

Industry:

Workforce and Labour

Country:

Singapore

Business Challenge:

Silo systems for accreditation and range of training incentives and grants for the respective individuals.

1. Unable to handle complex, new and dynamic funding and business rules.
2. Duplication of records.
3. Manual paperwork and time-consuming for users.
4. Inefficient processing, tracking and reporting.

Solution:

Create an e-portal which serves as a central gateway for the Singapore Workforce Development Agency (WDA)'s business partners and customers to apply for accreditation and training incentives and grants.

Results:

1. Greater convenience and higher service levels for Training Organisations and companies. Remove the need to access multiple systems and do data re-entry to apply for Skills Development Fund (SDF) claims and absentee payroll.
2. Training Organizations are able to apply for course accreditations and obtain funding approval for their accredited courses in a streamlined process without accessing to different systems.
3. Trainees can now access a national database to view and print a history of their training and assessment records so as to enable them to better plan for their training and upgrading needs as well as obtain guidance on their career pathways.

SkillsConnect

A Competitive Workforce, with workers Learning for Life, and Advancing with Skills

The Singapore Workforce Development Agency (WDA) is a statutory board under the Ministry of Manpower of the Singapore Government. WDA was established in 2003 to enhance the competitiveness of our workforce by encouraging workers to learn for life and advance with skills.

The WDA aims to help workers advance in their careers and lives by developing and strengthening skills-based training for adults. In today's economy, most jobs require not just knowledge, but also skills.

In turn, this will also help companies strengthen their capabilities, remain competitive, and contribute to stronger economic growth for Singapore.

Come 2013, two National Continuing Education and Training (CET) Campuses will be established, giving Singapore's workforce and employers a one stop destination for skills training and career opportunities.

Did you know?

- As of 2011, there are 30 Singapore Workforce Skills Qualifications (WSQ) frameworks. Each framework is recognised by the respective industry.
- There are 46 Continuing Education and Training (CET) centres all over Singapore delivering WSQ frameworks.
- Some 280,000 workers have benefited from WSQ quality training with 671,216 Statements of Attainments (SOAs) issued. And the number is growing.
- The government will devote \$5.5 billion over the next 5 years to help businesses and workers raise productivity.



Challenge:

Increase efficiency in enrolment process via an intuitive online system

Historically, WDA administrative services are divided into 2 systems; Accreditation and Training Incentives and Grants. Having disparate systems on excel-based systems made tracking complex and time consuming. On the other hand, trainees faced the challenge of accessing multiple systems to apply for grants and absentee payrolls.

Going forward, as demands for dynamic business modules and efficiency standards increase, WDA seeks to create a fully integrated world-class administrative system.

The SkillsConnect system serves as a central gateway for WDA's business partners and customers to apply for accreditation and training incentives and range of grants. This facilitates information sharing on one single application. Managed by a rules-based system complete with a step-by-step process, it greatly increases operational efficiency for both backend and frontend workflow.



Impact:

Deliver Productivity, Security and Reliability

A trainee can search for courses in the SkillsConnect system and access a national database, to view and print a history of their training and assessment records so as to enable them to better plan for their training and upgrading needs as well as obtain guidance on their career pathways.

Under this system, Training Organisations are now able to apply for course accreditations and obtain funding approval for their accredited courses in a more streamlined process. In addition, companies can now log in via the SkillsConnect system to enrol their employees for SDF approved courses and better manage provision of grants.

WDA partnered with Toppan Ecquaria to improve competency standards and raise performance in an impactful manner. Delivery of an optimum online system produces accuracy, increasing satisfaction, thus enhancing customer experience.

“Offering stability and reliability for a large number of individuals is a big responsibility. With the SkillsConnect system, applicants and training organizations can collectively have access to this platform in an accelerated manner. Today, they no longer need to log in to multiple systems.”, exclaimed Dr Foong Wai Keong, Managing Director of Toppan Ecquaria Pte. Ltd.

Frontend delivery:

- Increased operational efficiency e.g. claims now take shorter number of days.
- Increased tracking and visibility for all users.
- One-stop shop for all tracking needs from course application to claims
- Comprehensive training profile (lifecycle) of individuals, employers and training bodies.
- Elimination of physical forms, manual processing.

Backend ease-of-workflow:

- Dynamic routing according to business rules.
- Auto-calculation of claims based on business rules e.g. age, gender, attendance.
- Intelligent pre-population of data fields. Sharing of common data e.g. People Hub, ACRA, CPF
- Extensive interface and integration with internal and external systems.
- Save and store supporting documents.
- System administrator can easily define rules.

For more information, please visit www.toppanecquaria.com

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