

FAQ on Career Conversion Programme for Hotel Professionals

About Main Programme

1.	What is the Career Conversion Programme for Hotel Professionals?
	<p>WSG's Career Conversion Programme for Hotel Professionals aims to help hotels reskill new and existing workers for redesigned job roles. Under the 3-month programme, hotels can receive up to 90% of salary support for the training duration.</p> <p>The Career Conversion Programme for Hotel Professionals aims to support progressive hotels to redesign jobs for new hires and existing workers for the post-COVID-19 new norm in the following categories:</p> <ul style="list-style-type: none">a) Job redesign enabled through technology/digitalisationb) Job redesign in identified emerging areas:<ul style="list-style-type: none">i. Digital Marketing and Analysisii. Health, Sanitisation and Ventilationiii. Revenue Managementiv. Sustainabilityv. Wellnessvi. Hybrid Experience Designc) Functional job redesign with wage increment
2.	Who is the target audience for the Career Conversion Programme for Hotel Professionals?
	<p>The Career Conversion Programme for Hotel Professionals is open to both new hires and existing employees who will be reskilled into redesigned job roles.</p>
3.	What is the programme period?
	<p>The programme period is between 1 Jan 2021 to 31 Dec 2022. However, as training should commence latest by 31 Dec 2022, we urge hotels to submit application as soon as possible to buffer time for application approval.</p>
	What is the training duration under the Career Conversion Programme for Hotel Professionals?
	<p>The training duration is a <u>continuous period of 3 months</u> and can consist up to 100% on-the-job training (OJT).</p>
5.	What are the eligibility criteria for employers?
	<p>All participating companies must fulfil the following criteria:</p> <ul style="list-style-type: none">• Registered or incorporated in Singapore;• Committed to work with WSG or its appointed partner on the necessary administrative matters related to the programme;• Able to meet one of the criteria:

	<ul style="list-style-type: none"> • Implemented/will implement technology and/or system¹ that enables job redesign into roles identified under the programme whitelist², and pays a fixed monthly salary³ of at least \$1,700 after the completion of programme; • Implement job redesign in one of the six identified emerging areas, and pays a fixed monthly salary of at least \$1,700 after the completion of programme; • Implement mid to long term functional job redesign⁴, and pays an increased salary with a fixed monthly salary of at least \$1,700 or 5% wage increment, whichever is higher after the completion of programme • Committed to continuous reskilling and training arrangements
6.	What are the eligibility criteria for individual employees?
	<p>Candidates under the programme must fulfil the following criteria:</p> <ul style="list-style-type: none"> • Singapore Citizen or Permanent Resident; • Minimally 21 years old; • Must be offered/in a full-time position related to the job role which the CCP is for, and at least a 12-month employment contract; • Must not be a shareholder of the company, or its related companies; • Must not be related to the owner(s) of the company; • Must not be immediate ex-staff of the company • Must not be undergoing any programmes funded by WSG concurrently • For existing employees who are onboard the programme: <ul style="list-style-type: none"> ○ Have been hired for at least one year in the company as of date of training commencement ○ Have not been enrolled for the same programme⁵ before • For new hires who are onboard the programme:

¹ The timelines for implementation can be: -

- i. For Hotels which have implemented the tech/system - within 1 year from programme application
- ii. For Hotels which have yet to implement the tech/system – implement and complete training within 6 months from programme approval

² Please refer to Factsheet for programme whitelist.

³ Fixed Monthly Salary = Basic Monthly Salary + Fixed Monthly Allowances

⁴ Multiskilling across functions, within functions, or across job levels

⁵ WSG's Career Conversion Programme for Hotel Professionals in 2019/2020

	<ul style="list-style-type: none"> ○ Must have graduated or completed NS for at least two years prior as of date of training commencement⁶ ○ Must not have prior working experience or been in a similar job role in previous employment ○ Must be newly hired and able to commence training within the first three months of employment 												
7.	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 Hotel Professionals?												
	The Career Conversion Programme for Hotel Professionals is a reskilling programme to help existing workers be trained and placed into new/redesigned jobs. Employees hired for less than 1 year are considered recent hires and should be directly placed into job redesigned job roles, thus there should not be a need for reskilling.												
8.	Are hotels that have participated in the Career Conversion Programme for Hotel Professionals in 2019/2020 eligible for this programme?												
	Hotels that have participated in the Career Conversion Programme for Hotel Professionals in 2019/2020 are able to tap on this programme only to support new JR projects and trainees who have not been funded under the previous programme.												
9.	What is Fixed Monthly Salary?												
	<p>Please refer to the table below for details of fixed monthly salary components.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;"></th> <th colspan="2" style="text-align: center;">Fixed Month Salary Components (Fixed Monthly Salary = Basic Monthly Salary + Fixed Monthly Allowances)</th> <th style="text-align: center;">Excluded from Fixed Monthly Salary</th> </tr> <tr> <th></th> <th style="text-align: center;">(A) Basic Monthly Salary</th> <th style="text-align: center;">(B) Fixed Monthly Allowance</th> <th></th> </tr> </thead> <tbody> <tr> <td>Definition</td> <td>Pay that does not vary from month to month, regardless of employee or</td> <td>Monthly allowances that do not vary from month to month such as</td> <td> <ul style="list-style-type: none"> - Variable allowances - Overtime payments, bonus, commission or annual wage supplements - In-kind payments - Any form of reimbursements, including for expenses incurred by employee in the course of employment </td> </tr> </tbody> </table>		Fixed Month Salary Components (Fixed Monthly Salary = Basic Monthly Salary + Fixed Monthly Allowances)		Excluded from Fixed Monthly Salary		(A) Basic Monthly Salary	(B) Fixed Monthly Allowance		Definition	Pay that does not vary from month to month, regardless of employee or	Monthly allowances that do not vary from month to month such as	<ul style="list-style-type: none"> - Variable allowances - Overtime payments, bonus, commission or annual wage supplements - In-kind payments - Any form of reimbursements, including for expenses incurred by employee in the course of employment
	Fixed Month Salary Components (Fixed Monthly Salary = Basic Monthly Salary + Fixed Monthly Allowances)		Excluded from Fixed Monthly Salary										
	(A) Basic Monthly Salary	(B) Fixed Monthly Allowance											
Definition	Pay that does not vary from month to month, regardless of employee or	Monthly allowances that do not vary from month to month such as	<ul style="list-style-type: none"> - Variable allowances - Overtime payments, bonus, commission or annual wage supplements - In-kind payments - Any form of reimbursements, including for expenses incurred by employee in the course of employment 										

⁶ This will be counted from the date of graduation from latest qualification, or date of completion of national service, whichever is later.

			company performance, and regardless of whether the employee takes medical or personal leave	fixed transport allowances	<ul style="list-style-type: none"> - Productivity incentive payments - Contributions payable by the employer to any pension or provident fund, including any contributions made on the employee's behalf - Gratuity payable on discharge, retrenchment or retirement of employee
10.	When can I claim the salary support?				
	Employers can submit claim for salary support to the programme manager <u>after programme completion</u> .				
11.	Why is salary support rate adjusted for new hires from 1 Sep 2020?				
	<p>As announced by DPM Heng Swee Keat in August 2020, the Jobs Growth Incentive (“JGI”) was introduced from Sep 2020 – Sep 2021 to support companies to hire more locals and provide good jobs amidst the current labour market. JGI support was further extended to Mar 2022. For more info on JGI, please refer to IRAS website here.</p> <p>As the JGI will also apply to jobseekers undergoing reskilling through CCPs, WSG has made temporary funding adjustments during the duration of the JGI to ensure our jobseekers continue to receive the necessary support they need to be placed into new opportunities in growth sectors.</p>				
12.	What happens if my employee drops out of the programme halfway?				
	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.				
13.	How do I register for the programme?				
	<p>For more information and to register for the programme, please contact the Programme Manager:</p> <p><u>Singapore Hotel Association</u> ccp@sha.org.sg</p>				

About Categories

(A) Job redesign enabled through technology/digitalisation	
14.	Why does the Career Conversion Programme for Hotel Professionals only support whitelisted job roles and requires technology adoption?
	<p>To support the emphasis towards contactless and digital post-COVID-19 new norm, the Career Conversion Programme will be targeted in supporting only projects enabled by technology adoption.</p> <p>The whitelisted job roles had been carefully curated with inputs from industry stakeholders. The objective is to improve the attractiveness of these job roles into meaningful and sustainable hotel careers. By choosing from a whitelist of job roles, hotels are guided on the post-JR job scope and this allows for quicker application processing.</p>
15.	What is the timeline for implementing the technology for technology-enabled job redesign?
	<p>The timelines for implementation are: -</p> <ol style="list-style-type: none">i. For Hotels who have implemented the tech/system - within 1 year from programme applicationii. For Hotels who have yet to implement the tech/system – implement and complete training within 6 months from programme approval
(B) Job redesign in identified emerging areas	
16.	What are the identified emerging areas and how are they identified?
	<p>The 6 emerging areas are:</p> <ol style="list-style-type: none">i. Digital Marketing and Analysisii. Health, Sanitisation and Ventilationiii. Revenue Managementiv. Sustainabilityv. Wellnessvi. Hybrid Experience Design <p>Through industry engagement, tripartite partners have identified these 6 areas to be emerging skills of increasing importance to meet the new service model post-pandemic. This is a result of travellers becoming more discerning and basing their decision of where to stay on how well-aligned the hotels operations are to their beliefs and priorities.</p> <p>Hotels should justify more than 50% of the job scope covers at least one of the identified emerging areas.</p>

17.	Are there pre-approved OJT templates to reference?
	No, as the emerging areas are still not well-defined and standardised across the industry, hotels are welcome to develop the OJT plans and send in for approval.
(C) Functional job redesign with wage increment	
18.	What is functional job redesign?
	Functional job redesign is to redesign jobs by combining job tasks across functions, within functions, or across job levels. Functional JR should result in jobs that are value-adding, mid to long term and not of an adhoc nature.
19.	Why is there 5% wage increment criteria that the other two categories do not have?
	Functional JR typically leads to a job enlargement where workers are expected to perform the skills of another job role. As such, WSG would like to ensure workers are fairly compensated for doing more. This will also encourage workers to keep an open mind on reskilling.
20.	If the employee's salary is already at least \$1,700, would the participating company still need to offer a minimum of 5% wage increment?
	Yes, participating company will still have to offer a minimum of 5% wage increase after the completion of the programme in view of the additional job scope from a different job function.
21.	Are there pre-approved OJT templates to reference?
	No, due to infinite permutations of functional JR which may be unique to each hotel's circumstances, there are no pre-approved OJT templates. Hotels are welcome to develop the OJT plans and send in for approval.