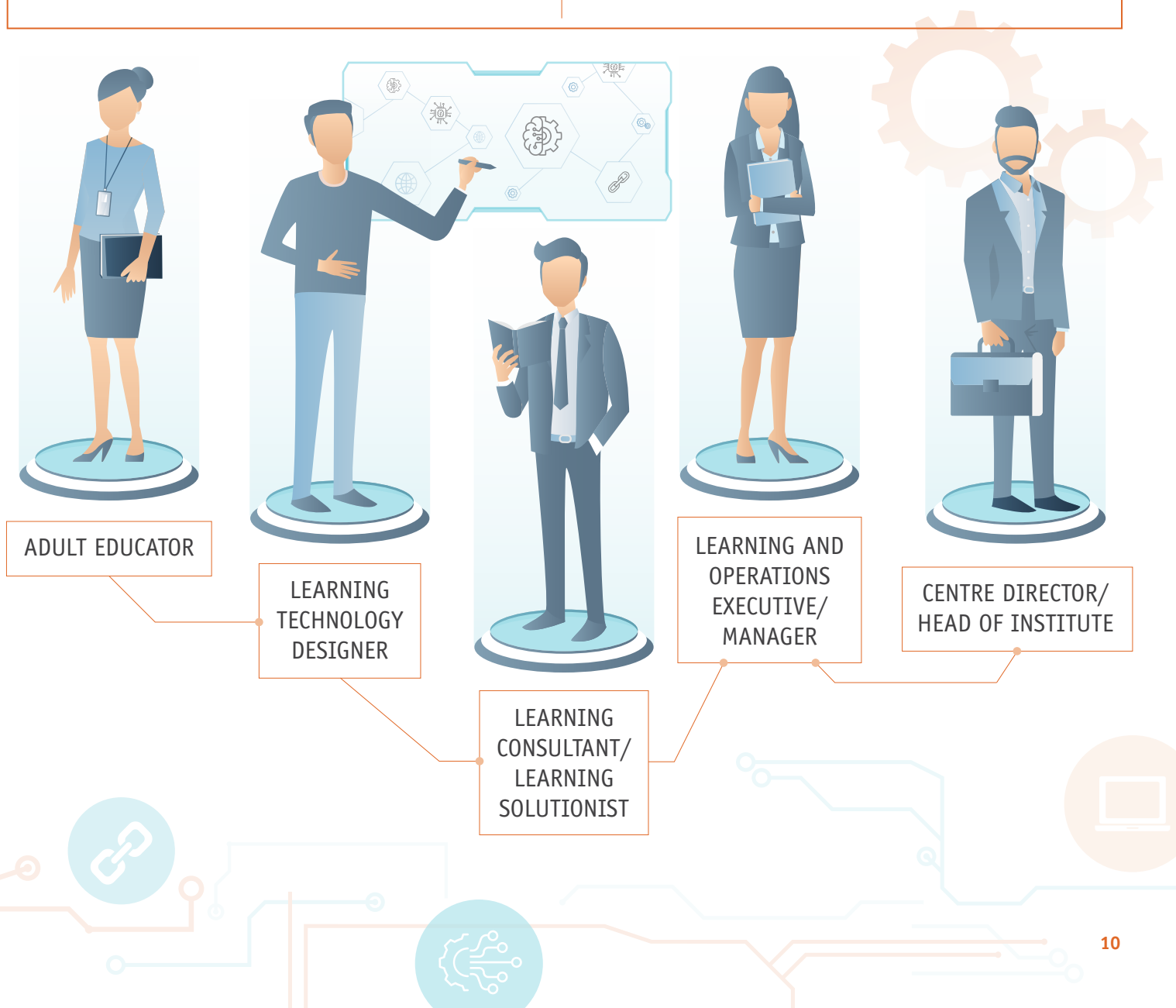Consultancy

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

"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)"
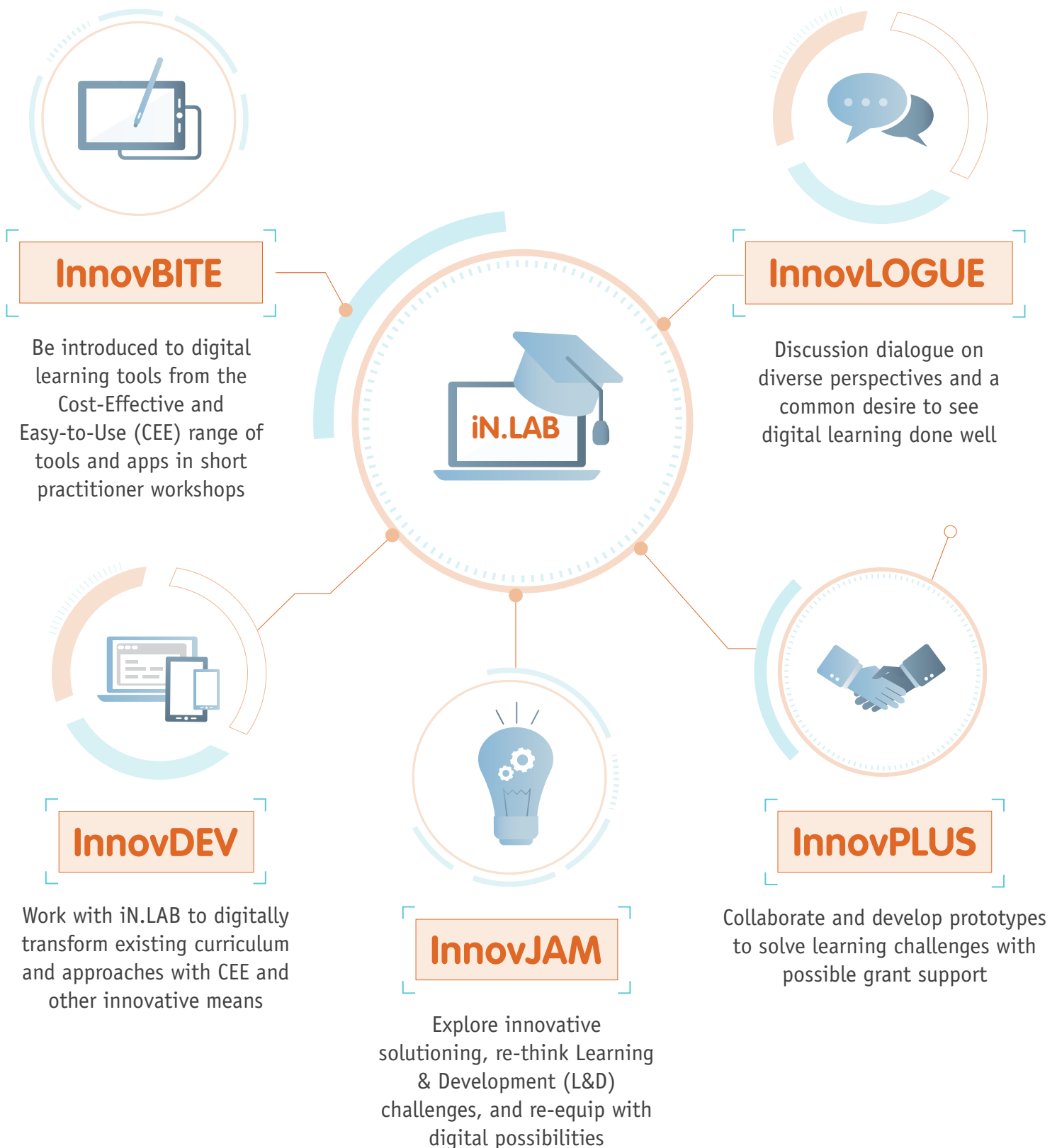
ADULT EDUCATOR

LEARNING TECHNOLOGY DESIGNER

LEARNING CONSULTANT/ LEARNING SOLUTIONIST

LEARNING AND OPERATIONS EXECUTIVE/ MANAGER

CENTRE DIRECTOR/ HEAD OF INSTITUTE

DIGITAL ROADMAP ON TRAINING

	STAGE 01	STAGE 02	STAGE 03
"TECH BASICS" All employees in the industry	**GETTING DIGITAL ECONOMY READY** • SkillsFuture for Digital Workplace • Approaches to Blended Learning • Digital and Agile Transformation • Cybersecurity Awareness	**GROWING IN THE DIGITAL ECONOMY** • Essentials of Digital Marketing • Trade and Business in the Digital Marketplace	**LEAPING AHEAD** • AI & Machine Learning Awareness • Introduction to Blockchain Technology and Smart Contract
	Vendor-specific Solutions Training		
"TECH ADVANCED" Employees who use or explore advanced tech in their work / organisation	• Creating Interactive eLearning • Workplace Learning Design • Data Protection Management • Digital Payment • Data Analytics and Visualisation • User Experience and Design • Blockchain Developer	• Mobile Video Creation • Visual Learning Creation • Big Data Analytics • Squared Online Certificate in Digital Marketing	• Deep Learning and Applications • Applied Artificial Intelligence with Python • Analytics and Computational Modelling • Machine Learning Driven through Data Science
	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

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.

iN.LAB

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

InnovLOGUE

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

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

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
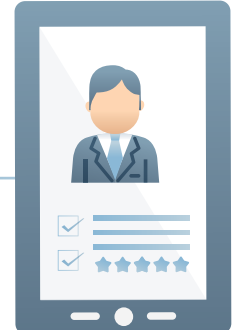
06 GET STARTED TODAY

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

1 Is your business digital-ready?
Find out 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 the Tech Depot website to contact solutions providers. If funding support is required, apply for Productivity Solutions Grant (PSG) to purchase and implement digital solutions.
- You can also apply for training subsidies under SkillsFuture Enterprise Credit (SFEC).
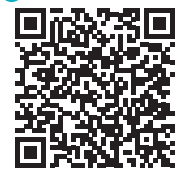
Tech Depot
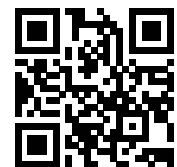
SFEC

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

Make an 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.

SME Centre

SMF

07 FOR MORE INFORMATION

FOR SMEs

Digital Solutions

SMEs Go Digital

https://www.imda.gov.sg/SMEsGoDigital

Tech Depot

https://www.smeportal.sg/content/tech-depot/en/tech-solutions.html

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

• Association of Small and Medium Enterprise (ASME)

• Singapore Chinese Chamber of Commerce & Industry (SCCCI)

• Singapore Indian Chamber of Commerce & Industry (SICCI)

• Singapore Malay Chamber of Commerce & Industry (SMCCI)

• Singapore Manufacturing Federation (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)

http://IMTalent.SG/TeSAt

Career Facilitation

WSG's Careers Connect

http://www.wsg.gov.sg/career-services.html

e2i Centres

https://e2i.com.sg/

FOR ICM VENDORS

SMEs Go Digital

https://www.imda.gov.sg/SMEsGoDigital

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.

🌐 **sgdigital.sg**

🐦 **twitter.com/IMDAsg**

f **facebook.com/IMDAsg**
facebook.com/skillsfuturesg

▶ **youtube.com/IMDAsg**
youtube.com/skillsfuturesg

in **linkedin.com/company/IMDAsg**
linkedin.com/company/skillsfuture-sg

📷 **instagram.com/IMDAsg**
instagram.com/skillsfuturesg

SKILLS*future*

IMDA INFOCOMM MEDIA DEVELOPMENT AUTHORITY