



# CCL

SMF Centre for  
Corporate Learning



SUSTAINABILITY



INDUSTRY 4.0  
(I4.0)



DIGITALISATION



PERSONAL  
DEVELOPMENT

# TRAINING PROSPECTUS



LEADERSHIP & TEAM  
MANAGEMENT



SALES &  
MARKETING



CUSTOMER  
SERVICE



FINANCE &  
HUMAN  
RESOURCE



PRODUCTIVITY



LOGISTICS &  
SUPPLY CHAIN



SKILLSFUTURE  
CREDIT

Comprehensive  
Training & Development  
For All Levels



**SMF Centre for Corporate Learning (SMF CCL)** is one of Singapore's leading training providers with more than 50 years of experience in conducting productivity improvement, manufacturing-related, thought-leadership and personal development programmes. SMF CCL is also an approved Accredited Training Organisations (ATO) Centre with Skills Future Singapore (SSG) and an Authorised Education Provider with APICS the Association of Operations Management.



### OUR VISION

To be the region's preferred corporate training and skills development centre.



### OUR MISSION

- ❖ To promote continuous learning to individuals and corporates.
- ❖ To acquire and deliver more productivity and innovation programmes to increase corporate and individuals' values.
- ❖ To enhance the competitive edge of corporations through the provision of management training and industry skills development programmes.
- ❖ To introduce the latest ideas, methodologies and skills to our valued clients and partners.



### OUR CORE VALUES

#### **Collaboration**

We believe that greater success can always be achieved through constant collaboration.

#### **Competence**

We trust in nurturing and building core-competencies within our employees.

#### **Lifelong Learning**

We strive for continuous.



## IMPLEMENT SUSTAINABLE MANUFACTURING

Sustainability improves the quality of our lives, protects our ecosystem and preserves natural resources for future generations. In the corporate world, sustainability is associated with an organisation's holistic approach, taking into account everything, from manufacturing to logistics to customer service.

### SOME OF THE KEY BENEFITS OF SUSTAINABILITY ARE:

- ❖ Improved operational efficiency by reducing costs and waste
- ❖ Long-term business viability and success
- ❖ Lower regulatory compliance costs
- ❖ Improved sales and brand recognition
- ❖ Greater access to financing and capital
- ❖ Easier employee hiring and retention

As many businesses are starting their sustainability initiatives, many are unsure of where to start with. This course will get you equipped with the knowledge to start off your sustainable manufacturing journey today.

### LEARNING OUTCOME:

- ❖ Define what is Sustainable Manufacturing
- ❖ Identify key elements of Sustainable Manufacturing
- ❖ Understand the factors for going "Green"
- ❖ Know the implications of non-compliance



## MASTERCLASS

Duration	Courses	Topic 1	Topic 2	Topic 3
1 Day	Sustainability for Businesses – What you need to know	What are the latest and upcoming regulations	What is sustainability, environmental sustainability, the international context and Singapore context?	Green Plan and the implication for businesses
1 Day	Sustainability for Businesses – Operations	Waste Management / Calculate company's carbon footprint and ways to decrease it.	10 key rules to embark employees on a sustainability transformation.	How to write a sustainability report
1 Day	Sustainability for Businesses – Strategic Planning	Sustainability concepts	Understanding of standards and how to implement them	Understanding change management



## CARBON MANAGEMENT WORKSHOP

A one full day Carbon Management Workshop, which includes

- ❖ Introduction to basics of sustainability and carbon emissions,
- ❖ Briefing on national and international initiatives and regulations regarding carbon emissions
- ❖ Introduction to existing technologies for carbon reduction (including presentations by solutions providers)
- ❖ Introduction to LowCarbonSG
- ❖ Guidance on how to use CERT

## POST-WORKSHOP:

- ❖ Post-workshop report on the feedback from the companies regarding their needs, in terms of upskilling and required technologies, to aid in their sustainability journeys
- ❖ Individual follow ups with the companies to guide them to complete the CERT tool
- ❖ Assisting in administering the LowCarbonSG logo to the companies





## EFFECTIVE IMPLEMENTATION OF DIGITALISATION THROUGH BUSINESS MODELLING

### WHO SHOULD ATTEND?

Primarily Small Medium Enterprises (SMEs), but Large Local Enterprises (LLEs) and Multi-National Corporations (MNCs) may also participate.

### TARGET OCCUPATIONS

Business Owners, C-Suite Decision Makers, Senior Managers, PMETs Companies need to ride the inevitable wave of digitalisation. The course aims to share local and Global best practices in digitalisation using BMI to help participants identify some “disruptive” technology toolkits to provide companies a defence against sudden onslaught of disruptive innovation. New start-ups would be better able to assess the sustainability of their current business model whereas for existing business owners, they would be able to better defend themselves against fierce competition. It is also for businesses looking for ways to achieve significantly higher growth as opposed to just incremental growth.

### LEARNING OUTCOME:

- ❖ Learner will walk away with lessons from more than 100 successful businesses digital transformation.
- ❖ Uncover major trends, successful business models and technologies for the next part of your digital journey.
- ❖ At the end of the 2 days, learner will be equip with a digital road map and a business model canvas.

## ESSENTIAL DIGITAL SKILLS

Duration	Courses
2 Days	<p><b>Financial Modelling for SMEs</b></p> <ul style="list-style-type: none"> <li>• Establish the objectives of what the Company wants to achieve</li> <li>• Identify areas that can be quantified</li> <li>• Identify the basis and drivers</li> <li>• Evaluate the available methods to measure the quantifying factors</li> <li>• Measurement tools</li> </ul>
1 Day	<p><b>Effective And Practical Project Management Skills</b></p> <ul style="list-style-type: none"> <li>• Identify the project objectives, project team and project plan</li> <li>• Identify the skillset of each project team member and their responsibilities</li> <li>• Evaluate what needs to be “manage” and what can be “measure”</li> <li>• Evaluate the available methods to control and manage the projects</li> <li>• Communication skill (High Level)</li> </ul>
1 Day	<p><b>Business Thinking, Operations and Process Automation</b></p> <ul style="list-style-type: none"> <li>• What is in the mind of a Business Owner?</li> <li>• How do the Business Owner operate to achieve his/her Business objectives?</li> <li>• Identify areas where processes are in place</li> <li>• Identify the processes that can be automated and determine what to automate</li> </ul>





## DIGITAL MARKETING

This programme is designed to provide individuals with the knowledge and practical skills to implement a digital marketing plan. This interactive training event is designed to combine the fundamentals of marketing and its digital application using digital marketing tools to leverage and apply in the workplace.

### OUTLINES

- Introduction to digital marketing
- The impact of digital marketing to sales and branding.
- The various forms of digital marketing mix and its application
- Social media marketing platform options
- Measuring the effectiveness of digital marketing campaigns
- Leveraging on marketing tools of popular Social Media such as Facebook, Youtube or LinkedIn
- The basics of SEO, application and analytics
- Understand the techniques behind email marketing, content marketing and video marketing
- Design an effective digital marketing plan

## BIZSAFE LEVEL 2



**bizSAFE<sub>2</sub>**

### DEVELOP A RISK MANAGEMENT IMPLEMENTATION PLAN EQUIVALENT TO BizSAFE LEVEL 2

(Funding Available)  
Conducted online or in a classroom setting



Remember:  
Safety First!



BizSAFE is a nationally recognised capability building programme designed to help companies build workplace safety and health capabilities. BizSAFE Level 2 course provides learners with knowledge and skills to be a Risk Management Champion for the organisation in reducing risks at source by managing the risk management process at the workplace.

Participants will be provided the opportunity to practise, and apply the knowledge and skills learnt to produce a practical risk management plan for the organisation, conduct hazard identification, apply risk assessment methodology to evaluate risks and implement the hierarchy of controls to mitigate risks as well as hazard communication through classroom discussions and practices.

### LEARNING OUTCOME:

- ❖ Develop practical risk management implementation plan
- ❖ Form a risk management team
- ❖ Apply risk assessment
- ❖ Learn to control and monitor risks
- ❖ Communicate the risks to all persons involved





**SALARY SUPPORT**  
for Companies available!

Course fees  
**FUNDING**  
UP TO **70%**

+

Additional  
**20%**  
for SMEs



## CAREER CONVERSION PROGRAMME (CCP) REGIONAL

- REGIONAL OPERATIONS MANAGER
- REGIONAL TECHNICAL PROGRAMME MANAGER

Workforce Singapore’s (WSG) Career Conversion Programme (Regional) is designed to help mid-career Professionals, Managers, Executives and Technicians (PMETs) reskill with the necessary competencies to embark on a career in the manufacturing sector. These CCPs include customised mentorship programmes to facilitate and enhance the employability for those looking to switch their careers to the manufacturing sector. It will help manufacturing companies tap on additional sources of manpower and meet their manpower needs. Through one-to-one mentoring, companies are also able to align the training according to their specific business needs.

Funding Support		
Course Fee	Funded at 70% of course fees	
Salary Support	Singaporeans & Singapore PR (<40 years old)	Funded at 70% of salary, capped at \$4,000 per month
	Singaporean (≥ 40 years old / LTU for ≥6 months)	Funded at 90% of salary, capped at \$6,000 per month

\* Enhanced salary support rate is applicable for Singapore Citizens who are aged 40 and above, or are long term unemployed for at least 6 months.

Subject to prevailing rate in alignment to Job Growth Incentive.



SMEs are eligible for enhanced funding rate of 90%. The additional 20% course fee grant support for SMEs will be administered through SkillsConnect System.

Salary support information is effective 01 Mar 2021.

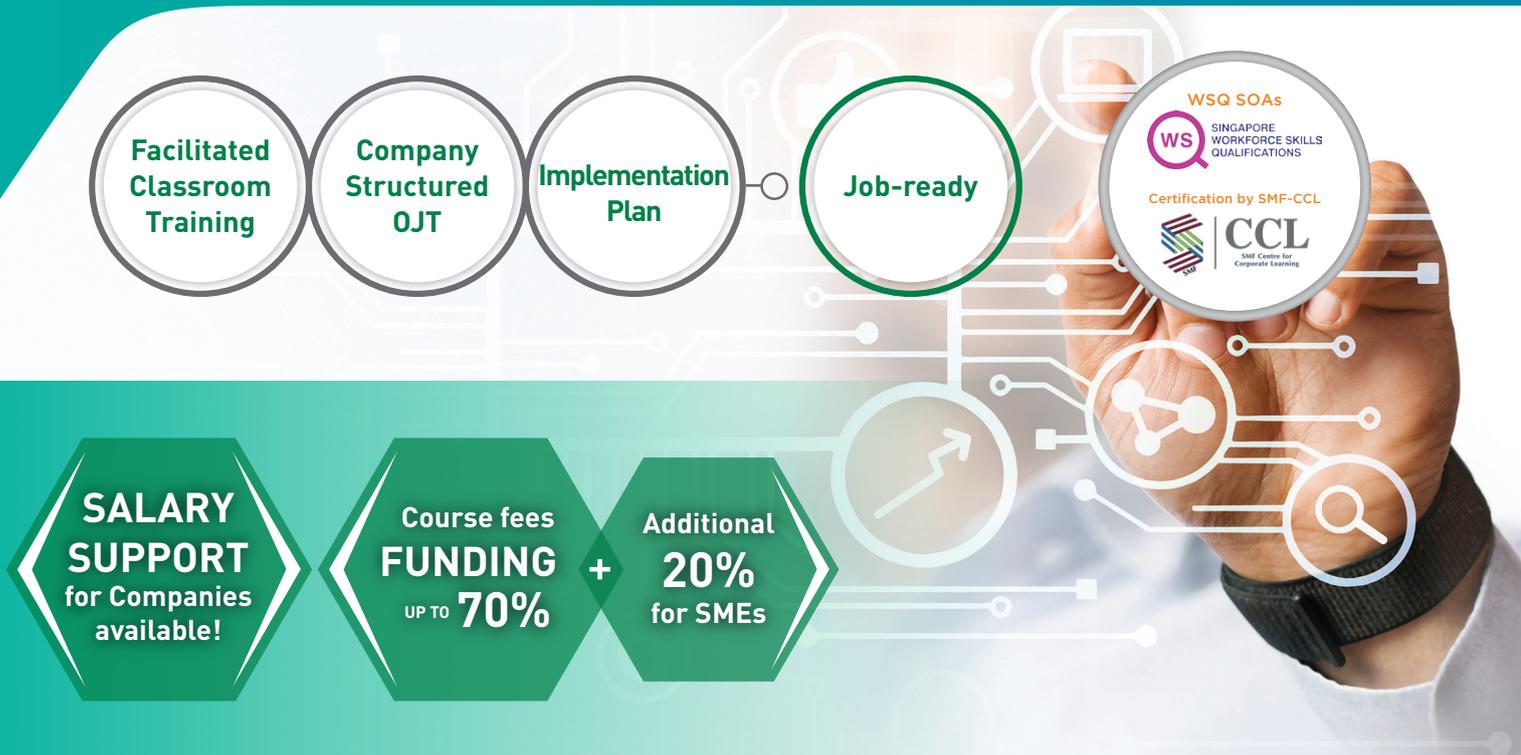


The classroom training course conducted by SMF Centre for Corporate Learning on Developing an Effective Marketing Plan and How to Build Customer Loyalty were very useful in terms of knowledge and insights in my job role. In addition, the structured in-house training carried out by the company was a good platform for me to further enhance my familiarization of the company’s operations, staff and working environment.

- by Mr Sudave s/o Ramachandran, Business Development Manager, Clearvisions Cleaning Solutions Pte Ltd



## CAREER CONVERSION PROGRAMME (CCP)



### CAREER CONVERSION PROGRAMME (CCP) BROAD-BASED

- MANUFACTURING PROFESSIONAL
- TECHNICAL SALES ENGINEER/MANAGER

CCPs are designed to help mid-career Professionals, Managers, Executives and Technicians (PMETs) reskill with the necessary competencies to take on new jobs in manufacturing sectors. The programme includes industry-recognised Certification and Company in-house Structured Training to facilitate and enhance the employability for those looking to switch their careers within the manufacturing sectors. It will help manufacturing companies tap on additional sources of manpower and meet their manpower needs. Through classroom and company in-house training, companies are also able to align the training according to their specific business needs.

Funding Support		Requirement
Course Fee	Up to 70% of course fees	PMETs complete all the required modules including passing assessment (if applicable)
Salary Support	Singaporeans & Singapore PRs	Up to at 70% of salary, capped at \$4,000 per month
	Mature or LTU (Singaporean)	Up to at 90%* of salary, capped at \$6,000 per month
		PMETs remain at the employing company for a minimum of 3 months
		PMETs remain at the employing company for a minimum of 3 months and subject to final approval by WSG

# Funding rates are subjected to overall caps and may be subjected to changes.

\* Enhanced salary support rate is applicable for Singapore Citizens who are aged 40 and above, or are long term unemployed for at least 6 months.

Salary Support information is effective 01st March 2021.

“

The bundling availability of the Broad-Based Professional Conversion Programme which provides both wage support to my company and structured training for my newly-hired staff is a further benefit for us to employ mid-career switches. The 3-months wage support makes it more affordable to employ matured PMETs and the training courses help to equip the PMET with new skills sets in his job functions.

- by Mr Mark Loke, Operations Manager, Clearvisions Cleaning Solutions Pte Ltd

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Kindly contact us to obtain a copy of this programme's training schedule



**SALARY SUPPORT**  
for Companies available!

Course fees  
**FUNDING**  
UP TO **70%**

+

Additional  
**20%**  
for SMEs

## PLACE-AND-TRAIN PROGRAMMES FOR

- MANUFACTURING ASSOCIATE (MANUFACTURING OPERATIONS)
- MANUFACTURING ASSOCIATE (TECHNICAL SALES)

### EMBARK ON A NEW CAREER IN MANUFACTURING SECTOR BY RESKILLING YOUR COMPETENCIES

Place-and-Train programmes are designed to help newly hired Rank-and-File (RnF) workers reskill with the necessary competencies to take on new jobs in manufacturing sectors. The programme includes industry-recognised Certification and company in-house structured On-the-Job Training to facilitate and enhance the employability for those looking to switch their careers into the manufacturing sectors. It will help manufacturing companies tap on additional sources of manpower and meet their manpower needs. Through classroom training and company in-house structured On-the-Job Training, companies are also able to align the training according to their specific business needs.

	Funding Support	
Course Fee	For participating companies	Up to 70% of course fees
	For participating SMEs only	Up to 90%* of course fees (available under Enhanced Training Support for SMEs and SkillsFuture Mid-Career Enhanced Subsidy for eligible trainees) For such trainees, up to 20% top-up to be claimed via SkillsConnect by participating SMEs
Salary Support	Singaporeans & Singapore PRs	Up to 70% of salary, capped at \$2,000 per month
	Mature or LTU (Singaporeans)	Up to 90%* of salary, capped at \$3,000 per month

# Funding rates are subjected to overall caps and may be subjected to changes.

\* Enhanced salary support rate is applicable for Singapore Citizens who are aged 40 and above, or are long-term unemployed for at least 6 months.

Salary Support information is effective 01<sup>st</sup> March 2021.

For relevant course information, kindly refer to SMF-CCL's website ([www.smfccl.sg](http://www.smfccl.sg)) for details.



# CAREER CONVERSION PROGRAMME (CCP)



**SALARY  
SUPPORT**  
for Companies  
available!

UP TO  
**70%**

UP TO  
**90%**

## CAREER CONVERSION PROGRAMME (CCP) FOR

### • SME EXECUTIVES

CCP for SME Executives is a programme by the Workforce Singapore. This CCP will continue to support SMEs in building long-term capabilities through the hiring and retention of PMETs. Local SMEs across all sectors are eligible to participate in CCP, and their PMET job vacancies can cover a diverse range, depending on the hiring needs of the SMEs. The CCP for SME Executives is open to a wide spectrum of job roles in SMEs,

**including but not limited to the following areas:**

- Human Resource
- Leadership and Management
- Sales and Marketing, Business Development
- Project Management
- Operations and Administration

**SME  
CENTRIC**



The CCP for SME Executives helps PMETs to reskill and take on new job roles in SMEs. Newly-hired PMETs will undergo a 3 month programme, which includes a 3-day workshop and also a structured On-The-Job Training (OJT) at the hiring company.

Day 1	PMET hires will learn techniques to help them acclimatise to their new SME working environment
Day 2	PMET hires will learn foundational skills in various key business functional areas necessary to operate effectively in an SME environment
Day 3	Joint session between PMETs and their SME supervisors to facilitate interaction and alignment of work expectations, including job description, job tasks, and expected deliverables.

\*Company and PMET participants do not have to pay anything for their participation in the CCP

Funding Support		Funding Duration
Salary Support	Singaporeans & Singapore PR (<40 years old)	3 Months
	Singaporean (≥ 40 years old / LTU for ≥6 months)	



## CERTIFIED SUPPLY CHAIN PROFESSIONAL (CSCP)

### Designation Type

**APICS CSCP certification** may be right for you if you want to demonstrate mastery of the extended supply chain, from the organisation’s suppliers through to the end customer. The CSCP course covers topics that extend beyond the organisation (e.g. globalisation, IT in the supply chain, logistics, customer relations).

### Essential if you are involved in



- Demand planning and management
- Supplier relationship management
- Supply chain-wide inventory management
- Supply chain change management
- Supply chain improvement and best practices
- Supply chain financial management

### Learning Outcomes

- Help your company reach its ideal supply chain state
- Use data to link production, distribution, purchasing and service
- Reduce waste in supply chains
- Identify and classify supply chain risk and develop risk response plans
- Improve communications throughout the supply chain

### Salaries are Solid

Supply chain professionals with a bachelor’s degree reported a median salary of \$78,750, which is 24% higher than the national median salary. Those with an associate degree reported a median salary of \$67,000, which is also much higher than the national median salary.

Statistically, CSCP Certified Professionals generally receive an increase of 21% to their salary.

### CSCP Certified Professionals against Market

An APICS Certification generally provides 18% higher salary as compared to other certifications.

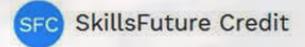
<b>Educational / Professional Prerequisites</b>	<ul style="list-style-type: none"> <li>• Three years of supply chain experience</li> <li>• Bachelor’s degree (or international equivalent); or</li> <li>• The candidate holds one of the following CPIM, CLTD (includes APICS Fellows), CTL, CIRM, SCOR-P, CPM, or CPSM designation.</li> </ul>
<b>Certification Process</b>	It is compulsory to complete and pass the assessment at the end of each module to obtain the WSQ Statement of Attainment (SOA).
<b>APICS CSCP Certification</b>	To obtain an internationally-recognised APICS CSCP Certification, you must sit for and pass APICS CSCP exam. Please check with our consultant to purchase exam credits and arrange the exam dates.

## CERTIFIED IN PLANNING AND INVENTORY MANAGEMENT (CPIM)

### Designation Type

**APICS CPIM certification** may be right for you if you want to demonstrate professional knowledge in increasing an organisation's profitability by optimising its production, planning and inventory management within the "four walls" of the organisation.

### Essential if you are involved in



- Planning and Inventory Management
- Operations
- Supply Chain Management
- Procurement
- Materials Management
- Purchasing

### Learning Outcomes

- Increase inventory accuracy and reduce inventory
- Improve forecasting
- Improve the S&OP process
- Manage and apply capacity resource planning
- Work more productively with your company's ERP system



### Salaries are Solid

Supply chain professionals with a bachelor's degree reported a median salary of \$78,750, which is 24% higher than the national median salary. Those with an associate degree reported a median salary of \$67,000, which is also much higher than the national median salary.

Statistically, CPIM Certified Professionals generally receive an increase of 25% to their salary.

### Greater Opportunity/ Significant Improve to Hiring Potential

CPIM Certified Professionals see an improve of 65% hiring potential. A higher hiring potential would means opening to more job opportunity.

<b>Educational / Professional Prerequisites</b>	No Prerequisites
<b>Certification Process</b>	It is compulsory to complete and pass the assessment at the end of each module to obtain the WSQ Statement of Attainment (SOA).
<b>APICS CPIM Certification</b>	To obtain an internationally-recognized APICS CPIM certification, you must sit for and pass APICS CPIM exam. Please check with our consultant to purchase exam credits and arrange the exam dates.



## CERTIFIED IN LOGISTICS, TRANSPORTATION AND DISTRIBUTION (CLTD)

### Designation Type

**APICS CLTD certification** may be right for you if you want to demonstrate professional knowledge, best practices and standards in the logistics, transportation and distribution industries.

### Essential if you are involved in

- Logistics Strategy and Planning
- Order and Warehouse Management
- Global Logistics
- Customer Service Management

### Learning Outcomes

- Improve distribution inventory management
- Develop and monitor warehouse performance metrics
- Identify and mitigate risk in logistics and transportation
- Manage and execute orders with an emphasis on logistics
- Identify and maintain optimal inventory levels including costs, controls and policy



### Salaries are Solid

Supply chain professionals with a bachelor’s degree reported a median salary of \$78,750, which is 24% higher than the national median salary. Those with an associate degree reported a median salary of \$67,000, which is also much higher than the national median salary.

Statistically, CLTD Certified Professionals generally receive an increase of 21% to their salary.

### CLTD Certified Professionals against Market

An APICS Certification generally provides 18% higher salary as compared to other certifications.

## APICS CERTIFICATION - EXAM DETAILS AND SCORING

1. Achieving your APICS Certification means you’re a part of ASCM global network of over 125,000 certified supply chain professionals
2. Prepare for, purchase and pass the exam to earn the certification

CSCP	CPIM	CLTD
To earn your CSCP designation, you must pass one exam covering three modules.	To earn your CPIM designation, you must pass two CPIM exams within three years of each other.	To earn your CLTD designation, you must pass one exam covering nine modules.
Each module reflects critical areas in supply chain management.	Part 1 exam covering six modules and Part 2 exam covering the next eight modules.	Each module reflects critical areas in distribution and logistics management

Each exam consists of 150 questions (130 operational and 20 pretest), and you will have 3.5 hours to complete each set of exam. The exam score range is 200 to 350. Scores 300 points and above are considered passing, and any score 299 points or below is failing.

## INTERNATIONAL CERTIFICATION PROGRAMMES

### PURCHASE & SCHEDULE YOUR EXAM

Apart from delivering APICS certified training programmes to our Supply Chain Management Professionals, as a proud Premier Channel Partner of ASCM, SMF CCL can provide a holistic service to all ASCM Professionals who are taking the next step in obtaining the internationally-recognised APICS certification.

- We provide professional advice when you are ready to take the APICS certification examinations
- We provide a smooth and fuss-free experience in purchasing the exam credits needed for the examinations
- We provide a discounted rates for the exam credits as compared to the rates from direct purchase
- We provide after-sales service - step-by-step guide, FAQs, scheduling matters till completion of examinations

#### Scheduling Exam Made Easy

1. Inform our consultants when you are ready to go for the certification
2. Exam credits will be purchased on behalf of the learner
3. Our consultant will schedule a 1-to-1 zoom session with you for activation of exam credits and scheduling of exam
4. Once the credits are purchase, you will have 6 months to activate
5. Once activated, you will have another 6 months to schedule for exam
6. APICS exams are administered via computer-based testing at Pearson VUE test centers worldwide and online through the OnVue system.
7. Planned follow ups from our consultant leading up to exam day

# SUPPLY CHAIN



## SUPPLY CHAIN WAREHOUSING CERTIFICATE

The Supply Chain Warehousing Certificate, developed by ASCM in partnership with Prologis, signifies the completion of a foundational education programme designed to help individuals build their knowledge in warehousing and distribution. The programme provides an overview of distribution inventory management, product storage, packaging and shipment, sustainability in logistics and more.

#### How it works

The exam tests the skills learned in the Supply Chain Warehouse Certificate course. This self-paced education programme features a series of courses designed to help you learn about leading practices across the warehousing and distribution industries.



## SUPPLY CHAIN PROCUREMENT CERTIFICATE

The Supply Chain Procurement Certificate program is a foundational education program designed to help both entry-level and experienced supply chain professionals expand their procurement knowledge and skills. The programme provides an overview of procurement fundamentals, sourcing strategies, supplier relationship management, negotiations, evaluation metrics, and more.

#### How it works

The self-paced programme includes 20 hours of education and a comprehensive final exam within an interactive online platform. You will also have access to flashcards, video clips, practice questions and more to help cultivate a stronger understanding of each topic.



## SPECIALISED TRAINING PROGRAMMES



### WSQ OPERATE FORKLIFT *CERTIFICATION & REFRESHER*

WSQ Operate Forklift Competency Standard was developed by the industry and facilitated by SkillsFuture Singapore (SSG), Ministry of Manpower (MOM) and the Workplace Safety and Health Council (WSHC). This industry-endorsed-standard provides a competency-based approach to training forklift operators. Trainees have to demonstrate their skills and knowledge proficiency before they are considered qualified to operate as forklift operators.



The final evaluation of this course will include a theory and a practical test whereby the participants will be put to the test to demonstrate their skills and knowledge on the vehicle.

#### Award

Upon completion of this programme, participant will receive a Statement of Attainment (SOA), issued by SkillsFuture Singapore (SSG) formerly known as WDA.

#### Assessment

Competency-based assessment for both Theory and Practical will be conducted at the end of the lessons. Min. 75% attendance and undergo assessment are required to qualify for government grant.

#### Programme Fees For Operate Forklift 叉车培训 (Conducted in English and Mandarin) 英文/ 华文

Total Fees (3 Day Course): \$449.40 (Inclusive of 7% GST)

Total Fees (5 Day Course): \$679.45 (Inclusive of 7% GST)

3-Day Training Course (English/Mandarin) 英文/ 华文\* - 1 Day (6 Hrs) Theory 理论 and 2 Days (11 Hrs) Practical 操作

5-Day Training Course (English/Mandarin) 英文/ 华文 - 1 Day (6 Hrs) Theory 理论 and 4 Days (23 Hrs) Practical 操作

#### Programme Fees For Forklift Refresher (Conducted in English and Mandarin) 英文/ 华文

Member Fee: \$160.50 (inclusive of GST)

Non-Member Fee: \$192.60 (inclusive of GST)

\*Applicant must possess a valid Singapore or Malaysia Class 3 driving license. 学员要有马来西亚/新加坡 3/3A 驾照

#### Note

1. All WSQ assessments will be conducted on the last session of each module or another day assigned by CCL.
2. To meet the requirement for the funding, trainees must attain a minimum of 75% attendance and pass ALL required assessments / examinations.
3. A full fee will be charged if the trainees do not meet the funding criteria stated in point 2.





## BIG DATA AND DATA ANALYTICS

Big Data is already known as one of the pillars of technology in this modern day and age. However, its application, combined with machine learning, has exponentially changed the way the various industries uses data. Data analytics is the key to unlock new ways of having a competitive edge in an effort to manage the data transformation journey.

### Learning Objectives

1. Identify the common modelling techniques used in different industries
2. Infer big data using analytics to interpret consumer behaviour, identify evaluate opportunities or detect anomalies
3. Apply modelling techniques to big data and machine learning to compete in today's competitive market
4. Identify potential privacy implications when collecting data for analytic

## ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING

Artificial Intelligence can create disruption to many traditional businesses and industry sectors. Machine Learning is able to further enhance the capability of the bots by learning the preferences and behaviours of the customers that they are serving.

In this workshop, participants will learn the basics of Artificial Intelligence (AI) and Machine Learning (ML). Participants will also learn how chatbots and AI can work together.

### Learning Objectives

1. Understand common terminologies used in AI and ML
2. Learn the current and future applications of AI and ML
3. Learn how AI, ML and chatbots can work together
4. Applications of chatbots

## ENTERPRISE BLOCKCHAIN

Our current insurance industry faces a myriad of challenges such as contrasting sources of data and manual contract placement. Furthermore, to claims process is also complicated. Traditional billing processes lead to high reconciliation cost and there is obscurity of loss conditions. Blockchain is the key to solve these issues facing insurers creating an insurance ecosystem where by processes are streamlined with lower cost. Another critical issue which most insurance firms face is the issue of claims – there are many conflicts arising out of disputed falsified claims and supposedly “uninformed” clients.

### Learning Objectives

1. Identify types of blockchains and their specific use cases in different industries
2. Explain the benefits and downsides of blockchain technology
3. Discuss potential cost-effectiveness by incorporating blockchain

## INTERNET OF THINGS

The “Internet of Everything” is the next big and imminent thing as businesses start to collect data from devices ranging from mobile phones to custom devices. The independent communication between different connected devices can be used to optimise operations, reduce costs, boost productivity and more importantly promote financial inclusion among developing countries. Within a few years, the usage of devices increased from millions to billions and the amount of time spent on these devices has been steadily rising.

### Learning Objectives

1. Explain how IoT is enabling data to be collected, in urban or remote areas
2. Give examples of how data collected from IoT devices can be used after analytics
3. Discuss privacy concerns by using IoT to collect data
4. Discuss scenarios where industries can utilise data collected to better business decisions and customer experience

## CLOUD AND API ECONOMY

The API economy is the exposure of an organisation’s digital services and assets through application programming interfaces (API) in a controlled way. APIs ensure that the data extracted from one software application is formatted and passed to the next application without change. By exposing the interfaces that allow microservices to communicate with each other, vendors are able to meet the needs of specific groups of customers without having to redesign the organisation’s software.

### Learning Objectives

1. Describe the digital transformation process
2. Explain bottlenecks of preventing digital transformation within an organisation
3. Relate the goals of developing API to encourage software extensibility

## APPLYING AI BOTS IN EDUCATION

Artificial Intelligent bots which understand a language can help to automate many coordination mundane and processes for educators. Bots can be active 24-7 helping educators balance their work-life with student engagement. Machine Learning is able to further enhance the capability of the bots by learning the preferences and behaviours of the students that they are serving.

### Learning Objectives

1. Identify how AI Bots can be used by Educators
2. Recognise the potential of Machine Learning to better serve the students and increase the acceptance of bots by students
3. Hands-on practice to create an AI Bot to assist with the consolidation of assignment submission



# SINGAPORE WORKFORCE SKILLS QUALIFICATIONS (WSQ) COURSE

## SMF CENTRE FOR CORPORATE LEARNING (CCL)

		COURSE FEE AFTER FUNDING (INCLUSIVE OF GST)						
Course	SkillsFuture Credit Availability	Training Duration	Full Fee (Inclusive 7% GST)	SME <sup>1</sup> (SC and PR only)	SkillsFuture Mid-career Enhanced Funding (SC aged 40 and above)	All individual OR Non-SME (SCs/PRs aged 21 and above)	WSS <sup>2</sup> (SC only)	
<b>SINGAPORE WORKFORCE SKILLS QUALIFICATIONS (WSQ) COURSES</b>								
1	WSQ Apply 5S Techniques		3 Days	\$374.50	\$129.50	\$129.50	\$199.50	\$42.00
2	WSQ Apply Quality Systems		3 Days	\$374.50	\$129.50	\$129.50	\$199.50	\$42.00
3	WSQ Apply Teamwork in the Workplace		3 Days	\$374.50	\$129.50	\$129.50	\$199.50	\$42.00
4	WSQ Apply Workplace Safety and Health Policy		3 Days	\$492.20	\$170.20	\$170.20	\$262.20	\$55.20
5	WSQ Perform Stock Control & Housekeeping Operations		2 Days	\$374.50	\$129.50	\$129.50	\$199.50	\$42.00
6	WSQ Perform Warehouse Operations		3 Days	\$374.50	\$129.50	\$129.50	\$199.50	\$42.00
7	WSQ Apply Root Cause Analysis		2 Days	\$695.50	\$240.50	\$240.50	\$370.50	\$271.50
8	WSQ Apply Failure Mode and Effect Analysis (FMEA) Techniques		2 Days	\$695.50	\$240.50	\$240.50	\$370.50	\$271.50
9	WSQ Supervise Teams at Work		3 Days	\$909.50	\$314.50	\$314.50	\$484.50	\$273.50
10	WSQ Supervise Work Improvement Processes		3 Days	\$773.08	\$267.33	\$267.33	\$411.83	\$349.08
11	WSQ Supervise Workplace Safety and Health Practices		3 Days	\$909.50	\$314.50	\$314.50	\$484.50	\$273.50
12	WSQ Implement Lean Six Sigma		4 Days	\$2,247.00	\$777.00	\$777.00	\$1,197.00	\$551.00
<b>BIZSAFE LEVEL 2</b>								
1	Develop a Risk Management Implementation Plan		2 Days	\$321	\$111	\$111	\$171	TBA
<b>INTERNATIONAL APICS CERTIFICATION</b>								
1	WSQ Develop Supply Chain Professional Skills (CSCP)		48 Hrs	\$2,621.50	\$906.50	\$906.50	\$1,396.50	TBA
2	WSQ Apply Techniques in Supply Chain(CPIM Part 1)		30 Hrs	\$1,369.60	\$473.60	\$473.60	\$729.60	TBA
3	CPIM Part 2							
4	APICS Certified in Logistics, Transportation and Distribution(CLTD)							
				For More Accurate Quoting, pls contact us to check - enquiry.ccl@smfederation.org.sg/6826 3100				
<b>SKILLSFUTURE CREDITS</b>								
1	Import/Export Documentation and Shipping Procedures		2 Days	\$535.00	\$535.00	\$535.00	\$535.00	N.A
2	Effective Uses and Applications of Incoterms in International Trade		1 Day	\$421.00	\$421.00	\$421.00	\$421.00	N.A
3	Supervisory Management Skills - Leading, Coaching, Managing		2 Days	\$599.20	\$599.20	\$599.20	\$599.20	N.A
4	Strategic Production Planning, Scheduling and Control		2 Days	\$599.20	\$599.20	\$599.20	\$599.20	N.A
5	Technical Writing Skills		1 Day	\$321.00	\$321.00	\$321.00	\$321.00	N.A
6	Effective Implementation of Digitalisation through Business Modelling		2 Days	\$1,198.40	\$398.40	\$398.40	\$958.40	TBA
<b>WSQ OPERATE FORKLIFT(ENGLISH/MANDARIN)英文/华文 - THOERY + PRACTICAL(理论/操作)</b>								
1	Operate Forklift(English)- <b>With</b> 3/3A/Malaysian Driving License		3 Days	\$449.40	\$155.40	\$155.40	\$239.40	TBA
2	Operate Forklift(Mandarin华语)- <b>With</b> 3/3A/Malaysian Driving License		3 Days	\$449.40	\$155.40	\$155.40	\$239.40	TBA
3	Operate Forklift(English)- <b>Without</b> 3/3A/Malaysian Driving License		5 Days	\$679.45	\$234.95	\$234.95	\$361.95	TBA
4	Operate Forklift(Mandarin华语)- <b>Without</b> 3/3A/Malaysian Driving License		5 Days	\$679.45	\$234.95	\$234.95	\$361.95	TBA

For More Accurate Quoting, pls contact us to check - 叉车培训, 详情咨询我们: enquiry.ccl@smfederation.org.sg/6826 3100

- Notes:
1. All WSQ assessments will be conducted on the last session of each module or another day assigned by CCL.
  2. To meet the requirement for the funding, trainees must attain a minimum of 75% attendance and pass ALL required assessments/examinations.
  3. A full fee will be charged if the trainees do not meet the funding criteria stated in point 2.

Reference: <sup>1</sup> Small and Medium Enterprises (SME)

<sup>2</sup> Workfare Skills Support (WSS) - up to 95% of funding for Singapore Citizens aged 35 and above and earning equal or not more than \$2,300 per month

	Course	Duration	COURSE FEE AFTER FUNDING (INCLUSIVE OF GST)	
			SMF Member	Non Member
<b>LOGISTICS &amp; SUPPLY CHAIN MANAGEMENT</b>				
1	Effective Uses and Applications of INCOTERMS in International Trade	1 Day	\$428.00	\$428.00
2	Fundamentals of Purchasing Skills for New Buyers and Purchasers	2 Days	\$599.20	\$663.40
3	How To Negotiate With Vendors and Suppliers	2 Days	\$599.20	\$663.40
4	Import/Export Documentation and Shipping Procedures	2 Days	\$535.00	\$535.00
5	Import/Export Practices and Effective Uses of Letter of Credit	2 Days	\$535.00	\$599.20
6	Inventory Management, Planning and Control	2 Days	\$599.20	\$663.40
7	Procurement and Inventory Management	2 Days	\$556.40	\$620.60
8	Understanding Supply Chain	1 Day	\$428.00	\$481.50
9	Warehouse and Storage Management (Mandarin)	2 Days	\$535.00	\$599.20
10	Warehouse and Storage Management	2 Days	\$535.00	\$599.20
11	Advanced Import/Export Documentation & Letter of Credit	2 Days	\$556.40	\$620.60
<b>PRODUCTIVITY</b>				
1	Good Manufacturing Practices	2 Days	\$556.40	\$599.20
2	Kaizen Management	2 Days	\$556.40	\$599.20
3	Lean Manufacturing Principles and Implementation	2 Days	\$556.40	\$599.20
4	New TPM: Total Productive Maintenance	2 Days	\$631.30	\$693.36
5	Productivity Improvement Techniques	2 Days	\$556.40	\$599.20
6	Practical Manufacturing Productivity & Cost Improvement Process	2 Days	\$577.80	\$631.30
7	Strategic Production Planning, Scheduling and Control	2 Days	\$556.40	\$556.40
8	Value Stream Mapping	2 Days	\$556.40	\$599.20
9	Implement Lean Six Sigma	2 Days	\$556.40	\$599.20
10	Statistical Process Control (SPC)	2 Days	\$642.00	\$642.00
<b>SALES &amp; MARKETING</b>				
1	Develop an Effective Marketing Plan	2 Days	\$599.20	\$642.00
2	Effective Pricing Strategies	1 Day	\$428.00	\$481.50
3	How to Build Customer Loyalty	1 Day	\$428.00	\$481.50
4	Selling Skills and Sales Strategies	2 Days	\$599.20	\$642.00
5	Successful Sales Management	1 Day	\$321.00	\$374.50
<b>PERSONAL DEVELOPMENT</b>				
1	Analytical & Creative Thinking Skills	1 Day	\$374.50	\$428.00
2	Creative Problem Solving in Groups Using PRISM	1 Day	\$406.60	\$438.70
3	Effective Business Writing Skills	2 Days	\$599.20	\$642.00
4	Effective Office Administrative Skills	1 Day	\$321.00	\$374.50
5	Effective Presentation Skills	1 Day	\$321.00	\$374.50
6	Enhancing Communication and Interpersonal Skills	2 Days	\$599.20	\$642.00
7	Essentials of Email Writing and Etiquette	1 Day	\$321.00	\$374.50
8	Technical Writing Skills	1 Day	\$321.00	\$321.00
<b>LEADERSHIP &amp; TEAM MANAGEMENT</b>				
1	How to Handle Conflict & Confrontation	1 Day	\$321.00	\$374.50
2	Negotiation Skills Best Practice	1 Day	\$321.00	\$374.50
3	Supervisory Management Skills - Leading, Coaching, Managing	2 Days	\$599.20	\$599.20
4	Supervisory Management Skills - Leading, Coaching, Managing (Mandarin)	1 Day	\$321.00	\$374.50
<b>CUSTOMER SERVICE, FINANCE &amp; HUMAN RESOURCE</b>				
1	Customer Focused Telephone Tactics & Etiquette	1 Day	\$321.00	\$374.50
2	Managing Difficult Customers Effectively	1 Day	\$321.00	\$374.50
3	Effective Cash Flow Management	1 Day	\$321.00	\$374.50
4	Effective Costing Management, Budgeting and Analysis	1 Day	\$428.00	\$481.50
5	Financial Management for Non- Finance Personnel	1 Day	\$374.50	\$428.00

Partners:



For further enquiries, please contact:

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