

**HR TECH TRANSFORMATION PROGRAMME (HRTTP)
FREQUENTLY ASKED QUESTIONS (FAQs)
[FOR PUBLIC INFORMATION]**

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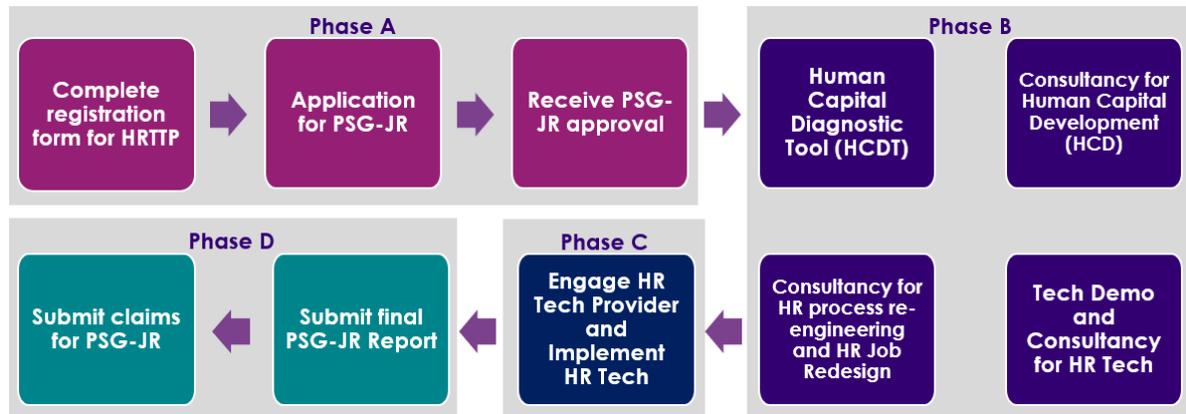
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Section A: General Questions on the HR Tech Transformation Programme (HRTTP)

General Questions	
1.	What is the HR Tech Transformation Programme (HRTTP)?
<p>The HRTTP aims to support enterprises in implementing HR technology through HR process re-engineering, redesigning of impacted HR job(s) and managing HR job transitions arising from the HR technology adoption.</p> <p>Through the HRTTP, enterprises will receive funding support for job redesign (JR) consultancy to transform their workforce. The JR consultants supporting HRTTP are:</p> <ul style="list-style-type: none"> • Ernst & Young Advisory Pte Ltd; • Mercer (Singapore) Pte Ltd; • Aon Solutions Singapore Pte Ltd. 	
2.	How does HRTTP support enterprises?
<p>Through the HRTTP, enterprises can focus on three priorities:</p> <ol style="list-style-type: none"> a. Increase job value and attractiveness through job enrichment or enlargement; b. Review work processes to streamline administrative or transactional tasks and improve productivity; and c. Implement HR technology solution. <p>There are four phases in the HRTTP. Upon receiving project approval (Phase A), enterprises will complete Phase B and C with support from Job Redesign consultants for the various job redesign services and HR technology implementation. At Phase D, enterprises will submit project report that is required for funding claims.</p>	

Through the programme, enterprises will go through the following process and milestone:



Details of Components in Phase B:

- a. **Human Capital Diagnostic Tool (HCDT)** – Diagnose HR gaps and identify priority areas for improvement
- b. **Consultancy for Human Capital Development (HCD)** – Enable HR professionals with the skills required to redesign jobs and manage change.
- c. **Tech Demonstration Workshop** – Help enterprises understand the advantages of adopting HR technology solutions for different HR functions and select relevant HR technology solutions
- d. **Consultancy for HR Tech**¹ – Recommend HR technology solutions to streamline or automate transactional and administrative HR tasks for improved productivity and delivery of employee experience
- e. **Consultancy for HR Process Re-engineering** – Redesign HR processes with HR Experts to embed HR technology solutions
- f. **Consultancy for HR Job Redesign** – Recommend how impacted HR job roles can be enriched or enlarged to enable business objectives

3. What benefits do enterprises gain from HRTPP?

Enterprises will work with the JR consultant to redesign the HR process and impacted HR jobs augmented by technology. Enterprises will receive guidance from the JR consultant to identify relevant HR technology solutions. Enterprises will also learn to manage HR job transitions arising from HR technology adoption.

Enterprises can also look forward to creating a positive employee experience through automated delivery of HR services.

4. What are some considerations before embarking on the HRTPP?

¹ The programme does not fund procurement of technology solutions. Enterprises can consider tapping on the SMEs Go Digital programme concurrently to support the costs of equipment/IT solutions.

Before embarking on the HRTTP, enterprises will need to consider the following:

- What HR functions/operations and pain-points do HR professionals/employees often give feedback?
- Which HR tasks performed by HR professionals/employees can be made simpler or removed through the adoption of technology solutions?
- Can more time be freed up for HR professionals to perform higher value/strategic tasks?
- Is the enterprise committed to implement a HR technology solution?
- Are there opportunities to introduce higher value-added HR tasks or roles?
- Are there opportunities to adopt HR technology to improve delivery of HR services and employee experience?

5. How to identify what job roles to be redesigned?

The consultants will guide the enterprises to identify HR job role impacted by the adoption of identified HR technology solution and redesign their jobs based on changes in processes and/or higher value job roles.

6. What are the project deliverables?

Enterprises must first complete an interest form. The JR consultant supporting HRTTP will work closely with the enterprise to prepare the following project deliverables:

- i. Scope the JR project proposal for PSG-JR grant application
- ii. Complete the Human Capital Diagnostic Tool (HCDT)
- iii. Conduct consultancy on Human Capital Development (HCD) and Tech Demonstration
- iv. Consultancy for HR process and job redesign for HR job role(s)
 - a. Implementation action plan
 - b. Manpower/ Labour cost savings computation
 - c. Required information for job evaluation
- v. Implementation of HR technology solution
- vi. Implement job redesign interventions
- vii. Prepare necessary reports/ documentations for PSG-JR claim submission

7. Which consultant can I work with?

Under the HRTTP, enterprises will work with one of the JR consultants supporting HRTTP. The list of JR consultants is:

- Ernst & Young Advisory Pte Ltd;
- Mercer (Singapore) Pte Ltd;
- Aon Solutions Singapore Pte Ltd.

8. Can enterprises engage another PSG- JR consultant for the HRTTP?

The HRTTP is a programme developed by WSG, SNEF and the following JR consultants.

- Ernst & Young Advisory Pte Ltd;
- Mercer (Singapore) Pte Ltd;

- Aon Solutions Singapore Pte Ltd.

This programme is for enterprises requiring HR advisory in job redesign due to implementation of HR technology solutions.

If enterprises wish to engage another pre-approved PSG-JR consultant, please visit GoBusiness Gov Assist (go.gov.sg/govassist-psgjr) for the list of pre-approved consultants under PSG-JR and engage them for quotations and proposals.

9. What if enterprises cannot complete the JR project within one year and project outcomes are not met? Can I still submit claims?

Enterprises should complete the project with outcomes met within the approved one-year project duration. An extension is on a case by case basis, and enterprises must submit a formal request with valid justifications to SNEF before the project expiry.

Enterprises and consultants should work very closely to ensure that the milestones are met within the planned dates.

10. What is the available funding for the HR Tech Transformation Programme?

Enterprises will receive funding under the Support for Job Redesign under Productivity Solutions Grant (PSG-JR) for job redesign related consultancy costs incurred in their projects. Eligible enterprises will receive the following for approved projects:

Enhanced funding for PSG-JR at 80% of JR consultancy cost, capped at \$30,000 per enterprise till 31 March 2022. Thereafter, the PSG-JR funding rate will revert to 70% of the JR consultancy cost, capped at \$30,000 per enterprise.

On top of the above funding support for PSG-JR, eligible enterprises can also tap on the SkillsFuture Enterprise Credit (SFEC) to defray out-of-pocket (OOP) expenses for supportable programmes and components. Eligible enterprises will receive a one-off \$10,000 credit per firm to cover up to 90% of OOP expenses.

More details can be found on <https://www.enterprisesg.gov.sg/financial-assistance/grants/for-local-companies/skillsfuture-enterprise-credit>

The funding does not cover the procurement of HR technology solutions.

11. What are the eligibility criteria for PSG-JR?

All participating enterprises must fulfil the following criteria:

- Registered or incorporated and operating in Singapore; and
- Must have at least three local employees² at the point of application;

² Local employees can be Singapore Citizens and Singapore Permanent Residents. For enterprises related to the same parent enterprise, these affiliates will have to prove that their employees are not double counted in the enterprises applying for PSG-JR.

In addition to the criteria above, at the point of application, the applicant must not have:

- Made any payment to a pre-approved JR consultant or third party in relation to the engagement of JR-related consultancy service,
- Signed or confirmed any contract or purchase order with a pre-approved JR consultant or third party in relation to the engagement of JR-related consultancy service

All applications will be evaluated on a case-by-case basis.

12. Are Non-Governmental Organisations (NGOs) & Non-Profit Organisations eligible for PSG-JR?

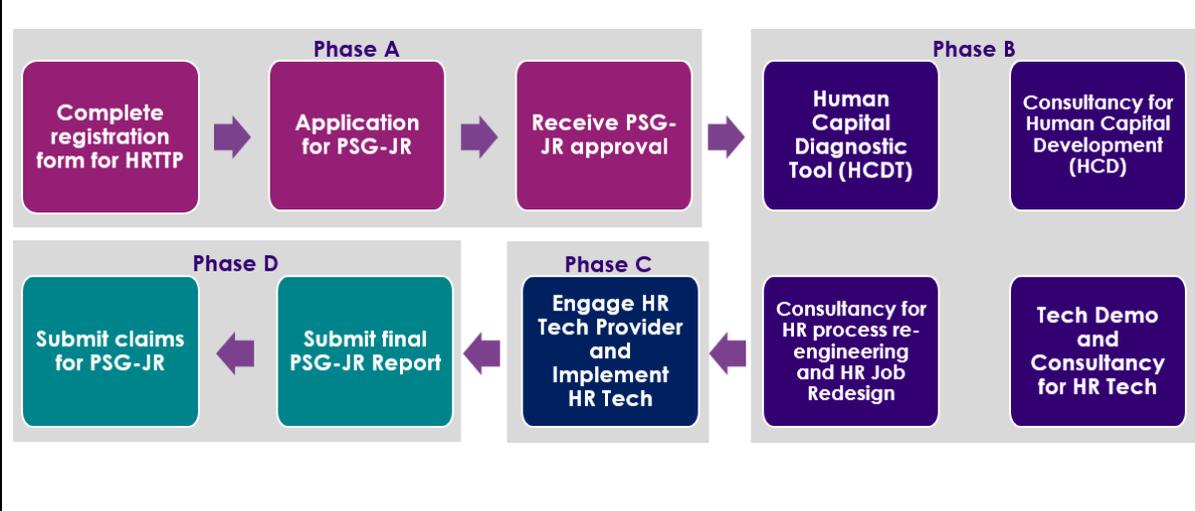
Yes. NGOs and Non-profit organisations can apply for PSG-JR. The non-business entities that are eligible include:

- Charities and Institutions of a Public Character
- Voluntary Welfare Home
- Cooperative societies
- Societies (including community services societies)
- Religious entities
- Commercial Home (including private nursing homes)

13. Can I tap on PSG concurrently for equipment/IT solutions while I am on the PSG-JR project?

Yes, enterprises can tap on PSG concurrently to support the costs of equipment/IT solutions.

Section B: Application Process

1.	What is the process for enterprises who are interested in the HRTPP?
 <pre> graph LR subgraph Phase_A [Phase A] A1[Complete registration form for HRTPP] --> A2[Application for PSG-JR] A2 --> A3[Receive PSG-JR approval] end subgraph Phase_B [Phase B] B1[Human Capital Diagnostic Tool (HCDT)] B2[Consultancy for Human Capital Development (HCD)] end subgraph Phase_C [Phase C] C1[Engage HR Tech Provider and Implement HR Tech] end subgraph Phase_D [Phase D] D1[Submit claims for PSG-JR] D2[Submit final PSG-JR Report] end A3 --> B1 B1 --> B2 B2 --> C1 C1 --> D2 D2 --> D1 </pre>	
2.	How do I apply for HRTPP?
<p>Below are the steps to apply for the HRTPP:</p> <ol style="list-style-type: none"> 1. Enterprises may fill up the interest form via this form, and send it to Ms Ong Jie Min from SNEF at jmong@snef.org.sg 2. SNEF will link enterprises up with the consultant supporting HRTPP. 3. Enterprises will obtain quotation (without committing into any contract) from the selected consultant and work with the consultant to complete the consultancy proposal (based on the template that can be accessed through Business Grants Portal (BGP)). 4. Enterprise should not sign any contract or make any payment before submitting the PSG-JR application. 5. Submit an application on BGP at https://www.businessgrants.gov.sg. 	
3.	What are the documents required when applying for PSG-JR?
<p>The required documents when applying for PSG-JR include:</p> <ul style="list-style-type: none"> • Consultant’s quotation - itemised JR consultancy costing from the consultant • Consultancy proposal (based on template accessed through BGP) • Latest CPF form 90 for the past 3 months (for proof of at least 3 local employees in the enterprise at the point of application, based on the eligibility criteria) 	

Section C: For more assistance or feedback

1.	Should there be more queries on the HR Tech Transformation Programme, who can enterprises contact?
<p>Enterprises that are interested to find out more about HR Tech Transformation Programme can fill this form, and send it to Ms Ong Jie Min from SNEF at jmong@snef.org.sg. Enterprises with enquires may also contact Ms Ong Jie Min.</p>	
2.	Who can enterprise contact should they have more queries on PSG-JR or CorpPass and Business Grant Portal Issues?
<p>If there are any further queries on PSG-JR or CorpPass and Business Grant Portal issues, you may approach the relevant contacts provided below:</p> <p>PSG-JR Programme: Singapore National Employers Federation (SNEF) – Appointed Programme Manager E: psgjr@snef.org.sg</p> <p>CorpPass Issues: CorpPass Helpdesk E: support@corppass.gov.sg T: +65 6643 0577</p> <p>Business Grants Portal Issues: Business Grants Portal Helpdesk E: BGP_Helpdesk@enterpriseSG.gov.sg T: +65 6708 7288</p>	