

Training Resources to help Unionised Companies Transform

Union of Security Employees



USE CTC Framework



USE has programmes to fund your training needs!

Value add to Security Agencies

3

Customised Place and Train:

Business process roadmapping → Training Needs Analysis → Fair sharing of gains

- Existing officers trained in new skills customised to site requirements



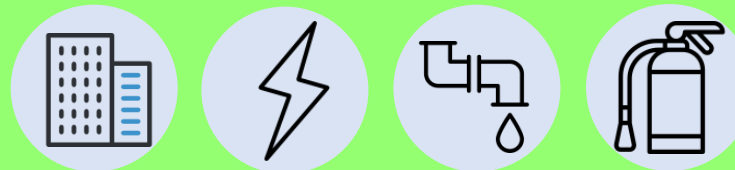
Free Ops-Tech Roadmapping workshop for each site

2

Cluster Integrated Skills Place and Train:

1. Fundamentals of Building Services & Safety (Electrical and Plumbing)
2. Basic Lift Rescue Mgmt
3. CERT/Fire safety
4. Integrated CSSO course

- Existing officers trained in new cluster integrated skills to provide value add at heavily subsidised prices



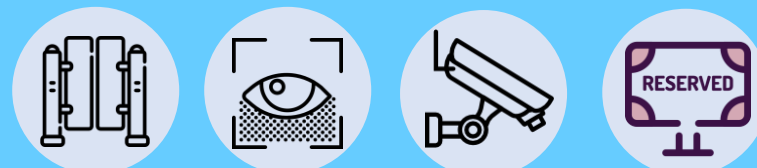
Train SOs with value-adding skills

1

Train and Place:

1. Basic Licensing Units
2. SkillsFuture for Digital Workplace
3. Basic FM Enabler
4. Fire Safety Awareness Course
E learning modules
5. RTT refresher course

- Helping SOs to do their current job better



Recruitment pipeline for new officers monthly; subsidised union membership

Training and Wage Subsidies at all levels

USE's CTC Framework

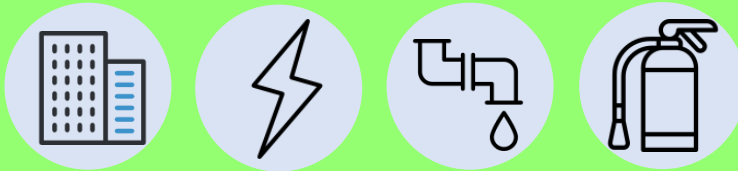


USE has programmes to fund your training needs!

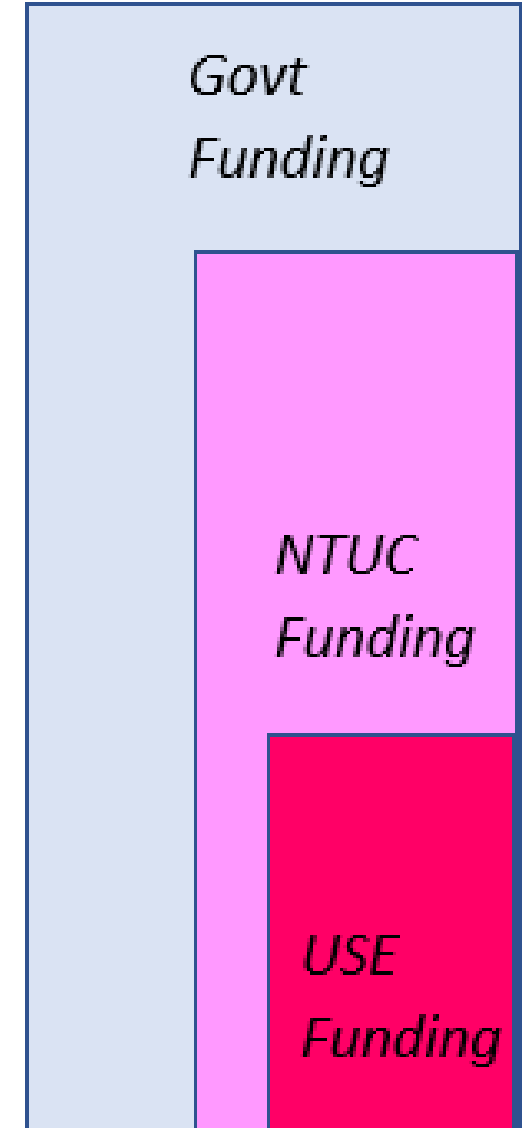
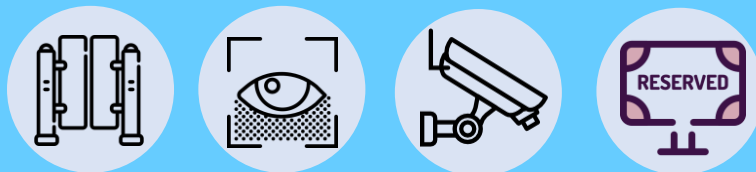
- Existing officers trained in new skills customised to site requirements



- Existing officers trained in new cluster integrated skills to provide value add at heavily subsidised prices



- Helping SOs to do their current job better



Training Programmes/Funds



Funding Source	Funds/Grants	Requirements	CTC Level
Government	Career Conversion Programme (CCP) for Security Officers – up to 90% course fee support or \$7/hour in-house training, and up to 70-90% salary support	Training plan to be approved by USE and WSG	All levels
NTUC	Professional Development Support for FBSS and Basic FM Enabler Courses – Up to 90% course fee support	Participants must be retained in company for at least 3 months	All levels
	NTUC NCF – up to 50% unfunded course fees	Participants MUST be union members	All levels
	NTUC OTCi Fund – supports CTC-related training/programmes with union leaders	Participants MUST be union members	All levels
USE	Branch funds	Participants MUST be union members	All levels

1. Career Conversion Programme (CCP)



Funding Support

Grant	Details
<u>Course Fee Grant</u> : <ul style="list-style-type: none">- In-house training funded at \$7 per hour- External courses (not already funded) funded up to 90%- Up to 70% of the course fee for courses commencing on and after 1 January 2022	<ul style="list-style-type: none">• Up to \$750 per trainee for 1 month training plan• Up to \$1,000 per trainee for 2-month training plan
<u>Salary Support*</u> based on 1 or 2 months	<ul style="list-style-type: none">• Standard rate: 70% at gross rate of salary, capped at \$2,000 per month per eligible trainee or capped at \$4,000 per trainee per month with effect from 1 January 2022.• Enhanced rate: 90% for mature Singapore Citizens (aged 40 and above) at gross rate of salary, capped at \$3,000 per month per eligible trainee, or capped at \$6,000 per trainee per month with effect from 1 January 2022.

*Salary support is based on gross rate of salary, which refers to monthly basic wage and fixed monthly allowances.

Note: Funding only applicable for Singapore Citizens or Permanent Residents holding the rank of SO, SSO, SS or SSS, with more than 1 year of tenure in applying company

Funding support period: 1 Aug 2020 to 31 Dec 2022

1. Career Conversion Programme (CCP)



Eligibility Criteria

- a. Site operating on manpower reduction contracts and/or includes redesigned job roles
- b. Duration of training plan must be one or two months
- c. Facilitated training (external/in-house training) must follow the list of identified vocational training areas
- d. Workers sent for training should see an expansion of their job functions after training (at least 50% change)

More details of each eligibility criteria explained in the next slides

1. Career Conversion Programme (CCP)



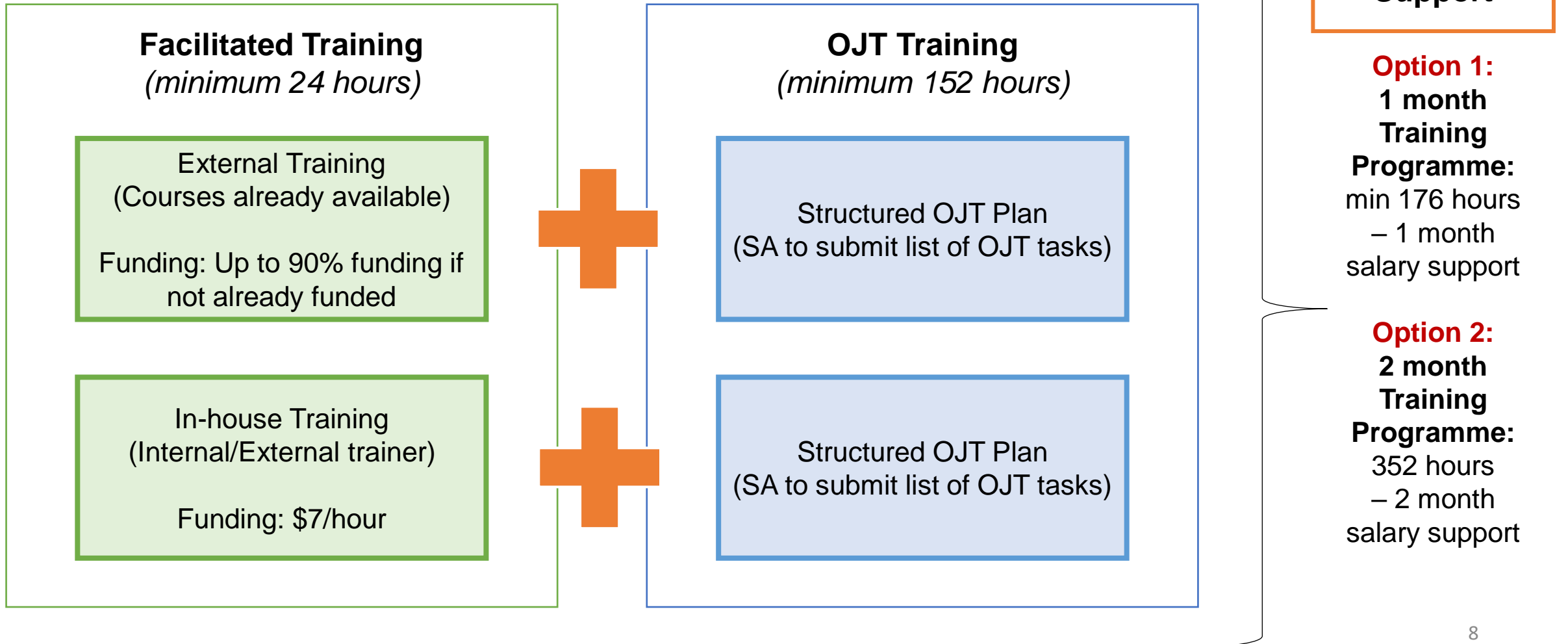
Eligibility Criteria

- a. Site must include at least one of the following criteria:
 - Hybrid contracts (manpower lean/manpower reduction contracts, ie. reduce one headcount)
 - Redesigned job roles (ie. no drop in headcount but officers do more to increase productivity)
 - Company must provide supporting documents to show the above

1. Career Conversion Programme (CCP)

Eligibility Criteria

b. Duration of Training Plan



1. Career Conversion Programme (CCP)

Eligibility Criteria

c. Vocational Training Areas covered under Facilitated Training:



Response and Safety

- Emergency Response / First-Aid
- Fire Safety
- Workplace Safety / Risk Assessment
- Counter-terrorism



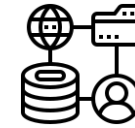
Operations Technology

- Video Analytics
 - Visitor & Incident Mgmt Systems
- Tech covered in Industry Digital Plan



Facilities Management

- Electrical
- Plumbing
- Lifts & escalator maintenance



Other unique OBC site requirements (Subject to approval)



Others

Infrastructure and Network Protection
(Data Centre etc.)

1. Career Conversion Programme (CCP)

Eligibility Criteria

d. Workers must have at least 50% additional job functions after training

Illustration 1:

- Before training: SO only performed 4 job functions as indicated by the circles
- After training: SO performs at least 50% new job functions as indicated by triangles (75% more)

Functions	SO
Screening	●
Patrolling and guarding	●
Access and egress control	●
Incident response	●
Operate security and safety systems	▲
Emergency Response & First Aid	▲
Operate IDP Stage 2 Solutions (e.g. Clustered Guarding, Risk/ Threat Prediction & Detection, Wearable Tech etc)	▲

Before (4)

New - at least 50% of (●)

Illustration 2:

- Before training: SSS only performed 4 job functions as indicated by the circles
- After training: SSS performs at least 50% new job functions as indicated by triangles (50% more)

Functions	SSS
Security command centre, fire command centre monitoring	●
Incident management & reporting	●
Direct supervision	●
Appointed as site-in-charge of security command centre/ fire command centre with more than 3 personnel	●
Facilities Management - Operations	▲
Facilities Management - Electrical & Plumbing	▲


Before (4)

New - at least 50% of (●)

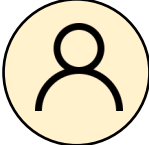
1. Career Conversion Programme (CCP)





Application Process & Required Documents

- 1  - Submit Application form and Training plan (Annex A) to USE (1 month processing time)
- Companies can submit separate Training plans based on identified groups of officers


Click here for [Application Form & Annex A](#)

- 2  - After Application form and Training Plan are approved, company to confirm names of trainees as per submission in Step 1
- Once the list of trainees are confirmed, company to sign Agreement with USE

- 3  - Conduct training as per approved Training Plan and Agreement according to training duration
- Training must commence within 1 month from Agreement date

- 4  - Submit the necessary documents to USE for claims
- Claim documents must be submitted within 1 month upon completion of training

Click here for [Claims Forms and OJT Report Template](#)

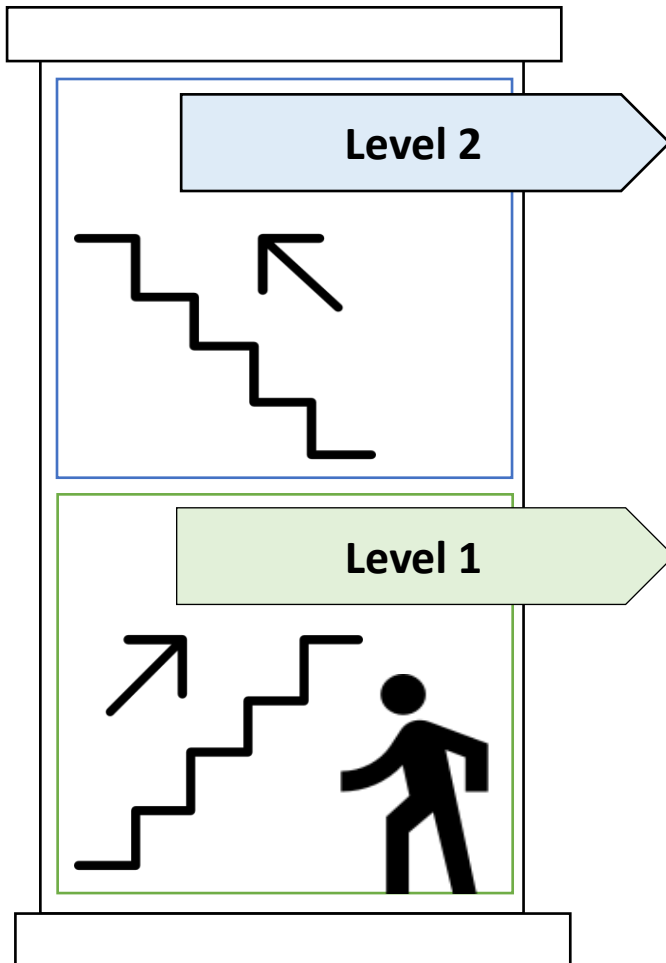
- 5  - Once documents are verified and objectives based on the Agreement and Training Plan are met, USE to disburse funds to Company based on Agreement

2. Professional Development Support

Funding Support for FM-related courses



VALUE ADD TO YOUR BUYERS, UPSKILL YOUR SOs WITH FM SKILLS AND BUILDING KNOWLEDGE



Course: Fundamentals of Building Services and Safety (FBSS)

- To upskill SOs with first responder skills to manage electrical and plumbing issues - 1 day class, practical can be customised to your site
- Unionised companies get up to 90% funding (original fee is \$320 + GST)

Course: Basic FM Enabler *new course*

- Help your SOs communicate FM faults better to technicians
- 1 day online theory class
- Unionised companies get up to 90% funding (original fee is \$200 + GST)

**Funding support period:
15 Jun to 23 May 2023**



2. Professional Development Support

Funding Support for FM-related courses

The PDS will provide up to 90% funding support for both courses:

1. [Fundamentals of Building Services and Safety \(FBSS\)](#)
2. [Basic Facilities Management Enabler](#)

Limited to
120 seats
each
course!

Get additional
funding with
NCF (another
50% off)

Funding eligibility:

- Participants are **SO-CSO** ranks, deployed at site
- Participants need to be employed with the SA **at least 3 months after course completion**
- SAs required to submit CPF statements to LHub for claims

**Funding support period:
15 Jun to 23 May 2023**

Fundamentals of Building Service and Safety (FBSS)

Course fees
w/o GST:
\$320

After PDS
funding, fees
w/o GST:
\$32

After NCF
funding, fees
w/o GST:
\$16

You pay,
with GST:
\$38.40

Basic Facilities Management Enabler

Course fees
w/o GST:
\$200

After PDS
funding, fees
w/o GST:
\$20

After NCF
funding, fees
w/o GST:
\$10

You pay,
with GST:
\$24

2. Professional Development Support

Funding Support for FM-related courses

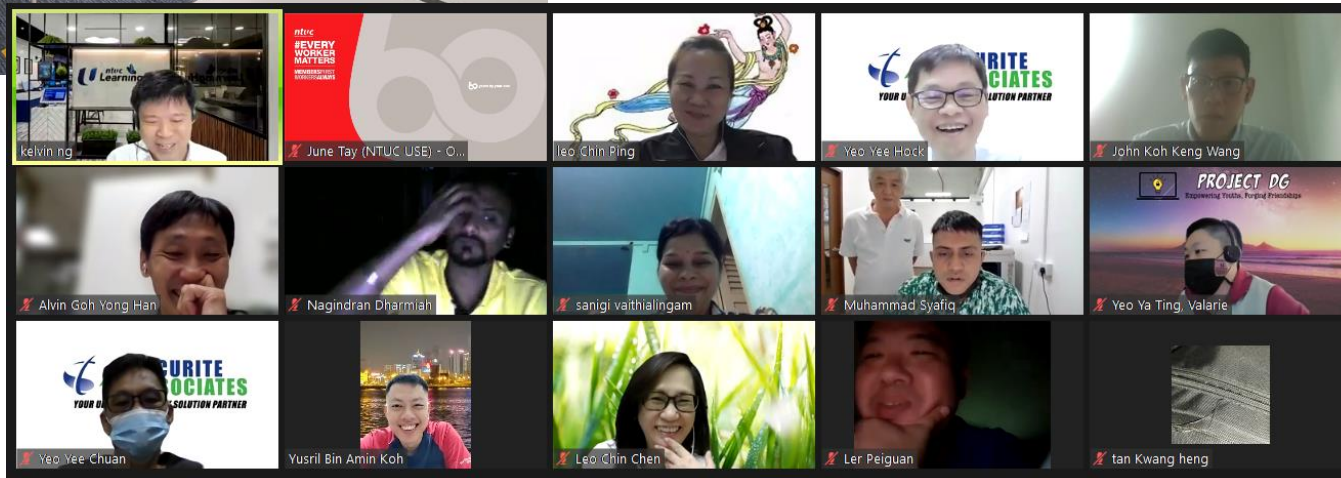


- ✓ Fundamentals of Building Services & Safety (FBSS) Course
 - Course developed with LHub through USE's inputs
 - Heavily subsidised for unionised companies – up to 90% funding
 - Ran 6 classes – next one in Sep



"After the course I can say I have a better understanding of how a building operations work. I am more aware of things that would happen. For example in case of a fire emergency, rarely do you learn or understand how fire curtains work in a building, how the direction of smoke will affect evacuation, the importance of keeping doors of fire exit closed and this course taught me that."

- SSO Shabeer from Standard Security & Investigation Services, on FBSS course



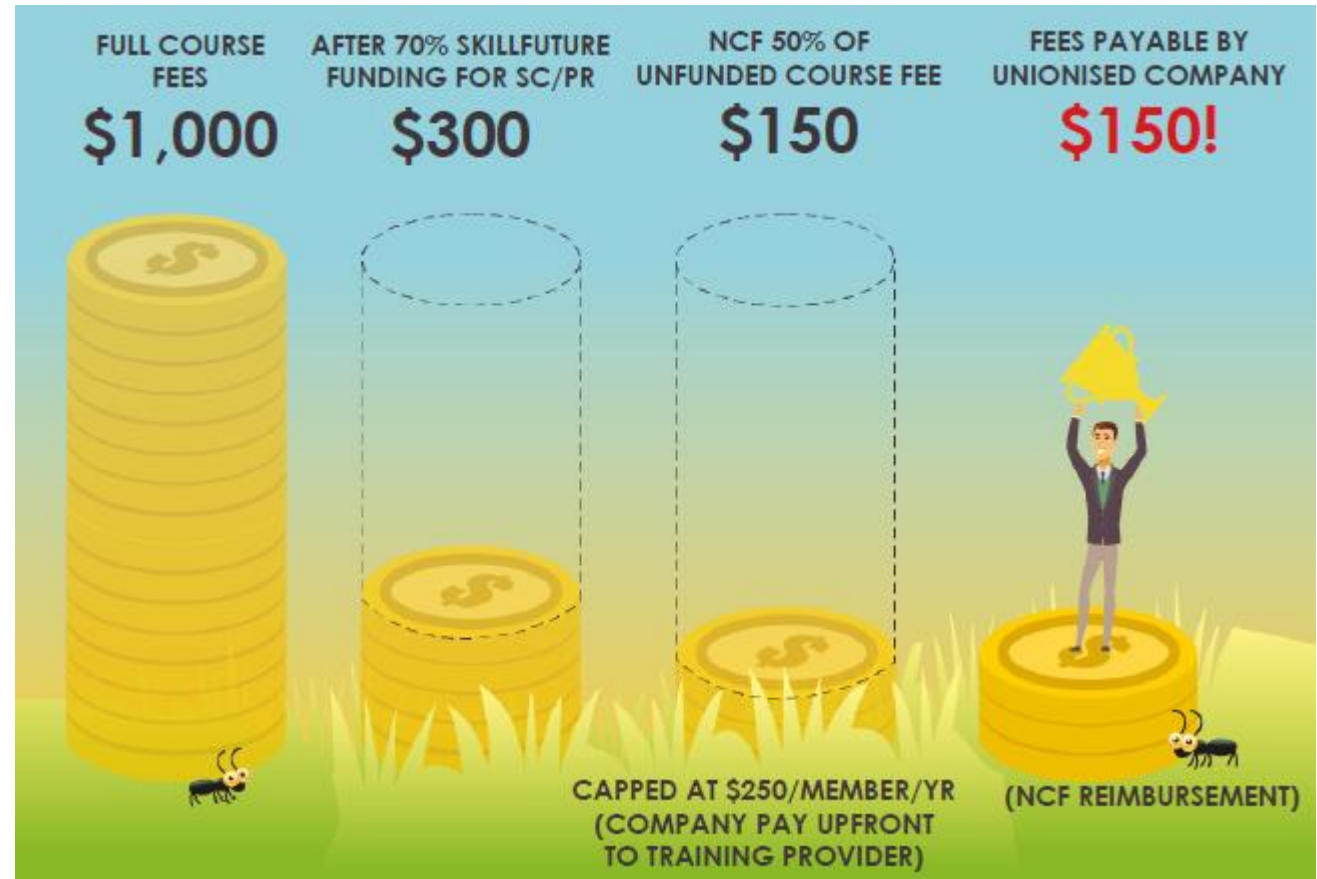
3. NTUC NETF Collaborative Fund (NTUC NCF)



Funding Support

- The NCF will co-fund & support 50% unfunded course fees for eligible unionised company and employee (NTUC union member)
- Unionised companies are entitled to \$250 per eligible NTUC member per year, and up to \$50,000 per company
- Trainees must be NTUC union members
- GST is not included in the fund

**Funding support period:
1 Jan 2021 to 31 Dec 2022**



3. NTUC NETF Collaborative Fund (NTUC NCF)



Eligibility Criteria

- The Company is unionised
- The Company will sponsor the full training fees for its Employees
- The Employees send for training are valid NTUC union members
- The Employee send for training will complete the training programme or at least achieve the minimum required attendance rate stipulated by the Training Provider

Application Process

1. Complete Application Form and submit to your IRO (USE)
2. Once the application form has been approved, send your employees for training
3. Company must submit the claims form and relevant documents for claims within 3 months after course completion
4. Once documents are verified and objectives based on the Application form are met, NTUC to disburse funds to Company

Click here for
[Application Form](#)



4. NTUC OTCi Fund

Funding Support & Eligibility Criteria

- The Company is unionised
- The Company will sponsor the full training fees for its Employees
- Participants sent for training are NTUC union members and include union leaders
- Participants can include management and workers
- Supports a wide range of CTC-related training programmes such as soft skill training, professionalism courses

Application Process

Contact your IRO or use@ntuc.org.sg for more information



5. USE Branch Funds

Funding Support

To provide further funding support for unionised companies

Application Process

Contact your IRO or use@ntuc.org.sg for more information

USE Training Partners



Area of Training	Training Module	Training Providers
FM-related courses	<ul style="list-style-type: none"> • Basic FM Enabler • Fundamentals of Building Services and Safety (Electrical & Plumbing) 	NTUC LearningHub
Tech-related courses	<ul style="list-style-type: none"> • SkillsFuture for Digital Workplace (SFDW Security) • Access Control Management (Perform Security Command Centre Activities) 	NTUC LearningHub
Safety-related courses	<ul style="list-style-type: none"> • CERT • First Aid 	<ul style="list-style-type: none"> • NTUC LearningHub • Metropolis Training Academy • APRO Training Centre • CCCS International
	Integrated Company Security and Safety Officer Course	AETOS Training Academy
	Fire Safety Course	Leacov