

## **Institute for Adult Learning inks Memoranda of Understanding with leading enterprise partners to bolster workforce learning capabilities**

*19 leading enterprises joined the Learning Enterprise Alliance for workplace learning transformation*

**19 November 2021, Singapore** – The Institute for Adult Learning (IAL), an autonomous institute of the Singapore University of Social Sciences (SUSS) inked Memoranda of Understanding (MOUs) with eight enterprise partners in a signing ceremony today aimed at bolstering workforce learning capabilities.

Guest-of-Honour Minister for Education, Mr Chan Chun Sing, graced the ceremony, held in conjunction with IAL's Learning Enterprise Alliance (LEA) Awards Ceremony 2021, at Fairmont Singapore.

The MOUs seek to create an ecosystem that supports the use of workplace learning to drive enterprise transformation. The partnership agreement with each enterprise partner has been tailored according to the organisation's needs and development plan, and will last for an average of three years.

Seven of these enterprise partners span multiple industry sectors, including and not limited to community and facility management, engineering, healthcare and security. These are Aegis Building & Engineering Pte Ltd, Ashtree International Pte Ltd, Certis, National University Health System, SingHealth Community Hospitals, Singapore Precision Engineering and Technology Association and TS Group Pte Ltd.

Representing IAL as signatory of the MOUs, Professor Lee Wing On, IAL's Executive Director, said, "Strengthening workforce capabilities has always been essential to business growth and overall industry transformation, but its significance has been magnified over the past two years in response to the pandemic. As a strong advocate and driver for enterprise transformation leveraging workplace learning, IAL is immensely excited to collaborate with our partners to identify areas and opportunities for growth and put forward solutions that address critical learning needs to achieve better business outcomes."

### **Strengthening leadership and workplace learning capabilities in the aviation sector**

IAL, together with SUSS, also signed an MOU with Singapore Airlines (SIA) to enhance the leadership and management capabilities of SIA, a welcome initiative that supports the recovery of the travel and tourism industry.

The partnership will see the three parties co-develop aviation-related postgraduate programmes, graduate courses and executive management programmes for SIA. The quality of SIA's in-house trainers will also be elevated through the corporate WSQ Advanced Certificate in Learning and Performance (ACLPL) programme. In addition, efforts will be made

to identify possibilities for the joint offering of courses or programmes to SIA and SUSS learners, and co-develop approaches and practices that enhance organisational and workplace learning through efforts in the likes of coaching and mentoring.

Professor Cheong Hee Kiat, SUSS President, said, “We are delighted to be part of this partnership. The pandemic has amplified the importance of the Continuing Education and Training (CET) agenda. The upgrading and deepening of skillsets are essential, if not mandatory, for individuals to maintain a competitive edge in the new normal. When we engage in a culture of collaborative learning, it enables us to broaden our thinking and allows us to innovate solutions by tapping and improving on the ideas of others. This creates an endless cycle of improvement and enables us to be future-proof and ready for challenges that come our way.”

Captain Quay Chew Eng, Senior Vice President Flight Operations, Singapore Airlines, said, “We are pleased to work with SUSS and IAL on this partnership, which supports a culture of continuous and collaborative learning. This is in line with SIA’s commitment to build a dynamic and resilient workforce that is ready to embrace the future of work, so as to ensure that we are in a position to emerge stronger and fitter as international travel recovers. We look forward to leveraging the skillsets and expertise of all parties to surmount workplace and leadership challenges in the new normal.”

### **Advancing workplace learning and transformation**

19 new members were also inducted into the LEA this year. An initiative under the Centre for Workplace Learning and Performance (CWLP) of IAL, the LEA initiative facilitates a vibrant culture of knowledge sharing between enterprises of diverse sectors and Training and Adult Education (TAE) practitioners. This helps to create new touchpoints for networking and collaboration in driving workplace learning among enterprises. Over 80 enterprises representing diverse industries are currently part of this growing network, following the initiative’s launch in 2018. The new LEA members submitted their project proposals on workplace learning and transformation between November 2020 to January 2021 and were selected through a blind judging exercise.

“We recognise that there is no one-size-fits-all approach when it comes to workplace learning. As the business environment continues to evolve, enterprises can always learn best practices from each other and use those insights to drive workplace transformation in their respective organisations. From employee professionalism, operational efficiency, to job redesign and digitalisation, there is a multitude of benefits for enterprises as they get engaged with continuous learning and improving performance. At IAL, we want to continually provide all enterprises with the right support as they embark on this journey,” Professor Lee added.

To strengthen its workplace learning initiatives, IAL will also roll out the SUSS-IAL Graduate Certificate in Workplace Learning (SUSS-IAL Grad Cert WPL), which will include courses imbued with authentic case studies, real-life examples and substantive reflections and a work-learn component where learners undertake real consultancy projects. This programme is expected to begin in early 2022 and will target employees in enterprises who play a pivotal role in strengthening employee capability and performance, and experienced adult educators

who are looking to expand their expertise in workplace learning to provide workplace learning consultancy and training to enterprises.

For more details, please refer to the following enclosures:

- Annex A - List and Profiles of MOU Enterprise Partners
- Annex B - List of New Learning Enterprise Alliance Members

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### **About the Institute for Adult Learning**

The Institute for Adult Learning (IAL) is an autonomous institute of the Singapore University of Social Sciences. IAL works closely and supports Adult Education professionals, businesses, human resource developers and policy makers through its comprehensive suite of programmes and services on raising capabilities and catalysing innovations in Continuing Education and Training (CET). IAL also champions research in sustaining economic performance through skills, shaping employment as well as CET decisions, and develops innovations through learning technology and pedagogy to heighten adult learning. For more information, visit <https://www.ial.edu.sg>.

## **ANNEX A: LIST AND PROFILE OF MOU ENTERPRISE PARTNERS**

### **1. Aegis Building & Engineering Pte Ltd**

Aegis Building & Engineering is a company formed in 2002 under building and construction industry that specialised in conservation of historical buildings as well as planned maintenance.

Aegis has established its reputation as a reliable partner who delivers quality work with well-trained tradesmen to customers over the years. As a manpower-heavy company, Aegis plans to expand its business and develop a Singapore core. In the last three years, the company has worked with SkillsFuture Singapore, IAL as well as the Institute of Technical Education to build its training capabilities to improve tradesmen's competencies as well as to attract more Singaporeans to come onboard.

Aegis also partners with the Association of People with Special Needs, training some of their trainees to venture into the building maintenance industry - the first in Singapore. The company has recently attained the status of an Approved Training Provider by SkillsFuture Singapore and intends to strengthen its capabilities to train more Singaporeans to come onboard this evergreen industry while simultaneously uplifting industry standards.

Through the MOU agreement with IAL, Aegis aims to deliver a sustainable and quality training system that will help build a Singaporean core in an industry that is critically short of manpower. Key focus areas include the trainer's quality, training delivery and contents development.

### **2. ASHTREE International Pte Ltd**

ASHTREE International provides clients with both upstream consultancy services in Aerodrome Safety and Aviation Security and Maritime Security, as well as downstream solutions from domain specific managers, security supervisors and security officers.

In tandem with Singapore's aviation and maritime masterplan for the next 10 years, ASHTREE continues to grow and diversify the Changi East Development for Changi Airport's Terminal 5 construction, Tuas Mega port, and Tuas Water Reclamation Plant. ASHTREE aims to be a market leader in the Aerodrome Safety and Aviation Security and Maritime Security domain, offering 3M – Man, Machine, Method to clients to achieve mission success.

Operating within strictly regulated industries such as aviation and maritime, the partnership with IAL is a trusted avenue to train and upskill officers who wish to grow their careers and specialise in these fields. IAL will help professionalise industry-specific training and bridge the divide for adulting learning pedagogy in these industry sectors too.

### **3. Certis**

Certis is a leading outsourced services partner that designs, builds and operates multi-disciplinary smart security and integrated services. Their multi-service offerings leverage on their strong heritage in security, and are augmented by applied AI solutions. These solutions are part of a comprehensive technology development and systems integration capabilities that are fully cyber-secure by design. Certis is committed to building a safer, smarter, better, and more sustainable business. Certis is headquartered in Singapore, with an international presence that extends to Australia, Hong Kong, Macau, China and Qatar.

Recognising the importance of new skill requirements to power and accelerate Certis' workplace transformation, Certis has invested over S\$10 million in Certis Corporate University (CCU), which is the first of its kind for the security industry in Asia. CCU underscores Certis' commitment to upskill, reskill and develop its diverse and more than 27,000 global workforce across Asia and the Middle East.

With IAL's being a national centre of excellence in learning, practice, and research for Continuing Education and Training, IAL is an intuitive partner for Certis and the key thrusts of CCU. Partnering with IAL will enable Certis to leverage their networks, expertise and resource to drive workforce upskilling and workplace learning within the organisation.

### **4. National University Health System**

The National University Health System (NUHS) is one of three public healthcare clusters in Singapore, and an integrated Academic Health System and Regional Health System that delivers value-driven, innovative and sustainable healthcare in Singapore.

Institutions in the NUHS Group include the National University Hospital, Ng Teng Fong General Hospital, Jurong Community Hospital and Alexandra Hospital; three National Specialty Centres - National University Cancer Institute, Singapore (NCIS), National University Heart Centre, Singapore (NUHCS) and National University Centre for Oral Health, Singapore (NUCOHS); the National University Polyclinics (NUP); Jurong Medical Centre; and three NUS health sciences schools – NUS Yong Loo Lin School of Medicine (including the Alice Lee Centre for Nursing Studies), NUS Faculty of Dentistry and NUS Saw Swee Hock School of Public Health. With member institutions under a common governance structure, NUHS creates synergies as a fully integrated cluster for the advancement of health by providing seamless patient care, developing solutions for Singapore's healthcare challenges through biomedical research and nurturing the next generation of healthcare professionals.

As a Regional Health System, NUHS works closely with health and social care partners across Singapore to develop and implement programmes that contribute to a healthy and engaged population in the Western part of Singapore.

Through this MOU, NUHS will work closely with IAL to jointly plan and develop the workforce capability within NUHS institutions. This includes carrying out job evaluation, job re-design, work processes review and supporting workplace transformation in NUHS. Job competency framework, skills matrices and developmental roadmaps will also be drawn up to guide the development and growth of the NUHS workforce.

## **5. Singapore Airlines**

Singapore Airlines is the flag carrier airline of Singapore with its hub at Singapore Changi Airport. Together with its subsidiaries, the SIA Group provides passenger and cargo air transportation services under the Singapore Airlines and Scoot brands. Other principal activities include engineering services, training of pilots, air charters, as well as tour wholesaling and related activities. SIA is committed to the constant enhancement of the three main pillars of its brand promise: Service Excellence, Product Leadership and Network Connectivity.

Together with SUSS and IAL, SIA will strengthen the capabilities of its employees through the co-creation of aviation-related courses and executive management programmes, enhancing the quality of SIA's in-house trainers, and co-developing approaches and practices that enhance organisational and workplace learning.

### Singapore Flying College

The MOU partnership is extended to the Singapore Flying College (SFC), a wholly-owned subsidiary of the SIA Group. Established in 1988, SFC provides customers with ab initio flight training for both the Multi-crew Pilot Licence (MPL) and Commercial Pilot Licence (CPL). SFC has over 30 years of experience training cadets to achieve the high standards expected of professional pilots. Operating from its headquarters in Singapore and its flight training base in Perth, Western Australia, SFC has trained over 3,000 cadets to date.

As part of Singapore's aviation ecosystem, SFC is continually striving for new and innovative ways to deliver effective training. It diversified its revenue streams by launching a new training programme, the Unmanned Aircraft Pilots Licence (UAPL), as well as achieving certification for the issuance of the Australian Civil Aviation Safety Authority (CASA) licence. In tandem with the expansion of its training offerings, SFC also invested in upskilling its theory instructors, which is the main area of collaboration with IAL.

## **6. SingHealth Community Hospitals**

SingHealth Community Hospitals (SCH) oversees the three community hospitals within SingHealth, Singapore's largest group of healthcare institutions. SCH comprises Bright Vision Hospital, Sengkang Community Hospital and Outram Community Hospital, and provides inpatient sub-acute, rehabilitation and palliative care services. SCH is under the SingHealth Regional Health System and is supported by the medical expertise and research capabilities of the SingHealth-Duke NUS Academic Medical Centre

The collaboration with IAL looks to SCH strengthening its teaching faculty in training the next generation of healthcare professionals through a curriculum focusing on innovation, building capacity, capability and competency. SCH and IAL will also provide joint coaching and mentorship opportunities and collaborate on research work that shapes healthcare workplace learning pursuits.

## **7. Singapore Precision Engineering and Technology Association**

The Singapore Precision Engineering & Technology Association (SPETA) represents locally registered companies, engaging in the manufacturing and distribution of Precision Engineering components, products, tools, equipment and machinery. Through the MOU with IAL, SPETA will promote managerial learning for its member companies and create more awareness on their partners' training programmes.

## **8. TS Group Pte Ltd**

As a community and facility management company, TS Group Pte Ltd co-develops, manages and operates large-scale communities for foreign workers and the elderly. It looks to redefine care and communal living, develop every community as a self-sustaining system and raise standards of care for the underserved communities in Asia.

With over 20 years in the business and experience, its community innovations range from providing in-house banking, catering, housekeeping, medical, and transport services, 24/7 assistance to clients and residents, to exploring how mobile apps and big data to enhance daily living. Apart from facility management, TS Group's business also covers project advisory and catering.

As a member of the Learning Enterprise Alliance (LEA) and MOU partner with IAL, TS Group aims to embark on a workplace learning journey through customising learning approaches to improve employees' skills and job knowledge, and effectively deliver competency standards with workplace transformation approaches. Some of these initiatives include enhancing on-the-job training systems and processes, accelerating manpower skilling for new operations executives, and developing a robust and effective training framework.

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## **ANNEX B: LIST OF NEW LEARNING ENTERPRISE ALLIANCE MEMBERS**

1. Acestes Pte Ltd
2. Ashtree International
3. Anderco Pte Ltd
4. Beyond Social Services
5. Certis
6. DP Dental Pte Ltd
7. David Lim Group
8. Far East Orchid
9. Fei Siong Food Management Pte Ltd
10. Lim Kee Food Manufacturing Pte Ltd
11. Poh Wah Scaffolding & Engineering Pte Ltd
12. Polar Puffs & Cakes Pte Ltd
13. Singapore Airlines Limited
14. Singapore Flying College
15. SingHealth Community Hospitals
16. Samaritans of Singapore
17. Singapore Sports Council
18. WAB Lab Pte Ltd
19. TS Three Pte Ltd