

05 December 2011

PROJECT SPECIFICATIONS

CONDUCT SETTLING-IN PROGRAMME FOR FOREIGN DOMESTIC WORKERS (FDWs) WORKING IN SINGAPORE FOR THE FIRST TIME

1 BACKGROUND

- 1.1 Currently, FDWs working in Singapore for the first time are required to attend the Safety Awareness Course (SAC) and pass the Entry Test (ET) within three working days of their arrival, prior to the issuance of work permits.
- 1.2 From mid-2012, the ET will be removed and first-time FDWs will no longer be required to take the ET. Instead, they will be required to attend a mandatory Settling-In Programme (SIP) which also subsumes the existing SAC. The objective of SIP is to better orientate first-time FDWs by equipping them with basic knowledge about living and working in Singapore. The SIP will include modules on working safely, managing stress, understanding conditions of employment and adapting to work in a foreign, urban environment. This will help FDWs to make a smoother transition to employers' households and build better relationships between employers and FDWs.

2 PROJECT'S REQUIREMENTS

- 2.1 The training provider has to conduct classroom-based training for SIP by mid-2012. The number of FDWs who need to attend SIP is approximately 45,000 per year. The SIP classes are to be conducted in FDWs' native languages or in English. FDW-approved source countries currently include Bangladesh, Hong Kong, India, Indonesia, Macau, Malaysia, Myanmar, Philippines, South Korea, Sri Lanka, Taiwan, and Thailand. The training provider must be able to conduct SIP in additional languages and must also open up additional classes should the need arises.
- 2.2 The training provider shall provide adequate numbers of fit and trained personnel to conduct the programme in a manner satisfactory to the Ministry of Manpower (MOM). Proposed trainers must possess at least GCE 'O' levels or equivalent and demonstrate language proficiency. Nursing / first aid training and experience in managing FDWs would be advantageous though not mandatory. Only personnel approved and designated by the MOM as Accredited Trainers may conduct the programme. MOM will assess proposed trainers' eligibility for accreditation after awarding the contract.
- 2.4 The training provider has to provide suitable venues, facilities and the necessary infrastructure, including registration and reporting systems, to conduct the SIP. Lunch and refreshments must be provided to all the participants attending SIP.
- 2.5 The training provider has to conduct the programme according to content provided by MOM and requirements stipulated by MOM.
- 2.6 The training provider is to provide materials, as deemed necessary to achieve course objectives, and such cost is to be catered in the initial charged course fee. No extra costing should be brought forward to participants.

- 2.7 The training provider is required to submit a monthly training schedule, indicating the languages of the classes and the trainers who are conducting them, at least 2 weeks before the commencement of the month. The training provider must notify MOM on cancellation of classes and provide reasons for the cancellation.
- 2.8 The training provider is required to furnish training records to MOM in a stipulated format by 11am the next working day. The mode of transmission may include email, system transmission or any other modes required by MOM.
- 2.9 The training provider has to provide monthly reports in a stipulated template to MOM. Additionally, the training provider has to conduct evaluations / surveys stipulated by MOM and furnish the consolidated findings when required. The training provider may be required to provide additional statistics, reports and data to MOM should the need arises.
- 2.10 The training provider has to design, print and provide certificates to participants who have fulfilled 100% attendance for SIP. The certificate has to reflect at least the programme title and the participant's details. The certificate must bear both MOM's and the training provider's logos.
- 2.11 The training provider is to conduct the programme in accordance to the MOM's requirements. The details in this document are not exclusive and the MOM may add, delete or amend any requirement any time.
- 2.12 Appointed training providers will be subjected to MOM's terms and conditions. A copy of such terms and conditions will be made available upon award of the contract.
- 2.13 Training providers are required to pay a fee of \$550 upon appointment.

3 Further Requirements

- 3.1 MOM reserves the right to revise or introduce new requirements whenever deemed appropriate. These requirements will be made known to the training provider for acceptance. The accreditation of the training provider would be revoked if the training provider does not accept the requirements or subsequently does not comply with the requirements.

Summary of project requirements

	SIP
Attendance	First-time FDWs
Estimated number per year	45,000
Languages	FDWs' native languages or English
Current source countries	Bangladesh, Hong Kong, India, Indonesia, Macau, Malaysia, The Republic of the Union of Myanmar, Philippines, South Korea, Sri Lanka, Taiwan, and Thailand
Registration	- to be advised during briefing
Programme commencement	- to be advised during briefing
Type of learning	Classroom-based, including ice breaker, role play, practical session and learning activities
Duration	- to be advised during briefing
Frequency	<p>Training provider must conduct at least one class per day in the following languages:</p> <ul style="list-style-type: none"> - English - Bahasa Indonesia - Myanmar - Tagalog <p>Training provider must be able to increase the frequency of classes for all the native languages, according to demand or when required by MOM.</p>
Trainer requirements	<p>Minimum GCE 'O' levels or equivalent Language proficiency Nursing / first aid training and experience in managing FDWs advantageous but not mandatory Training provider must propose at least two trainers for each of the following languages during the application:</p> <ul style="list-style-type: none"> - English - Bahasa Indonesia - Myanmar - Tagalog
IT requirements	IT system to support effective and efficient operations which includes but not limited to registration and reporting systems
Reports	<p>Training provider would be required to provide:</p> <ul style="list-style-type: none"> - training schedules - training records - monthly reports - evaluation/surveys - any other reports, data or statistics required by MOM
Certificate of attendance	<p>Consist of MOM and training provider's logos Consist of programme title and FDW's details</p>
Course content	<p>Course content would be provided by MOM to appointed training providers Training provider has to print / provide any materials deem necessary by MOM for FDWs at no extra cost</p>
Refreshments	- to be advised during briefing
Contingency	Training provider must provide adequate facilities and contingency plans to ensure well-being and business continuity in case of pandemics or any other emergencies.