

## FAQ on Career Conversion Programme for Tourism Professionals

### Section A: About Programme

<b>1.</b>	<b>What is the Career Conversion Programme for Tourism Professionals?</b>
	WSG's Career Conversion Programme for Tourism Professionals aims to support tourism companies to train new hires and reskill existing workers for job roles in the tourism-related sectors including Hotel, MICE, Attractions and Tour and Travel. Companies can receive up to 90% of salary support over the programme duration.
<b>2.</b>	<b>Who is the target audience for the Career Conversion Programme for Tourism Professionals?</b>
	The target trainees are:  a) New Hires with no prior experience in the job that they are hired for; b) Existing workers whose jobs have been redesigned.
<b>3.</b>	<b>What is the enrolment period?</b>
	All supportable trainees must commence training by 31 Dec 2024. As such, we urge tourism companies to submit applications at least 1 month prior to buffer time for application approval and training commencement.
<b>4.</b>	<b>What is the training duration under the Career Conversion Programme for Tourism Professionals?</b>
	The training duration is a <u>continuous period of up to 6 months</u> and can consist up to 100% on-the-job training (OJT).
<b>5.</b>	<b>Do my trainees qualify for 6 months of training duration and salary support?</b>
	All trainees can be supported for 3 months.  Companies can request for a longer support period of up to 6 months for PMET new hires in view of the relative complexity of such jobs. WSG will consider each request on a case-by-case basis.
<b>6.</b>	<b>Can the training plan exceed supportable period?</b>
	Yes, companies can design a training plan that exceeds supportable period, however funding is only for the supportable period.
<b>7.</b>	<b>What are the eligibility criteria for employers?</b>
	All participating companies must fulfil the following criteria:  • Registered or incorporated in Singapore

	<ul style="list-style-type: none"> <li>Committed to work with WSG or its appointed partner on the necessary administrative matters related to the programme</li> <li>Committed to design and implement a robust training plan to support the trainees</li> </ul>
<b>8.</b>	<b>What are the eligibility criteria for employees?</b>
	<p>Candidates under the programme must fulfil the following criteria:</p> <ul style="list-style-type: none"> <li>Singapore Citizen or Permanent Resident</li> <li>Minimally 21 years old</li> <li>Must be offered a fixed monthly salary<sup>1</sup> of: <ul style="list-style-type: none"> <li>RnF: ≥\$2,000</li> <li>PMET: ≥\$2,700</li> </ul> </li> <li>Must be a full-timer, on a permanent basis or at least a 12-month employment contract</li> <li>Must not be a shareholder of the company, or its related companies</li> <li>Must not be related to the owner(s) of the company</li> <li>Must not be immediate ex-staff of the company</li> <li>Must not be undergoing any programmes funded by WSG concurrently</li> <li><b>[For new hires]</b> <ul style="list-style-type: none"> <li>Must have graduated or completed NS for at least two years at the point of application<sup>2</sup></li> <li>Must not have prior working experience or been in a similar job role in previous employment<sup>3</sup></li> <li>Must be newly hired and able to commence training within the first three months of employment</li> </ul> </li> <li><b>[For existing employees]</b> <ul style="list-style-type: none"> <li>Have been hired for at least one year in the company as of date of training commencement</li> <li>Have not been enrolled for the same programme<sup>4</sup> before</li> </ul> </li> </ul>
<b>9.</b>	<b>What is Fixed Monthly Salary?</b>
	Please refer to the table below for details of fixed monthly salary components.

<sup>1</sup> Fixed Monthly Salary = Basic Monthly Salary + Fixed Monthly Allowances

<sup>2</sup> This will be counted from the date of graduation from latest qualification, or date of completion of national service, whichever is later.

<sup>3</sup> Individuals who have a continuous employment gap of at least 2 years prior to CCP commencement will be allowed to apply for CCP job roles similar to their previous jobs.

<sup>4</sup> WSG's Career Conversion Programme for Hotel Professionals in 2019-2022

		<b>Fixed Month Salary Components</b> (Fixed Monthly Salary = Basic Monthly Salary + Fixed Monthly Allowances)		<b>Excluded from Fixed Monthly Salary</b>
		<b>(A) Basic Monthly Salary</b>	<b>(B) Fixed Monthly Allowance</b>	<ul style="list-style-type: none"> <li>- Variable allowances</li> <li>- Overtime payments, bonus, commission or annual wage supplements</li> <li>- In-kind payments</li> <li>- Any form of reimbursements, including for expenses incurred by employee in the course of employment</li> <li>- Productivity incentive payments</li> <li>- Contributions payable by the employer to any pension or provident fund, including any contributions made on the employee's behalf</li> <li>- Gratuity payable on discharge, retrenchment or retirement of employee</li> </ul>
<b>Definition</b>	Pay that does not vary from month to month, regardless of employee or company performance, and regardless of whether the employee takes medical or personal leave	Monthly allowances that do not vary from month to month such as fixed transport allowances		
<b>10.</b>	<b>What is the salary support and when can I claim the salary support?</b>			
	<p><b>From 1 April 2024<sup>5</sup></b></p> <p>Employers are funded up to 6 months of salary support, based on the following:</p> <ul style="list-style-type: none"> <li>• Up to 70%, capped at \$5,000 a month for Singapore Citizens/Permanent Residents below age of 40<sup>6</sup></li> <li>• Up to 90%, capped at \$7,500 a month for Singapore Citizens/Permanent Residents aged 40<sup>6</sup> and above, or Long-term Unemployed (LTU)<sup>7</sup></li> </ul>			

<sup>5</sup> The enhanced salary support caps will apply to all CCP participants commencing training from 1 April 2024. For CCP participants who commenced training before 1 April 2024, their employers will receive salary support based on current caps.

<sup>6</sup> Based on age in the year of CCP commencement

<sup>7</sup> LTUs are new hires who have been unemployed and actively looking for jobs for six months or more.

	Employers can submit claim for salary support to the Programme Partner (PP) <u>after programme completion.</u>
<b>11. What documentations are required for claims?</b>	
	<p>Programme Partner will require companies to submit:</p> <ul style="list-style-type: none"> <li>• training records (OJT plans, certificates of completion for external training programmes etc)</li> <li>• payslips and employer’s CPF contribution statements for the months when training occurred</li> <li>• other templates that PP will provide</li> </ul>
<b>12. What happens if my employee drops out of the programme halfway?</b>	
	On a case-by-case basis subjected to WSG’s approval, a pro-ration of Salary Support up to the last working/training day may be allowed.
<b>13. What are the emerging functions and how are they identified?</b>	
	<p>The emerging functions are:</p> <ol style="list-style-type: none"> <li>i. Environmental Sustainability</li> <li>ii. Business Intelligence Analysis</li> <li>iii. Technology and Innovation</li> <li>iv. Wellness</li> <li>v. Place Making and Community Partnerships</li> </ol> <p>The emerging functions have been identified through the Hotel Jobs Transformation Map (JTM) that the Singapore Tourism Board (STB) and WSG commissioned Ernst and Young (EY) to develop in 2022. Through the study, key trends affecting industries, jobs and skills have been acknowledged, assessed, and validated with key industry players. These emerging functions will be pertinent to meet future service models of the tourism sector as travellers become more discerning and base their decisions of where to patronise on how well-aligned the company operations are to their beliefs and priorities.</p>
<b>14. Are there OJT templates to reference?</b>	
	Companies can contact the Programme Partner for a copy of OJT templates for some tourism roles.
<b>15. What if I need to revise the training plans after the application is approved?</b>	
	Companies can work with the PP to revise the training plan where required. PP will approve the revision as long as the training plan is still relevant to the job scope.

<b>16.</b>	<b>How do I register for the programme?</b>
	Please contact Singapore Hotel Association (SHA) at <a href="mailto:ccp@sha.org.sg">ccp@sha.org.sg</a>

### Section B: About New Hires

<b>1.</b>	<b>I have a new hire who has part-time experience in the role he/she has been hired into, does he/she qualify for this CCP?</b>
	New hires qualify if they have no prior experience in the job that they are hired for. For ad-hoc working exposure/experience, the application will be evaluated on a case-by-case basis.
<b>2.</b>	<b>Can I apply for the CCP before hiring a suitable candidate who qualify for the programme?</b>
	Yes, companies can apply for the CCP to indicate interest in onboarding the programme should a suitable candidate be found subsequently. The advantages of doing so are as follows: <ul style="list-style-type: none"> <li>• Cut-short approval time when the suitable candidate is found and training can start earlier</li> <li>• On best effort basis, if PP comes across suitable candidates, PP can job match to hiring companies who have indicated interest</li> </ul>
<b>3.</b>	<b>What if I am unable to place any new hires after applying?</b>
	If no placements have been onboarded by the end of the enrolment period, the LOO will lapse with no penalties.
<b>4.</b>	<b>Are the whitelisted roles applicable for new hires?</b>
	To ensure that the supportable job roles are aligned to ITM/JTM growth jobs, jobs within the following job functions will require trainees to take on <b><u>at least 1 new post-JR Key Task</u></b> that they have not been required to perform previously with reference to the programme whitelist: <ol style="list-style-type: none"> <li>a. Human Resource</li> <li>b. Digital Marketing</li> </ol>

## Section C: About Job Redesign (for existing employees)

1.	<p><b>Why must existing employees who are onboard this programme be hired for at least 1 year in order to be eligible for the Career Conversion Programme for Tourism Professionals?</b></p>
	<p>The Career Conversion Programme for Tourism Professionals is a reskilling programme to help existing workers be trained and placed into redesigned jobs. Employees hired for less than 1 year are considered recent hires and should be directly placed into redesigned job roles, thus there should not be a need for reskilling.</p> <p>This is also to ensure that more targeted support is provided to existing staff who have been employed at the companies for a longer duration and who may find it more challenging finding alternative employment.</p>
2.	<p><b>If my company participated in a previous Career Conversion Programme (such as the Career Conversion Programme for Hotel Professionals in 2019-2022), am I still eligible for this programme?</b></p>
	<p>Tourism companies that have participated in previous Career Conversion Programmes are able to tap on this programme only to support new JR projects and trainees who have not been funded under previous programmes.</p>
3.	<p><b>Are non-whitelisted job roles supportable?</b></p>
	<p>The whitelist is developed in consultation with Tripartite Partners and is meant to be comprehensive to cover as many jobs in the tourism sector as possible. However, in the event a job role that company wishes to redesign is not in the whitelist, WSG will consider the application on a case-by-case basis.</p> <p>A major type of supportable, non-whitelisted job redesign is functional job redesign, which is to redesign jobs by combining job tasks across functions, within functions, or across job levels. As there are endless permutations as to how tourism jobs can be collapsed or combined, it is not possible to whitelist. Companies are free to propose any arrangements relevant to their operations and WSG will assess the applications accordingly. All functional JR should result in jobs that are value-adding, mid to long term and not of an ad hoc nature.</p>
4.	<p><b>Is a wage increment mandatory after job redesign?</b></p>
	<p>A job redesign typically results in a higher value-added job. To ensure workers are fairly compensated for contributing more and to encourage workers to keep an open mind on reskilling, WSG and Tripartite Partners highly encourage companies to factor in a wage increment. However, it is not mandatory as long as fixed monthly salaries meet the minimum requirement of ≥\$2,000 for RnFs and ≥\$2,700 for PMETs to qualify for the programme.</p>
5.	<p><b>I am interested to implement JR under one of the whitelisted functions, but am able to pick out only 1 key task. What should I do?</b></p>
	<p>You may speak to WSG or our Programme Partner to discuss your project scope for further guidance.</p>

<b>6.</b>	<b>Is my company allowed to include additional job scopes not found in the Whitelist's Post-JR Key Tasks for the redesigned job role?</b>
	Yes, companies are allowed to design the job scopes of the redesigned job roles as long as the trainees are taking on at least 3 new post-JR Key Tasks per the whitelist that they have not been required to perform previously.
<b>7.</b>	<b>Is there a minimum number of employees to onboard the CCP?</b>
	There is no minimum number of employees required. However, companies are encouraged to take a holistic view when redesigning jobs to achieve maximum impact. This would usually affect a reasonable size of workers and all impacted workers should be sent for reskilling.
<b>8.</b>	<b>Are my interns/part-timers allowed to be a part of this programme?</b>
	Only full-time employees who have been hired for at least one year in the company as of date of training commencement qualify.