



# LABOUR MARKET HIGHLIGHTS 2010

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September 2010



## **LABOUR MARKET HIGHLIGHTS 2010**

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Republic of Singapore

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“ IN ADDITION TO THE LISTING OF JOBS IN DEMAND, THE HIGHLIGHTS PROVIDES INDUSTRY AND OCCUPATIONAL INFORMATION THAT WILL BE USEFUL TO JOB SEEKERS. ”

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## GUIDE TO READING LABOUR MARKET HIGHLIGHTS 2010

A joint publication by MOM and WDA, the *Labour Market Highlights 2010* aims to help job seekers make more informed career choices. The *Highlights* provides information on jobs in demand across 16 industry groups within the manufacturing, services (including tourism) and construction sectors, and covers both executive and non-executive positions.

In addition to the listing of jobs in demand, the *Highlights* provides industry and occupational information that will be useful to job seekers. These information include industry and jobs outlook, wage range, relevant academic qualifications and training pathways.

**Wage range** refers to the gross monthly wages that workers in the occupation can expect to receive. Wage data in the *Highlights* is estimated from MOM's Occupational Wage Survey 2009, as well as through MOM, WDA and respective agencies' inputs. As such, wage range in the *Highlights* is indicative only.

**Relevant qualifications** for the jobs in demand are obtained from job advertisements, as well as through MOM and WDA's industry engagements. These qualifications are indicative, as some employers may prefer one of the qualifications listed over another.

Besides formal academic qualifications, there are various training pathways leading to nationally recognised qualifications that are widely accepted by employers. These include the Singapore Workforce Skills Qualifications (WSQ)<sup>1</sup>, which cater to the training needs of adult workers and offers a wide range of qualifications from certificates to graduate diplomas. In addition, the *Highlights* provides information on training pathways which help job seekers transit into new jobs or industries, such as WDA's Professional Conversion Programme (PCP)<sup>2</sup> and job placement programmes<sup>3</sup>.

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<sup>1</sup> More information on the WSQ can be found at <http://wsq.wda.gov.sg/>

<sup>2</sup> More information on the PCP can be found at <http://app2.wda.gov.sg/web/Contents/Contents.aspx?ContId=765>

<sup>3</sup> More information on WDA's job placement programmes can be found at <http://app2.wda.gov.sg/web/Contents/Contents.aspx?Id=67>



# HOTELS AND RESTAURANTS

Over the last few years, Singapore's popularity as a tourism destination has increased tremendously. Better air connectivity, aggressive marketing and promotion as well as new and exciting tourist attractions such as the

will help Singapore attract more tourists. New developments such as the International Cruise Terminal and Gardens by the Bay, as well as international events such as the Singapore 2010 Youth Olympic Games,

arrivals will be 11.5 to 12.5 million in 2010. Hotel average occupancy rate has continued to rise, hitting 88 per cent in June 2010, up by 11 per cent year-on-year. Average room rates also increased, reaching \$219 in June, up 22 per cent year-on-year.

## THE OPENING OF NEW HOTELS AND EXPANSION OF EXISTING ONES HAS LED TO CONTINUED DEMAND FOR MANPOWER, ESPECIALLY AT THE RANK-AND-FILE LEVEL

Singapore Flyer have contributed to the growth of the tourism sector. In 2009, visitor arrivals to Singapore numbered 9.7 million and tourist receipts totaled S\$12.4 billion. The outlook for the hotel industry 2010 is bright, as the opening of the two Integrated Resorts in 2010

are expected to further boost tourist arrivals.

The Singapore Tourism Board (STB) has forecasted that tourism receipts will be in a healthy range of between S\$17.5 to S\$18.5 billion and visitor

In tandem with the bright outlook for the hotel industry, there are various employment opportunities. The opening of new hotels and expansion of existing ones has led to continued demand for manpower, especially at the rank-and-file level. The hotel industry offers diverse job opportunities ranging from PMET positions such as Front Office Managers and Restaurant Managers to rank-and-file positions such as Receptionists and Room Stewards.

## Hotels & Restaurants - Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Front Office Manager	<ul style="list-style-type: none"> <li>• Manage front office operations including supervision of the front office staff, maintaining proper cash control and guest service standards on a day-to-day basis.</li> <li>• Attend to guests' enquiries, requests, complaints and compliments.</li> <li>• Monitor departmental costs to ensure performance against budget.</li> </ul>	\$2,600 – \$4,090	<ul style="list-style-type: none"> <li>• WSQ Diploma in Tourism</li> </ul>
Restaurant Manager	<ul style="list-style-type: none"> <li>• Maintain budget and determine staff schedules.</li> <li>• Keep the restaurant in compliance with health codes.</li> <li>• Work with the executive chef to determine menu items and pricing.</li> </ul>	\$2,200 – \$3,700	<ul style="list-style-type: none"> <li>• GCE 'N' / 'O' Levels</li> <li>• Diploma in F&amp;B Service</li> <li>• ESS Workplace Literacy and Numeracy Level 5</li> <li>• WSQ Higher Certificate in F&amp;B Service</li> <li>• WSQ Advanced Certificate in F&amp;B Service</li> <li>• WSQ Diploma in F&amp;B Service</li> </ul>



## Hotels & Restaurants

### - Non Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Receptionist	<ul style="list-style-type: none"> <li>Manage front desk, handle incoming calls, attend to visitors and perform administrative work.</li> </ul>	\$1,380 – \$1,930	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Certificate in Hotel and Accommodation Services</li> </ul>
Kitchen Assistant	<ul style="list-style-type: none"> <li>Prepare ingredients and sauces, slice vegetables and meat under the direction of chefs and cooks.</li> </ul>	\$700 – \$1,290	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Certificate in Food Preparations</li> <li>WSQ Certificate in Food Hygiene</li> <li>WSQ Higher Certificate in Culinary Skills</li> </ul>
Cook	<ul style="list-style-type: none"> <li>Assist chefs in food preparation.</li> </ul>	\$800 – \$1,200	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Certificate in Food Preparations</li> <li>WSQ Higher Certificate in Culinary Skills</li> </ul>
Dish Washer	<ul style="list-style-type: none"> <li>Clean dishes, cutlery, kitchen utensils and equipment.</li> </ul>	\$800 – \$1,200	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> </ul>
Waiter Supervisor/Captain	<ul style="list-style-type: none"> <li>Supervise a team of wait staff.</li> <li>Ensure smooth flow of service delivery.</li> <li>Make decisions pertaining to service recovery.</li> </ul>	\$1,450 – \$2,030	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>Diploma in F&amp;B Service</li> <li>WSQ Higher Certificate in F&amp;B Service</li> <li>WSQ Advanced Certificate in F&amp;B Service</li> </ul>
Waiter / Waitress	<ul style="list-style-type: none"> <li>Greet and escort customers to seats.</li> <li>Take customers' orders and serve food and beverages.</li> <li>Prepare itemised bills.</li> </ul>	\$880 – \$1,350	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Higher Certificate in F&amp;B Service</li> </ul>
Room Steward/ Chambermaid	<ul style="list-style-type: none"> <li>Perform housekeeping duties.</li> <li>Report maintenance issues for assigned rooms and refill work trolleys at the end of each day.</li> </ul>	\$1,160 – \$1,720	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Certificate in Hotel and Accommodation Services</li> </ul>

## Job Feature

### Front Office Manager

#### JOB DESCRIPTION

- Manage front office operations including supervision of the front office staff, maintaining proper cash control and guest service standards on a day-to-day basis.
- Attend to guests' enquiries, requests, complaints and compliments.
- Monitor departmental costs to ensure performance against budget.

#### WAGE RANGE

- \$2,600 – \$4,090

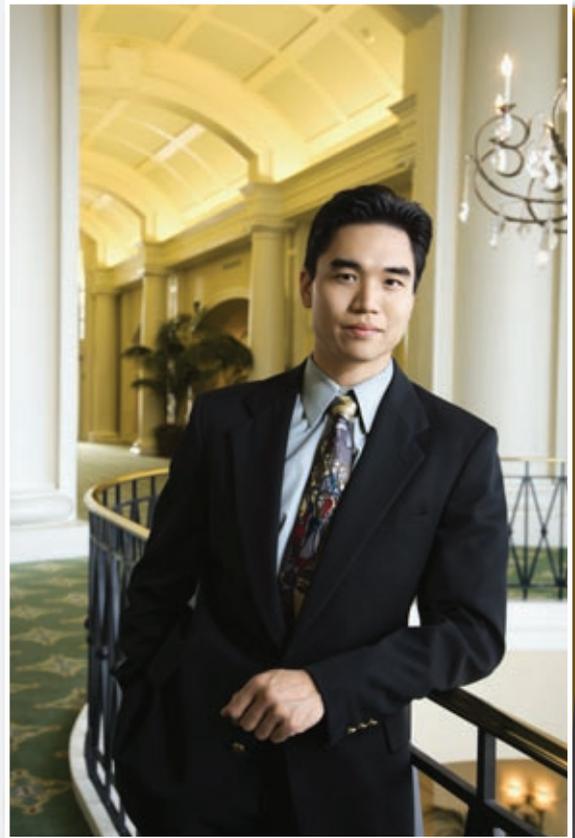
#### RELEVANT QUALIFICATIONS & TRAINING PATHWAYS

- WSQ Diploma in Tourism

Front Office Managers will be required for many of the hotels in the pipeline. Front Office Managers have the responsibility of ensuring that every traveler arrives as a guest and leaves as a friend. The job involves meeting different hotel guests every day; and every day will be a new challenge.

Front Office Managers supervise the activities of a hotel's front office and related departments, ensuring that guests have a smooth check-in and check-out experience. Their main responsibilities include greeting and extending hospitality to guests, and assisting in collecting payments when guest ledger accounts exceed normal limits. They also attend to guest emergencies should the occasion arise and ensure that guests' requests are followed up and resolved.

Front Office Managers spend most of their time at the front office of a hotel. They typically work 40 to 48 hours per week, but hours may vary depending on staffing needs and business volume.





# FOOD & BEVERAGE AND RETAIL

Singapore's vibrant food & beverage (F&B) and retail industries have made us a leading gastronomic and shopping capital in Asia-Pacific. Singapore's F&B industry offers diverse cuisines and dining experiences as well as a flourishing nightlife for residents and visitors alike. Our retail landscape

The performance of both industries is closely tied to consumer confidence. In 2010, the health of both industries has been restored in the recovering economy. Both retail and catering sales have shown solid improvement in 2010 thus far. Individuals and corporations alike are allocating a greater share

opportunities abound for new entrants who are keen to be part of the bustling activities in the F&B and retail industries. Both industries continue to hire, particularly rank-and-file positions such as Waiters/Waitresses, Cooks, Kitchen Assistants, Retail Assistants and Cashiers.

**IN THE LONGER TERM, THE OUTLOOK FOR THE F&B AND RETAIL INDUSTRIES WILL CONTINUE TO BE BRIGHT.**

has also been greatly enhanced with the opening of new malls both in town and in the suburban areas. In fact, innovative additions such as retail spaces at MRT stations are springing up; giving shoppers an even more intense shopping experience. F&B outlets are also making a foray into new areas such as community centres, bringing offerings closer to their customers.

of their wallet to shopping and dining. In view of this, business sentiments for both F&B and retail industry players are optimistic.

Many companies are expanding business operations into new retail spaces, offering existing workers opportunities for career progression. This also means that employment

In the longer term, the outlook for the F&B and retail industries will continue to be bright. Both industries are fuelled by domestic demand that will be strong due to the strong employment trends and locals seeking out better employment in the recovering economy. The opening of the IRs will also boost visitor arrivals to the country, leading to a spin-off effect that will benefit both the F&B and retail industries.

## Food & Beverage and Retail - Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Retail Sales Manager	<ul style="list-style-type: none"> <li>Maintain day-to-day oversight of department or branch operations.</li> <li>Establish goals and procedures for the department/branch.</li> <li>Coordinate activities with other branches.</li> </ul>	\$2,700 – \$4,660	<ul style="list-style-type: none"> <li>Diploma/Degree</li> <li>WSQ Diploma in Retail Management (PCP for Retail Professionals)</li> </ul>
Sales And Marketing Executive	<ul style="list-style-type: none"> <li>Plan and carry out sales and marketing activities.</li> <li>Retain, develop and grow existing and new customers.</li> <li>Analyse and recommend potential partnerships/ sales leads.</li> </ul>	\$2,470 – \$3,750	<ul style="list-style-type: none"> <li>Diploma/Degree</li> </ul>
Restaurant Manager	<ul style="list-style-type: none"> <li>Maintain a budget and determine staff schedules.</li> <li>Keep the restaurant in compliance with health codes.</li> <li>Work with the executive chef to determine menu items and pricing.</li> </ul>	\$2,200 – \$3,700	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>Diploma in F&amp;B Service</li> <li>ESS Workplace Literacy and Numeracy Level 5</li> <li>WSQ Higher Certificate in F&amp;B Service</li> <li>WSQ Advanced Certificate in F&amp;B Service</li> <li>WSQ Diploma in F&amp;B Service</li> </ul>



## Food & Beverage and Retail - Non Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Retail Sales Supervisor	<ul style="list-style-type: none"> <li>Oversee retail sales assistants in delivering satisfactory customer service.</li> <li>Review inventory and sales records and inspect merchandise.</li> <li>Coordinate sales promotions.</li> </ul>	\$1,510 – \$2,560	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Advanced Certificate in Retail Supervision (Retail Apprenticeship Programme)</li> </ul>
Retail Sales Assistant	<ul style="list-style-type: none"> <li>Assist customers in their purchases including describing product features, demonstrating its use and performing cashier duties.</li> </ul>	\$1,200 – \$2,000	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels in English and Mathematics</li> <li>WSQ Certificate in Retail Operations (Retail Apprenticeship Programme)</li> </ul>
Retail Sales Promoter	<ul style="list-style-type: none"> <li>Explain the features of products and demonstrate their use to encourage customers to buy the product.</li> </ul>	\$900 – \$1,940	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Certificate in Retail Operations (Retail Apprenticeship Programme)</li> </ul>
Cashier	<ul style="list-style-type: none"> <li>Receive payment, return change, issue receipt and handle returns and exchanges.</li> </ul>	\$1,100 – \$1,510	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Certificate in Retail Operations</li> </ul>
Fast Food Preparation and Servicing Worker	<ul style="list-style-type: none"> <li>Provide service to customers by taking orders, serving food and drinks, attending to their needs and preparing for service e.g. setting tables, replenishing condiments, receive payment etc.</li> </ul>	\$930 – \$1,160	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>ESS Workplace Literacy and Numeracy level 3</li> <li>WSQ Certificate in F&amp;B Service</li> <li>WSQ Higher Certificate in F&amp;B Service</li> </ul>



## Food & Beverage and Retail - Non Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Waiter Supervisor/Captain	<ul style="list-style-type: none"> <li>Supervise a team of wait staff.</li> <li>Ensure smooth flow of service delivery.</li> <li>Make decisions pertaining to service recovery.</li> </ul>	\$1,450 – \$2,030	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>Diploma in F&amp;B Service</li> <li>WSQ Higher Certificate in F&amp;B Service</li> <li>WSQ Advanced Certificate in F&amp;B Service</li> </ul>
Waiter/Waitress	<ul style="list-style-type: none"> <li>Greet and escort customers to seats.</li> <li>Take customers' orders and serve food and beverages.</li> <li>Prepare itemised bills.</li> </ul>	\$880 – \$1,350	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Higher Certificate in F&amp;B Service</li> </ul>
Kitchen Assistant	<ul style="list-style-type: none"> <li>Prepare ingredients and sauces, slice vegetables and meat under the direction of chefs and cooks.</li> </ul>	\$700 – \$1,290	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Certificate in Food Preparations</li> <li>WSQ Certificate in Food Hygiene</li> <li>WSQ Higher Certificate in Culinary Skills</li> </ul>
Cook	<ul style="list-style-type: none"> <li>Assist chefs in food preparation.</li> </ul>	\$800 – \$1,200	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Certificate in Food Preparations</li> <li>WSQ Higher Certificate in Culinary Skills</li> </ul>
Dish Washer	<ul style="list-style-type: none"> <li>Clean dishes, cutlery, kitchen utensils and equipment.</li> </ul>	\$800 – \$1,200	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> </ul>



## Job Feature

### Retail Sales Assistant

#### JOB DESCRIPTION

- Assist customers in their purchases including describing product features, demonstrating its use and performing cashier duties.

#### WAGE RANGE

- \$1,200 – \$2,000

#### RELEVANT QUALIFICATIONS & TRAINING PATHWAYS

- GCE 'N' / 'O' Levels in English and Mathematics
- WSQ Certificate in Retail Operations (Retail Apprenticeship Programme)

The demand for retail sales assistants is strong this year, with existing vacancies in current retail outlets and new jobs from the opening of new shopping malls and retail spaces. With increasing competition for the consumer dollar, retail sales assistants play an important role in assisting customers to find what they are looking for, or interest them in alternative products. Retail sales assistants are therefore required to have good product knowledge and to provide courteous and efficient service to enhance the customer's shopping experience. In addition, retail sales assistants may also be required to take up additional responsibilities such as processing payment, opening and closing cash registers, restocking supplies and monitoring for theft.



The job of a retail sales assistant can be physically challenging as he/she is typically required to stand for long periods of time. In addition, retail sales assistants are required to work weekends, on public holidays and during peak periods. However, the occupation offers good opportunities for job seekers who prefer greater flexibility in their work schedule or are not able to commit full-time.

As Retail Assistants gain experience and seniority, they are usually given positions of greater responsibility that involve managing frontline work teams in retail outlets, coordinating team sales performance and maintaining sales and service standards. A Workforce Skills Qualification (WSQ) Certificate in Retail Operations could help facilitate in-employment adults who want to upgrade their skills or switch jobs.

Job seekers embarking on career switches can easily make the transition into the retail sales assistant job, as long as they have the right disposition and passion for the job. Opportunities for part-time work, temporary work and atypical working hours are also abundant in the retail industry. In addition, the spread of retail outlets from the heartlands to the shopping belts mean that retail sales assistants can choose from a wide range of workplaces. Overall, the retail industry poses good employment opportunities for students, back-to-work women, older workers and those seeking to supplement their income.

## Ed Choo Pour Kuan

# COOKING WITH LOVE



### BACKGROUND

Ed was a marine engineer by training. He obtained his first diploma in Marine Engineering from Singapore Polytechnic. After pursuing the career for a few years, he decided to move on to a sales and marketing role for engineering-related products. Thereafter, he moved to management and operations in a fashion apparel company. He also pursued a second Diploma in Sales & Marketing from the Marketing Institute of Singapore.

### TURNING POINT

When Ed left his last employment in 2007, he was in his 50s. At that stage, he was experiencing difficulty finding suitable jobs. Prospective employers were also not that receptive to mature workers like him. However, his resilience and willingness to learn helped him rise to the challenge. In July 2007, he came across the WSQ Diploma in Culinary Arts programme at At-Sunrice GlobalChef Academy. As cooking and food had been one of Ed's key interests, he took up the opportunity, knowing there was a constant demand for chefs and cooks. Recognising the opportunity helped to pave the path for a new career in a new industry.

He graduated from At-Sunrice GlobalChef Academy in October 2009 and started his first job at Fullerton Hotel. He was also amongst the first batch of employees who worked in the new Fullerton Bay Hotel. At present, Ed is working with Kriston Catering. Ed shared that his education in culinary arts laid a solid foundation in helping him understand culinary craft and service in Eastern & Western cuisines. It equipped him with a broad set of skills and confidence to perform in his job today.

Despite the low pay, factors such as the passion for cooking and satisfaction of serving people good food motivated him to do better in his job. "Unlike people of my age, I am pretty active, which is good for my job as I need to be on my feet for long hours. It could be physically exhausting but emotionally satisfying and different from what I did and felt previously," says Ed. His aspiration is to rise up the ranks to a supervisory role such as senior chef.

### WORDS OF WISDOM

Ed says "It is important to do what interests you, especially at this age. Your adaptability and mindset are also important. You have to look ahead and not feel pity for yourself. Be open to new opportunities and learn from everyone including the younger co-workers. Lifelong education is a real thing and we must not be afraid of it. You must be willing to upgrade yourself and start from lower ranks when you move to a new industry."

# GOVERNMENT SCHEME FEATURE

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Ms Toh Ah Gee  
Employee  
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# MICE, TOUR & TRAVEL AND SPA

## MEETINGS, INCENTIVES, CONVENTIONS & EXHIBITIONS (MICE)

The MICE industry is critical to Singapore's tourism sector, as we seek to grow and strengthen our position as a leading convention and exhibition city in Asia. Recovery came early for the MICE industry in 2009 and the industry will continue to flourish with the new additions. For instance, with the opening of the integrated resorts, Singapore now offers new opportunities

Marketing Executives and Event Organisers.

## TOUR & TRAVEL

The tour & travel industry forms the cogs of the tourism sector. There are about 800 licensed travel agents in the tour & travel industry, providing myriad travel products and services such as inbound and outbound packages, accommodation reservations, ticketing and cruises.

Games will also help to attract more tourists. The completion of International Cruise Terminal and opening of the IRs will further boost the volume of inbound travel.

In tandem with the optimistic business outlook, travel agencies are therefore looking to hire Travel Agents/Consultants.

## SPA & WELLNESS

With the increasing popularity of lifestyle industries and spa tourism, the spa & wellness industry in Singapore has grown in recent years. The industry offers a wide range of products and services – day and destination spas, facial and health treatment etc – to Singaporeans looking for rejuvenation, or tourists looking for a spa experience to enhance their visit. Business outlook is expected to be positive in the medium term as a result of the increasing affluence of both local customers and overseas visitors. As a result, the industry is set to continue to grow and add new outlets over time. In view of this, the industry will be demanding for more Spa Therapists to support its growth.

THE INDUSTRY WILL BE DEMANDING FOR MORE SPA THERAPISTS AND SPA CONSULTANTS TO SUPPORT ITS GROWTH.

for novel MICE events with event sites that have convention capacity of 45,000 pax. Singapore's MICE industry is also constantly improving itself with companies like Singapore Expo that had garnered the highly coveted accolade of Business Superbrand in Singapore after being assessed to have fulfilled all of the Superbrands Singapore panel's stringent standards. MICE companies are therefore looking to hire for positions such as Sales/

The outlook of the travel industry is optimistic. This is contributed by the economic recovery spurring both business and leisure travel. In addition, the proliferation of low cost carriers, travel promotions and promotions by foreign tourism boards will entice locals to travel. Regular events (e.g. Great Singapore Sale, Singapore Food Festival, Singapore Airshow, Formula 1 Grand Prix etc.) and once-off events such as the inaugural Youth Olympic

## MICE, Tour & Travel and Spa - Executive / Non Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Sales / Marketing Executive (MICE)	<ul style="list-style-type: none"> <li>Source for new sales leads and prepare business proposals to secure deals.</li> <li>Conduct research on relevant topics to attract delegates.</li> </ul>	\$1,600 – \$2,000	<ul style="list-style-type: none"> <li>Diploma and above</li> <li>ESS Workplace Literacy and Numeracy Level 5</li> <li>WSQ Diploma in Tourism (specialising in MICE and Events)</li> </ul>
Event/ Convention/ Conference/ Exhibition Organisers	<ul style="list-style-type: none"> <li>Responsible for the management of events from conception to completion.</li> <li>Ensure proper budget management.</li> <li>Include other responsibilities depending on specialist areas (e.g. inviting and liaising with conference speakers and marketing exhibition spaces).</li> </ul>	\$2,000 – \$3,000	<ul style="list-style-type: none"> <li>Diploma and above</li> <li>ESS Workplace Literacy and Numeracy Level 5</li> <li>WSQ Diploma in Tourism (specialising in MICE and Events)</li> </ul>
Tour and Travel Agent/ Consultant	<ul style="list-style-type: none"> <li>Plan, promote and market tour and travel programmes.</li> <li>Work with hotels, airlines and overseas tour operators.</li> </ul>	\$1,630 – \$2,800	<ul style="list-style-type: none"> <li>GCE 'O' Levels</li> <li>ESS Workplace Literacy and Numeracy Level 5</li> <li>WSQ Certificate in Tour and Travel Services</li> </ul>
Spa Therapist (Spa)	<ul style="list-style-type: none"> <li>Perform spa treatments on customers.</li> </ul>	\$1,500 – \$2,320	<ul style="list-style-type: none"> <li>GCE 'O' Levels</li> <li>WSQ Certificate in Spa Services</li> </ul>



## Job Feature

### Tour and Travel Agent/Consultant

#### JOB DESCRIPTION

- Plan, promote and market tour and travel programmes.
- Work with hotels, airlines and overseas tour operators.

#### WAGE RANGE

- \$1,630 – \$2,800

#### RELEVANT QUALIFICATIONS & TRAINING PATHWAYS

- GCE 'O' Levels
- ESS Workplace Literacy and Numeracy Level 5
- WSQ Certificate in Tour and Travel Services

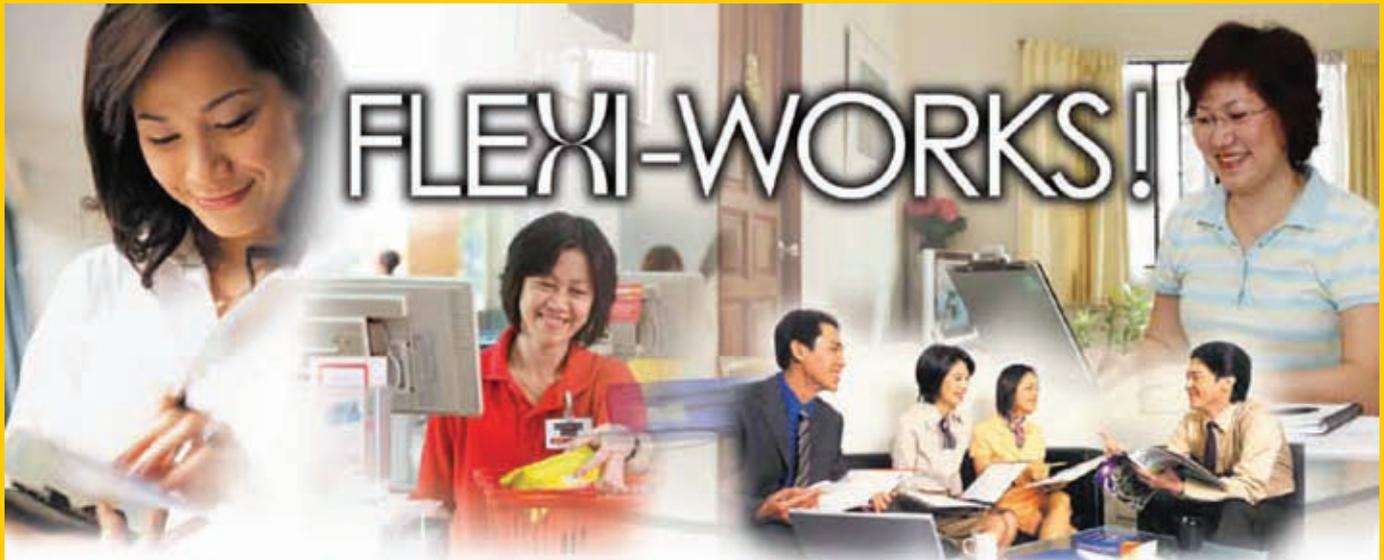
Travel Agents sell tour and travel products to customers, provide sales quotations, close sales and work to achieve sales targets. Their duties can also include planning itineraries and booking sightseeing tours, hotel rooms, and airline tickets for guests. Travel Agents should be able to advise on travel/destination-related matters such as customs regulations, vaccinations, weather conditions, local customs and currency exchange rates. In addition, Travel Agents need to work closely with tour guides and ground transport companies and operators to ensure the delivery of service as promised.

Travel Agents need to have an eye for detail. They spend the bulk of their time behind a desk communicating with clients, doing paperwork, contacting airlines and hotels to firm up travel arrangements, and promoting group tours. During vacation seasons and holiday periods, their workload will increase considerably. As such, travel agents need to have the ability to handle demanding clients and perform under pressure and tight deadlines. With the increased travel demand following the economic recovery, travel agency companies are expected to have a positive outlook for 2010. Correspondingly, the employment prospects for travel agents will be upbeat.

Travel Agents require a minimum GCE 'O' Levels qualification or a National ITE Certificate (NITEC) in Service Skills (Tourism) with two years of working experience in tourism or the hospitality industries. Familiarity with a Global Distribution System (GDS) such as Amadeus/Abacus/Galileo is also an advantage. Besides the basic salary, Travel Agents usually receive commission when making reservations on airlines, cruise ships, hotels or tour packages.



# GOVERNMENT SCHEME FEATURE



**Flexi-Works! is an initiative by the Singapore Workforce Development Agency (WDA), in partnership with the National Trades Union Congress (NTUC) and the Singapore National Employers Federation (SNEF).**

Flexi-Works! offers a grant of up to **\$100,000** per company to support company's efforts to:

- Introduce Flexible Work Arrangements (FWA)
- Recruit local workers on part-time or FWA

#### TYPES OF FLEXIBLE WORK ARRANGEMENTS (Not Exhaustive)

- Permanent Part-time
- Flexi-Time / Staggered Hours
- Flexi-Place e.g. Telecommuting, Work-from-Home
- Job Sharing
- Alternative Work Schedules e.g. Compressed Work Week

#### Why adopt FWA in the Workplace

- Increase company's ability to Attract, Retain and Motivate high-performing and experienced employees
- Increase employees' job satisfaction and ability to handle stress
- Reduce employee turnover, absenteeism and lateness
- Help employees manage their responsibilities outside of work
- Help to re-employ older workers beyond retirement by providing FWA
- Have a flexible workforce to respond rapidly and efficiently to changes in demand or business
- FWA will enable employees to have best of both worlds of work and family

#### COMPONENTS OF FLEXI-WORKS!

##### 1. HR policy on FWA - \*1<sup>st</sup> Tranche

Disbursement Tranche	Outcome
*1 <sup>st</sup> tranche - 80% of actual costs incurred, capped at \$10,000.	a) Send HR staff for MOM-approved Work-Life training. b) Make provision for FWA in HR policy; and c) Communicate the FWA policy to staff.

##### 2. Recruitment of local workers on FWA - 2<sup>nd</sup> Tranche Eligibility Criteria

- Singaporean or Singapore PR;
- At least 60% of recruited workers to be out of work for at least 3 months; and
- Aged 30 and above

Disbursement Tranche	Outcome
2 <sup>nd</sup> tranche - \$1,500 per new worker; or 80% of declared project costs, whichever is lower	a) Achievement of recruitment target within 6 months from approval of application; and b) Retention of new recruits for at least 2 months.

\*This tranche is the same as the 1<sup>st</sup> tranche of the WoW! Fund. Each company can **only tap on this tranche once**, either under WoW! Fund or Flexi-Works!. Companies can tap on the 2<sup>nd</sup> tranches of WoW! Fund and Flexi-Works! independently.

If company has previously received or is applying for ADVANTAGE! grant, the total cumulative grant for all ADVANTAGE! and Flexi-Works! projects will be **subjected to an overall cap of \$400,000**.

#### GRANT COMPUTATION

No. of new workers recruited on part-time or Flexible Work Arrangements and retained for at least 2 months x \$1,500; or

80% of the declared project costs, whichever is lower, subject to a cap of \$90,000 per company.

#### FUNDABLE COMPONENTS

##### What can the grant be used for?

Job redesign, consultancy, recruitment, training and equipment necessary to put in place part time or flexible working arrangements.

The grant cannot be used for any form of retention bonus or salary support.

## HOW TO APPLY

Email us at: [flexiworks@snef.org.sg](mailto:flexiworks@snef.org.sg) for more information.

- 1 Complete Application Form
- 2 Submit Authorized Original Hardcopy
- 3 Approval of Application
- 4 Commencement of Project

#### Interest Form - Attention : Project Department (Fax 6737 7587)

Name: \_\_\_\_\_ Designation: \_\_\_\_\_

Company: \_\_\_\_\_ Contact: \_\_\_\_\_ Email: \_\_\_\_\_

Is your company keen to adopt a Flexible Work Arrangements Policy?  Yes  No (Please tick the appropriate box)

Estimated number of vacancies:  3 - 5  6 - 10  11 - 20  21 - 30  31 & above (Please tick the appropriate box)



# ARTS, DESIGN & MEDIA

As Singapore develops into an innovation-driven economy, the creative industries will play an increasingly important role in generating ideas and contributing cultural and economic capital for Singapore. Singapore's creative industries have registered steady growth over the years. Estimates indicate that between the years 2003-2008, the annual employment growth of the creative industries has averaged about 5.3% annually. As pipeline projects such as the National Art Gallery of Singapore take shape, as we encourage the adoption of design and design thinking, and as exciting new opportunities arise with the launch of new technologies such

This demand is further fuelled by MOE's initiatives like Programme for Active Learning (PAL) and single subject specialisation, as well as for school co-curricular activities (CCAs) and the National Arts Council-Arts Education Programmes (NAC-AEP).

These trends are expected to continue with recent developments including additional cultural venues such as those at the integrated resorts, the upcoming National Art Gallery of Singapore, and plans to develop a world-class cultural and entertainment district with diverse arts and cultural offerings as part of the Renaissance City Plan III. These developments have created demand for arts managers,

design thinking process to other economic sectors to drive innovation, raise productivity and sharpen their competitive edge. The first initiative is to put in place programmes to encourage companies to place design and design thinking at the heart of their business strategy.

Overall, occupations like Architectural Draughtsmen are in demand in the near and medium term, especially for those with an insight into sustainable design approaches. Game designers who have creative and technical skills are also in demand in the near-term.

## MEDIA

The global and regional outlook for the media sector looks promising. There remains a strong demand for products and services offered by local ICT and media companies. For example, Sparky Animation children's animation series jointly produced with The Jim Henson Company topped ratings charts on the USA's PBS network. Moreover, the Interactive TV and Film sub-sector is gradually expanding into multi-platform delivery channels, with more content from broadcast and TV being offered as mobile entertainment.

Occupations such as digital animation artists remain in demand in the near-term. For 2010, jobs that are in demand include: creative talents for animation and games development, programmers in rich media publishing, mobile media, virtual worlds and games, as well as common services and personnel with deep marketing expertise in local and overseas markets.

## SINGAPORE'S CREATIVE INDUSTRIES HAVE REGISTERED STEADY GROWTH OVER THE YEARS.

as in the area of 3D productions, we can expect the creative industries to see continued growth and hiring.

### ARTS & CULTURE

Singapore's arts and culture scene has transformed in the last decade. The number of arts events has tripled and major platforms including the Singapore Arts Festival, Singapore Biennale, the Esplanade and institutions such as the Asian Civilisations Museum have further spurred the growth of the arts and culture scene in Singapore. There has been demand for quality arts educators and instructors for arts programmes by the People's Association and by the private sector.

production and stage managers, curators and museum professionals. Some of these talents could also find opportunities in related areas including entertainment, tourism and commercial events as they have transferable skills.

### DESIGN

The Economic Strategies Committee has also recognised the importance of design as a key capability that differentiates our businesses from global competition that sharpens our competitive edge. The greatest impact of design will not be just within the design industry, but through the application of design and the

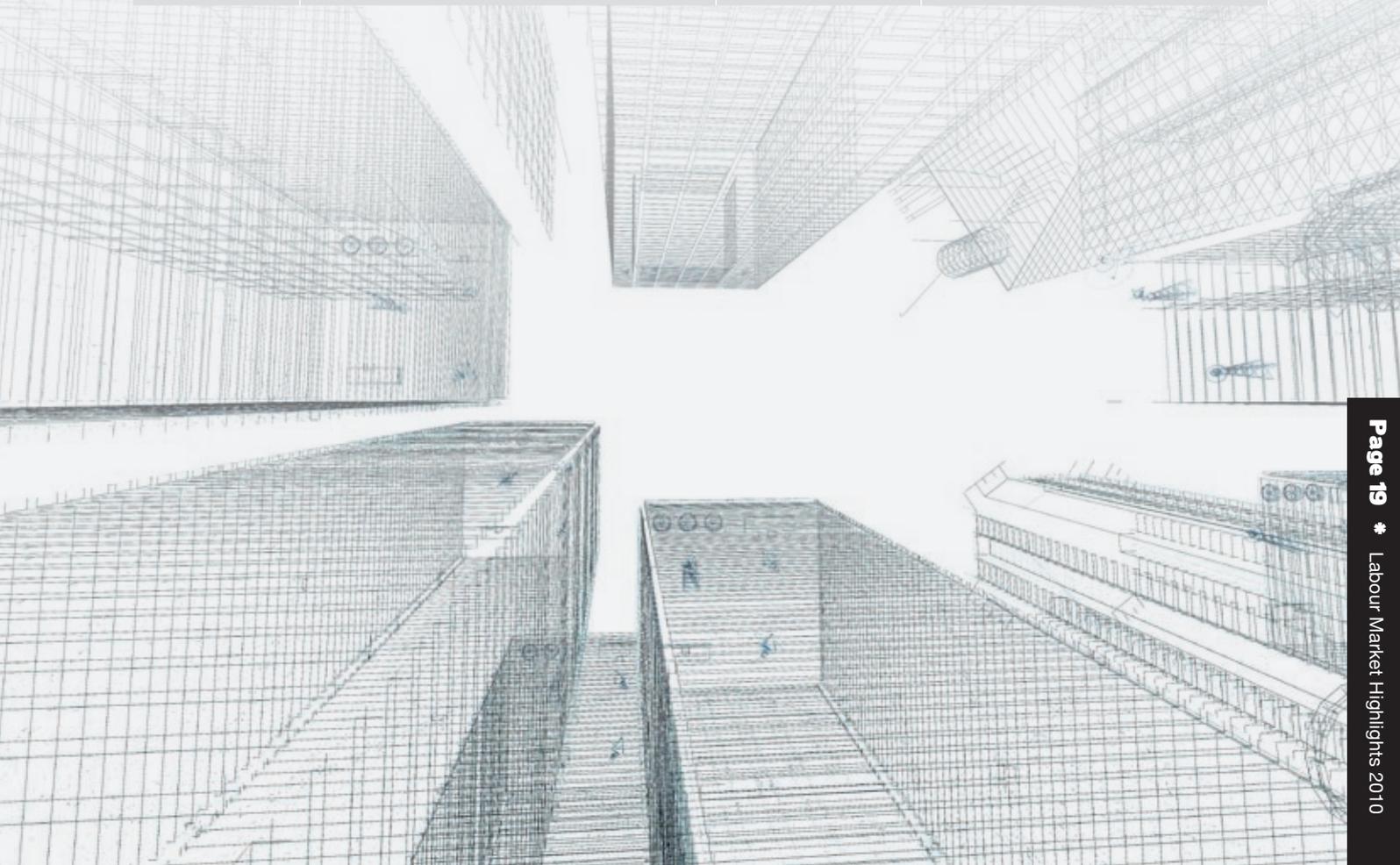
# Arts, Design & Media

## - Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Game Programmer	<ul style="list-style-type: none"> <li>Design and write the computer code that runs and controls the game.</li> <li>Programme for different platforms, including consoles, online and mobile devices.</li> </ul>	\$2,500 – \$3,000 (Starting salary)	<ul style="list-style-type: none"> <li>Diploma / Degree in Infocomm Technology / Multimedia / Interactive Media / Game Programming</li> <li>PCP for Games Development (Game Programmers)</li> </ul>
		\$3,000 – \$6,000 (4 – 5 years)	
Game Designer	<ul style="list-style-type: none"> <li>Conceptualise the game from beginning to end, including background story, rules, core game play, community features, plot, props and avatars.</li> </ul>	\$2,500 – \$3,000 (Starting salary)	<ul style="list-style-type: none"> <li>Diploma / Degree in Game Design / Infocomm Technology / Multimedia / Interactive Media</li> <li>PCP for Games Designers</li> </ul>
		\$3,000 – \$6,000 (4 – 5 years)	
Technical Artist	<ul style="list-style-type: none"> <li>Work as a liaison between software engineers and the artistic team working on a game.</li> <li>Contribute to art creation in the design of the game, utilise programming software and solve technical issues involving characters and animation.</li> </ul>	\$2,500 – \$3,000 (Starting salary)	<ul style="list-style-type: none"> <li>Diploma / Degree in Infocomm Technology / Multimedia / Interactive Media / Game Programming</li> <li>WSQ Diploma in Games Development (Game Art)</li> </ul>
		\$3,000 – \$6,000 (4 – 5 years)	
Digital Animation Artist	<ul style="list-style-type: none"> <li>3D modelers translate character and prop designs into physical and computer-generated models.</li> <li>Riggers create physical skeletons or structures.</li> <li>Texture artists create textures for the modelled characters, objects and environment.</li> <li>Animators produce images to create the illusion of movement.</li> </ul>	\$1,800 – \$2,200 (Starting salary)	<ul style="list-style-type: none"> <li>Diploma / Degree in Digital Animation / Multimedia / Interactive Media / Computer Graphics / Visual Arts / Fine Arts</li> <li>WSQ Diploma in Animation</li> </ul>
		\$4,000 onwards (3 – 5 years)	
New Media Sales Professional	<ul style="list-style-type: none"> <li>Promote, market and sell media advertising space across different media channels and platforms. Develop and implement tactical sales plans to achieve revenue goals.</li> <li>Prospect for new accounts and establish good account management relationships with existing clients.</li> </ul>	\$1,800 – \$2,500 (Starting Salary)	<ul style="list-style-type: none"> <li>General Diploma / Degree</li> <li>WSQ training in New Media Sales</li> </ul>
Arts Manager/ Administrator	<ul style="list-style-type: none"> <li>Plan, organise and promote events for arts and cultural organisations such as theatres, museums, art galleries, art festivals and community centres.</li> </ul>	\$1,800 – \$2,200 (starting salary)	<ul style="list-style-type: none"> <li>Diploma / Degree in Arts Management / Visual Arts and Design / Art History / Performing Arts / Literary Studies</li> <li>WSQ training in Arts Management</li> </ul>
		\$2,400 – \$5,000	

## Arts, Design & Media - Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Production Manager	<ul style="list-style-type: none"> <li>Resolve the day-to-day production problems.</li> <li>Ensure the production is within budget and on schedule.</li> <li>Work with the producer on the show and programming ideas.</li> <li>Organise location sets, props and equipment, accommodation and catering, crew hire and employment contracts, negotiating costs etc.</li> </ul>	\$2,400 – \$5,000	<ul style="list-style-type: none"> <li>Degree / Diploma in technical theatre / production management or in any discipline but with relevant experience</li> <li>WSQ training in Technical Theatre</li> </ul>
Arts Educators/ Instructors	<ul style="list-style-type: none"> <li>Responsible for creating, designing and/or delivering activities that support learning of an art form, an arts educational activity, and/or a community engagement activity using the arts.</li> </ul>	N.A.	<ul style="list-style-type: none"> <li>Certificate / Diploma / Degree in dance, music, theatre, visual arts and literary arts</li> </ul>
Architect	<ul style="list-style-type: none"> <li>Design new structures and the spaces.</li> <li>Work closely with users, clients and government officials to ensure that planned designs match the needs of these groups.</li> </ul>	\$4,150 – \$7,400	<ul style="list-style-type: none"> <li>Degree in Architecture</li> </ul>
Architectural Draughtsman	<ul style="list-style-type: none"> <li>Convert design ideas into accurate pictures to serve as a guide for architects and engineers.</li> </ul>	\$2,830 – \$4,000	<ul style="list-style-type: none"> <li>Diploma in Architecture / Civil Engineering / Mechanical Engineering</li> </ul>



### Digital Animation Artist

#### JOB DESCRIPTION

- 3D modelers translate character and prop designs into physical and computer-generated models.
- Riggers create physical skeletons or structures.
- Texture artists create textures for the modelled characters, objects and environment.
- Animators produce images to create the illusion of movement.

#### WAGE RANGE

- \$1,800 – \$2,200 (Starting salary)
- \$4,000 onwards (3 – 5 years)

#### RELEVANT QUALIFICATIONS & TRAINING PATHWAYS

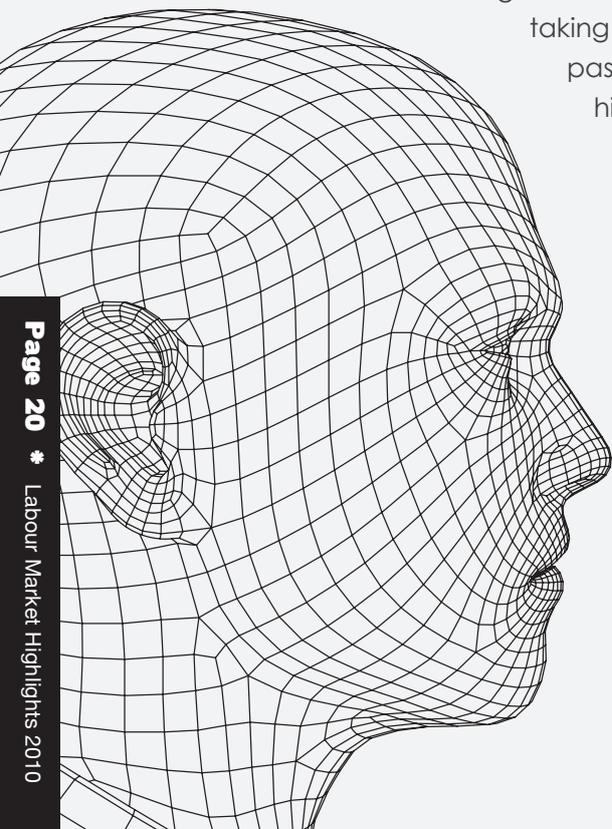
- Diploma / Degree in Digital Animation / Multimedia / Interactive Media / Computer Graphics / Visual Arts / Fine Arts
- WSQ Diploma in Animation

Digital Animation Artists are involved in the entire production process from hand sketching characters and environments to animating the film. During the pre-production phase, Concept Artists produce 2D drawings of characters and environments. Using these concept drawings, 3D Modelers sculpt physical models using clay/plaster and create digital models using animation software.

Riggers build rigs which define the internal skeletal structure of characters and determine the characters' range of motions, while Texture Artists create highly detailed textures for characters such as skin and fur. After the layout, models, rigs, textures, voice tracks and timings have been finalised, Animators use animation software to create realistic and seamless moving images.

While the Games & Animation industry is associated with a glamorous and exciting image, the amount of work that goes into creating a production is substantial. Creating a digital character for example, can be highly time-consuming and reiterative, taking up to a few months to create to perfection. The qualities of passion, perseverance and professionalism (3 "Ps") are therefore highly valued by the industry. In fact, games and animation studios have indicated that they are willing to hire talents in the absence of qualifications, as long as they possess strong artistic and drawing skills, demonstrate the 3 "Ps" and can showcase a strong portfolio.

Even during the downturn, international games & animation studios based in Singapore were hiring Digital Animation Artists to work on ongoing productions. Looking ahead, demand for Digital Animation Artists is expected to grow strongly, as leading international studios expand their operations in Singapore and local studios increasingly capture global mindshare with Made-in-Singapore content.



Cynthia Ng

# FORGING INTO A WHOLE NEW WORLD OF CREATIVITY



## BACKGROUND

Cynthia Ng graduated from NUS, majoring in Business Administration. After 13 years in the electronics, IT and logistics industries, she felt that she needed to embark on something new and challenging.

## THIRST FOR NEW CHALLENGES

“We all have different needs at different phases in our life. At this phase in my life, I am motivated to look for something that I would enjoy in the long-term. Not just a job, but a career. I understand that training is a requirement for a new career in any industry,” Cynthia says. In 2009, she came across the Creative Apprenticeship Scheme in the newspapers. As the work in the Creative Industries piqued her interest, she started researching the career options and related training programmes on the WDA website. After much thought, she felt that public relations (PR) work was most suited to her personality and interest and decided to specialise in it. In November 2009, she started her 7-month Creative Industries Workforce Skills Qualifications (CI WSQ) PCP in Public Relations and joined a PR firm as a consultant.

Cynthia shared that the 7-month programme is very practical in its approach and is taught by practitioners in the industry. The job attachment aspect of the programme also provided the experiential learning required. “The on-the-job training challenged my mindset and underlying assumptions. The programme provided the basic foundation to understand the new industry I’m entering. It provided a clear structure and direction on information and resources available,” Cynthia shared.

Just like other mid-career switchers, Cynthia showed willingness to learn new things and was realistic about her expectations when entering a new industry. She shared that the main challenge was to “keep an open mind to everything and not fall back into the comfort zone” when learning to climb the ropes. Cynthia says “I’m glad to say that I’m discovering and learning new things in my job. Public Relations is definitely a creative industry that challenges and pushes my mental boundaries. It is painfully refreshing. I hope to see myself growing and progressing to a qualifying PR consultant, capable and independent to provide clients’ counsel on a professional level.”

## HER THOUGHTS

Cynthia says, “It is important to be open-minded in order to learn new things. You also have to be realistic about your expectations and understand that you would not immediately reap benefits when switching careers. I think you have to give yourself sufficient time to immerse into the new job and be mindful that the change is likely going to push your limits, patience and underlying notions on how you used to view things. Whatever it is, I feel it is a matter of looking forward and not looking back so as to give yourself the full chance to do your best in this new venture.”



## Media Training & Attachment (META) Programme

### Objectives

The Media Training & Attachment (META) Programme is to develop, as well as provide exposure and work opportunities to talents through attachments with media experts working on significant projects or in established media organisations.

The attachments, which may be local or overseas, would provide opportunities for media practitioners and local talents to upskill themselves and practical hands-on experience on projects undertaken by various media companies/institutions.

### Features

The META Programme is open to the following :

- Individuals who have a passion to join the media industry
- Media professionals who are keen to upgrade themselves

Each attachment is for a period of no less than three (3) months and up to one (1) year.

Individuals or media professionals who are currently working in the media industry will :

- For a local attachment receive a monthly stipend of \$1,000 and up to \$12,000 per year. The sum is to be topped up by at least \$200 per month by the company accepting a trainee for an attachment
- For an overseas attachment receive a monthly stipend of \$2,000 and up to \$24,000 per year, as well as up to \$3,000 for a return airfare and accommodation.

### Who may apply

The META programme is open to all Singaporeans or Permanent Residents. They should, preferably, have knowledge of or working experience in the media industry.

All applicants to the META Programme should submit a write-up of not more than 1,000 words on why they would like to participate in the Programme and what are the outcomes they hope to achieve from it. Any samples of works or portfolio submitted to the MDA are not returnable.

Shortlisted applicants would be referred by the MDA to the relevant participating media company or institution for the final selection. MDA will only notify applicants who are successful in securing an attachment.

### Application

Interested individuals or media professionals can download the META application form (found at [www.smf.sg](http://www.smf.sg)) and send the completed form to the MDA. Applicants who meet the criteria will be referred to interested companies and institutions for consideration.

For enquiries, please contact MDA at :

- Email : [MDA\\_ID@mda.gov.sg](mailto:MDA_ID@mda.gov.sg)
- DID : 9726 3116



# HEALTHCARE AND COMMUNITY & SOCIAL SERVICES

## HEALTHCARE

Singapore's integrated healthcare system comprises primary healthcare (outpatient polyclinics and private medical practitioner's clinics), hospital care and Intermediate and Long-Term Care (ILTC).

As Singapore faces an ageing population, the healthcare industry is at an important crossroad. The number of Singaporeans aged 65 years and above is projected to increase to 900,000 by 2030. This will compound healthcare needs as the elderly are more likely to be hospitalized and

Government is also working with private and Voluntary Welfare Organisations (VWOs) to expand nursing home capacity from 9,200 to 14,000 beds, and increase community hospital capacity by an estimated 60% over the next decade.

At the same time, rising affluence and demographic trends in the Asia-Pacific will continue to boost medical tourism in Singapore. To maintain our competitiveness in the global arena, Singapore's healthcare institutions are also actively engaged in clinical research development, participating in

programmes to Singaporeans. These include social services for children, youth, families, elderly, disabled and childcare services. There are about 460 VWOs with 19,000 personnel working in the Community and Social Services sector today. The sector has been growing steadily at a rate of 3% per annum since 2003.

Workers in social services help the needy obtain financial assistance, provide counseling to troubled individuals, retrain the unemployed and care for children, the elderly and the disabled. The sector employs a wide range of professionals from social workers, therapists, psychologists, special education teachers, early intervention teachers, childcare teachers and nurses, to social service assistants such as health attendants and nursing aides. All are professionals with a passion for helping people in need. The sector invests heavily in training to meet the ever-changing demands of the community at large.

WITH THE EMERGING NEEDS FROM OUR AGEING POPULATION, MORE RESOURCES WILL BE ALLOCATED TO MEET THESE NEEDS.

consume more healthcare resources. Demand for ILTC services, provided by community hospitals, nursing homes, home nursing and day rehabilitation centres, will also intensify, as the elderly tend to have health conditions that require more long-term chronic care.

In the medium term, the healthcare industry is expected to grow strongly with the opening of Khoo Teck Puat Hospital in July 2010, two private hospitals (Parkway Novena Hospital and Farrer Park Mediplex) within the next two years and Jurong General Hospital by 2015. In addition, the

the global search for faster diagnoses and better and more cost-sustainable care for patients.

As Singapore's healthcare industry continues to grow, there will be a strong demand for skilled healthcare professionals including Nurses and Allied Healthcare Professionals such as Physiotherapists and Occupational Therapists.

## COMMUNITY AND SOCIAL SERVICES

Alongside the healthcare sector, the community and social services sector provides offers various services and

With the emerging needs from our ageing population, more resources will be allocated to meet these needs. The sector is expected to continue in its growth path in the medium to long term. In particular, social workers, therapists, preschool teachers, special education teachers, early intervention teachers and social service assistants are in high demand.

## Healthcare and Community & Social Services – Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Registered Nurse	<ul style="list-style-type: none"> <li>Plan, provide and evaluate preventive, curative and rehabilitative care for patients.</li> <li>Supervise enrolled nurses and healthcare assistants.</li> </ul>	\$2,170 – \$3,490	<ul style="list-style-type: none"> <li>Diploma in Nursing</li> <li>PCP for Registered Nurses</li> </ul>
Enrolled / Assistant Nurse	<ul style="list-style-type: none"> <li>Assist Registered Nurses to plan and provide for the holistic care of patients.</li> </ul>	\$1,470 – \$2,270	<ul style="list-style-type: none"> <li>NITEC in Nursing</li> <li>Place &amp; Train Programme for Enrolled Nurses</li> </ul>
Occupational Therapist	<ul style="list-style-type: none"> <li>Help people with physical disabilities, mental or social problems develop their capacity to perform day-to-day tasks.</li> <li>Design therapy programmes to promote independent living and re-integration into home, work and society.</li> </ul>	\$2,290 – \$3,860	<ul style="list-style-type: none"> <li>Diploma in Occupational Therapy</li> <li>PCP for Occupational Therapists</li> </ul>
Physiotherapist	<ul style="list-style-type: none"> <li>Help patients ranging from sports persons to the elderly relieve pain, regain mobility and improve muscle strength.</li> </ul>	\$2,470 – \$4,030	<ul style="list-style-type: none"> <li>Diploma in Physiotherapy</li> <li>PCP for Physiotherapists</li> </ul>
Social Worker	<ul style="list-style-type: none"> <li>Help people overcome challenges such as poverty and domestic violence by mobilizing social resources, developing nurturing relationships and creating supportive social conditions.</li> <li>Engage the family, schools, employers and/or social policies when dealing with individuals' problems.</li> </ul>	\$2,400 – \$2,700	<ul style="list-style-type: none"> <li>Degree in Social Work</li> <li>PCP for Social Workers</li> </ul>
Child Care Teacher	<ul style="list-style-type: none"> <li>In charge of teaching and caring for pre-school children from the ages 18 months to 6 years old in a <u>child care centre</u> setting.</li> <li>Equip the children with social skills and nurture in them a love for learning.</li> </ul>	\$1,500 – \$2,200	<ul style="list-style-type: none"> <li>Diploma in Early Childhood Care and Education – Teaching</li> <li>WSQ Professional Diploma in Early Childhood Care and Education (Childcare)</li> </ul>
Kindergarten Teacher	<ul style="list-style-type: none"> <li>In charge of teaching and caring for pre- school children from the ages 5 - 6 years old in a <u>kindergarten</u> setting.</li> <li>Equip the children with social skills and nurture in them a love for learning.</li> </ul>	\$1,250 – \$2,000	<ul style="list-style-type: none"> <li>Diploma in Early Childhood Care and Education – Teaching</li> <li>WSQ Professional Diploma in Early Childhood Care and Education (Kindergarten Teaching)</li> </ul>
Early Intervention Teacher	<ul style="list-style-type: none"> <li>Help administer early intervention for children with special needs aged 6 years and below to reach important milestones in their development, so as to prepare them for ease of integration into society.</li> </ul>	\$1,600 – \$2,600	<ul style="list-style-type: none"> <li>Advanced Diploma in Early Childhood Intervention or related</li> </ul>
Special Education Teacher	<ul style="list-style-type: none"> <li>Teach young children with physical/ intellectual disabilities or special learning needs using specialised teaching programmes.</li> <li>Help develop their capabilities and potential to integrate into mainstream society.</li> </ul>	\$1,600 – \$2,600	<ul style="list-style-type: none"> <li>Diploma in Special Education</li> </ul>

## Healthcare and Community & Social Services – Non Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Healthcare Assistant / Hospital Attendant	<ul style="list-style-type: none"> <li>Assist nurses in providing basic care to patients, including monitoring temperatures and pulse rates, assisting patients in bed/bath and serving food to patients.</li> </ul>	\$1,140 – \$1,490	<ul style="list-style-type: none"> <li>WSQ Certificate and Higher Certificate in Community and Social Services (Senior Services)</li> <li>WSQ Certificate and Higher Certificate in Healthcare Support (Nursing Care)</li> </ul>
Therapy Assistant / Aide	<ul style="list-style-type: none"> <li>Assist therapists in administrative, clinical and technical duties.</li> <li>Involved in setting up/supervising/ assisting patients in the performance of therapeutic exercises, preparing patient records, performing basic data entry and maintaining therapeutic equipment and devices.</li> </ul>	\$850 – \$1,200	<ul style="list-style-type: none"> <li>WSQ Certificate and Higher Certificate in Therapy Services</li> </ul>
Social Service Assistant	<ul style="list-style-type: none"> <li>Organise and facilitate meaningful activities for clients and provide basic care based on clients' needs.</li> <li>Assist social workers, counsellors, psychologists and therapists in providing rehabilitation and care.</li> </ul>	\$1,000 – \$1,200	<ul style="list-style-type: none"> <li>GCE 'O' Levels / 'A' Levels</li> <li>NITEC</li> </ul>
Infant Care Giver	<ul style="list-style-type: none"> <li>In charge of teaching and caring for pre- school children from the ages 2 months-17 months old in an <u>infant care centre</u> setting.</li> <li>Equip the children with social skills and nurture in them a love for learning.</li> </ul>	\$1,000 – \$1,600	<ul style="list-style-type: none"> <li>Certificate in Infant / Toddler Care and Development</li> </ul>
Assistant Teacher	<ul style="list-style-type: none"> <li>Assist teachers in classroom setting.</li> <li>Carry out routine care.</li> <li>Facilitate simple play activities.</li> </ul>	\$1,100 – \$1,600	<ul style="list-style-type: none"> <li>Certificate in Early Childhood Care and Education</li> <li>WSQ Advanced Certificate in Early Childhood Care and Education</li> </ul>



## Job Feature

### Occupational Therapist

#### JOB DESCRIPTION

- Help people with physical disabilities, mental or social problems develop their capacity to perform day-to-day tasks. Design therapy programmes to promote independent living and re-integration into home, work and society.

#### WAGE RANGE

- \$2,290 – \$3,860

#### RELEVANT QUALIFICATIONS & TRAINING PATHWAYS

- Diploma in Occupational Therapy
- PCP for Occupational Therapists

Occupational therapists develop and maintain a person's capacity to perform day-to-day tasks and roles essential to productive living. This requires them to design treatment programmes for those with physical disabilities, mental or social problems either from birth or as the result of accident, illness or ageing. The work of occupational therapists involve enhancing physical and psychological functions, preventing illnesses, facilitating independent living, improving the quality of life of people with disabilities or special needs and promoting re-integration into home, work and society.

The working hours of an occupational therapist are typically from 8.30am to 5.30pm (42-hour week). occupational therapists work with young children, adolescents, adults and older people in the areas of physical rehabilitation, mental health services, learning disability, paediatrics, environmental adaptation and equipment for daily living. Common work places include educational establishments, hospitals, clients' homes, industrial and commercial organisations, residential and nursing homes, and social services. There are opportunities to work in areas such as Burns and Plastics Rehabilitation, Cardiac Rehabilitation, Driving Assessment and Rehabilitation, Occupational Health and Ergonomics, Oncology Rehabilitation and Orthopaedics Rehabilitation.

The demand for occupational therapists is growing in demand in view of the ageing population's needs. Nanyang Polytechnic (NYP) diploma graduates can upgrade by taking up degree-conversion programmes offered by local or overseas universities. Those without recognised qualifications can also undergo WDA's Professional Conversion Programme (PCP) for Occupational Therapists to obtain the necessary qualifications.

With experience, occupational therapists can be promoted to Senior Occupational Therapists and Principal Occupational Therapists. Over time, occupational therapists may choose to specialise in the clinical, administrative or academic field. They may become clinical specialists in physical rehabilitation, community healthcare, pediatrics or psycho-social rehabilitation, work in private practice, occupy management positions, or take on lectureship.

## Job Feature

### Child Care Teacher

#### JOB DESCRIPTION

- In charge of teaching and caring for pre-school children from the ages 18 months to 6 years old in a child care centre setting.
- Equip the children with social skills and nurture in them a love for learning.

#### WAGE RANGE

- \$1,500 – \$2,200

#### RELEVANT QUALIFICATIONS & TRAINING PATHWAYS

- Diploma in Early Childhood Care and Education - Teaching
- WSQ Professional Diploma in Early Childhood Care and Education (Childcare)

Child care teachers are in charge of teaching and caring for a particular age group of children in a child care centre. Interested candidates wishing to enter the profession must possess at least 5 GCE 'O' Levels credits (including English) and complete the Diploma in Early Childhood Care and Education - Teaching (DECCE-T) programme.

In line with the development of 200 new child care centres by 2013, there has been a steady demand for qualified child care teachers. The rise in minimum teacher qualifications together with the demand for teachers has partly resulted in salaries for teachers rising by about 18% since 2007.

In terms of career advancement, there are good prospects for promotion to Senior Teacher or Head of Programme. In these positions, they will assist the Centre Supervisor in the daily operations of the centre, including supervising other teachers, and planning and designing the centre's curriculum. Teachers who possess leadership qualifications such as a Diploma in Early Childhood Care and Education-Leadership (DECCE-L), and with at least two years of experience, can function as supervisors and curriculum leaders.



Irene Sin  
**MS NIGHTINGALE**



**BACKGROUND**

Irene Sin graduated with a degree in Economics, majoring in Finance. After an unfulfilling first job as an assistant credit control executive, she joined the Singapore Prison Service as a Senior Prison Officer. She enjoyed her 4-year stint and learnt a lot from the job but still felt something was missing. Little did she know that a journey of self discovery was ahead of her.

**SECRET TO SUCCESS**

In 2003, she chanced upon an advertisement about Nanyang Polytechnic's Accelerated Nursing Programme and went for the talk. After the talk and much thought, she decided to enroll in the programme. "I was still looking out...I wanted a rewarding opportunity that could make a difference in someone's life. The Accelerated Diploma programme gave me the opportunity for (a career) switch," Irene says.

Irene thoroughly enjoyed herself in the programme. "Excluding the exam bit – I realized I can no longer cram for exams like I used to when I was younger," she says jokingly. The challenge of having to learn and grapple with new subjects and professional jargons could be mind boggling. However, the support of her family and calling for the profession helped her overcome such challenges. "When making the switch, some fear the pay cut, the training and the thoughts of whether you can actually do well. For me, nursing started to grow on me so the initial fears passed," Irene shared. The training allowances received were also helpful in supporting her during her training period.

Upon completion of her programme, she was posted to the neuromedical ward at Singapore General Hospital (SGH). In 2008, she underwent NYP's Advanced Diploma programme to specialize in neuroscience. She was awarded the MOH Holdings Award for her good results in 2009.

"In this profession, we keep advancing ourselves, and keep learning so that nursing care improves time to time," Irene remarks. Irene's determination and aspiration to do better did pay off: Irene shared that she has been presented with a vast range of opportunities from training programmes to educational trips and scholarships. For example, she was offered the Alice Lee IAN scholarship and now intends to pursue her Master.

**HER WORDS...**

Irene says, "I found my niche. I enjoy patient interaction as I get to experience making a difference. Feedback is very immediate. There will be some struggles but you will get there."

"Nursing had benefited me very much. I have more patience these days. And it has humbled me and makes me appreciate people and life a lot better. It has helped me become a better person."



# MARINE/MARITIME

The Singapore maritime industry is one of the fastest growing economic sectors, contributing about 7% to Singapore's GDP and employing over 150,000 people. The Singapore International Maritime Centre is home to more than 5,000 establishments in shipping and port related activities,

demand from the offshore industry. Singapore boasts a comprehensive offering of conversions, construction and repair services for an international clientele. It accounts for 20% of the world market share for ship repair.

In 2009, container throughput reached

of Maritime Transport, 2009", a report by the United Nations Conference on Trade and Development (UNCTAD), Singapore is ranked 12th in ownership of the world fleet (measured in terms of deadweight tonnage) as of 1 January 2009.

There has been a positive growth in Singapore's maritime services sectors like shipping finance and marine insurance. This is in tandem with an expanding pool of shipping companies based in Singapore. With faster growth in trade among Asian economies, Asia accounts for 40% of world shipping tonnage as of 2009. Singapore is well placed to leverage on these growth opportunities given its strategic position within Asia. The medium term outlook for the Singapore Maritime industry remains bright with contribution to Singapore's GDP to register steady growth. Employment is also likely to keep pace with the cluster's growth.

## SINGAPORE IS WELL PLACED TO LEVERAGE ON THESE GROWTH OPPORTUNITIES GIVEN ITS STRATEGIC POSITION WITHIN ASIA.

maritime services (e.g. shipping finance, marine insurance) and offshore, shipbuilding and repair services. Singapore remains one of the world's busiest ports. With an excellent location at the confluence of major shipping lanes, the Singapore marine industry has long been a leading centre for ship repair. In recent years, the industry has seen an unprecedented boom, largely driven by the strong

25.9 million (Twenty-foot Equivalent Units) TEUs at an annual rate of 6.5% over 2001 to 2009. In the same year, Singapore sold 36.4 million tonnes of bunker fuel and remains the top bunkering port in the world in terms of bunker sales. The Singapore Registry of Ships (SRS) also continued to grow at an annual rate of 8.8% over 2001 to 2009, registering tonnage over 45.6 million GT in 2009. According to the "Review

## Marine/Maritime - Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	EXPERIENCE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Ship Masters/ Captains/ Officers	<ul style="list-style-type: none"> <li>Responsible for the safe navigation of the ship, passengers, crew and cargo onboard.</li> </ul>	\$2,500 onwards	1 – 3 years	<ul style="list-style-type: none"> <li>Diploma in Nautical Studies / Class 3 Certificate of Competency (COC) for Junior Deck Officer / Third Officer</li> </ul>
		\$7,500 onwards	4 – 5 years	<ul style="list-style-type: none"> <li>Class 2 Certificate of Competency (CoC)</li> <li>Class 1 (Master) Certificate of Competency (CoC) for Ship Captain</li> </ul>
Ship Charter	<ul style="list-style-type: none"> <li>Liaise directly with ship owner (sell freight space) or a cargo owner (buy freight space) on a ship or indirectly through a ship broker to ensure that ships deliver the cargoes on time and in the most cost effective manner.</li> </ul>	\$6,000 – \$6,500	4 – 5 years	<ul style="list-style-type: none"> <li>Degree in Shipping / Maritime Studies / Business Administration / Logistics / Engineering preferred</li> </ul>
Marine/Chief Engineer	<ul style="list-style-type: none"> <li>Design, operate, maintain and repair the mechanical systems of ships such as propulsion and auxiliary power machinery.</li> <li>Involved in project planning, management, quality assurance and control at later stages of career.</li> </ul>	\$2,500 onwards	0 – 3 years	<ul style="list-style-type: none"> <li>Diploma in Marine Engineering</li> <li>Degree in Mechanical / Civil Engineering (Specialisation in Offshore Oil &amp; Gas Technology, Marine &amp; Offshore Engineering)</li> <li>Class 5 Engineer Officer Certificate of Competency (CoC) for Graduate Mechanical Engineer</li> </ul>
		\$8,000 onwards	4 – 5 years (Chief level)	<ul style="list-style-type: none"> <li>Class 2 Engineer Officer Certificate of Competency (CoC)</li> <li>Class 1 Engineer Officer (Chief Engineer) Certificate of Competency (CoC)</li> </ul>

## Marine/Maritime – Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	EXPERIENCE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Marine Superintendent	<ul style="list-style-type: none"> <li>Track &amp; maintain up-to-date inspection &amp; audit records for fleet.</li> <li>Maintain up-to-date fleet plans.</li> <li>Provide support on marine matters including vetting cargo, deck &amp; navigation matters.</li> <li>Assist in research &amp; process development on various projects under Marine Standards.</li> <li>Assist the assigned fleet with customer inspection processes.</li> <li>Ensure timely reporting to authorities &amp; clients.</li> </ul>	\$4,000 – \$4,500 (Assistant)	1 – 3 years	<ul style="list-style-type: none"> <li>Diploma in Marine &amp; Offshore Technology / Marine Engineering / Mechanical / Electrical Engineering</li> <li>Class 1 Engineer Officer Certificate of Competency (or CoC) qualification</li> </ul>
		\$6,000 – \$8,000	4 – 5 years	
Ship Broker	<ul style="list-style-type: none"> <li>Intermediary between 2 parties to negotiate cargo rates or sale / purchase of ships.</li> <li>Arrange for the transport of goods and commodities by sea, and the employment of vessels or to buy and sell ships on behalf of clients.</li> </ul>	\$4,000 – \$4,500	2 – 3 years	<ul style="list-style-type: none"> <li>Diploma or Degree in Shipping/Maritime Studies/Business Administration/ Logistics/Economics/ Others</li> </ul>

## Marine/Maritime – Non Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE*	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Steersman	<ul style="list-style-type: none"> <li>Navigate &amp; steer harbour craft safely.</li> <li>Ensure safety of passengers &amp; cargos.</li> <li>Assist passengers on luggage.</li> <li>Berth harbour craft safely.</li> </ul>	\$1,500 – \$2,000	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> </ul>
Tradesman	<ul style="list-style-type: none"> <li>Perform a wide range of supporting roles, including blasting, painting, machining, pipe fitting, carpentry and ship plating/welding.</li> </ul>	\$1,100 – \$2,300	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> </ul>

## Job Feature

### Marine/Chief Engineer

#### JOB DESCRIPTION

- Design, operate, maintain and repair the mechanical systems of ships such as propulsion and auxiliary power machinery.
- Involved in project planning, management, quality assurance and control at later stages of career.

#### WAGE RANGE

- \$2,500 onwards (0 – 3 years)
- \$8,000 onwards (4 – 5 years (Chief level))

#### RELEVANT QUALIFICATIONS & TRAINING PATHWAYS

- Diploma in Marine Engineering
- Degree in Mechanical / Civil Engineering (Specialisation in Offshore Oil & Gas Technology, Marine & Offshore Engineering)
- Class 5 Engineer Officer Certificate of Competency (CoC) for Graduate Mechanical Engineer
- Class 2 Engineer Officer Certificate of Competency (CoC)
- Class 1 Engineer Officer (Chief Engineer) Certificate of Competency (CoC)

In general, marine engineers are in demand due to the increase in shipping trade activity globally, and the consequent high demand for ships needed to transport the cargo. The career and wage progression is good as well. Junior engineers can earn a starting pay of about \$2,500 and work their way up to Chief Engineers, earning around \$8,000 and above. The average time taken for a Fourth Engineer to become a Chief Engineer is around 4 to 5 years.

There are good opportunities for marine engineers and Chief Engineers to go beyond seafaring careers to take up shore-based jobs such as marine surveyors in class societies or in shipyards. Chief Engineers can also make use of their leadership experience accumulated from careers onboard ships to take up management positions such as technical superintendents in maritime companies.

The career of a Chief Engineer (seafaring) starts off as junior engineer (fourth/third) levels, progressing to Third and Second Engineers before rising up the ranks to the Chief Engineer position. The Fourth Engineer is in charge of maintaining the generators onboard a ship. He is also responsible for electrical maintenance, sewage treatment systems and oily water separations. The Third Engineer is in charge of maintaining the main engine and ensuring that spare parts for the main engine are in supply. He also ensures that purifiers, boilers and compressors are in good working condition.

The Second Engineer plays a supervisory role in the engine room, ensuring that systems are properly maintained and also responsible for preparing the engine room for arrival, departure or standby. The Chief Engineer is responsible for the operations and maintenance of all engineering (propulsion, electrical plants and other machinery) equipment throughout the ship. He supervises all work that is done in the engine room. He also ensures that the engine room is ready for inspection. Marine engineers are onboard a ship for about 24 weeks at a stretch with paid rest periods of about 12 weeks between sea voyages (this may vary between companies).



# LOGISTICS

The logistics industry comprises diverse activities along the entire supply chain and supports the various manufacturing, wholesale and retail sectors. Singapore's logistics industry

hub and supply chain management nerve centre. Today, more than 3,000 international and local logistics companies have established operations in Singapore.

address their clients' complex needs in Asia.

Investment commitments made in 2009 amounted to S\$481 million in total business spending. When fully implemented, these investments will create more than 1,200 jobs for Supply Chain Management (SCM) planners, managers, research engineers and skilled workers. Such investment developments coupled with innovation and thought leadership will further strengthen Singapore's position as a leading logistics hub in the world. In the short term, the rise in business activities has spurred the demand for logistics manpower, in particular for rank-and-file positions such as Class 4 Drivers, Warehouse Assistants and Crane Operators.

**IN THE SHORT TERM, THE RISE IN BUSINESS ACTIVITIES HAS SPURRED THE DEMAND FOR LOGISTICS MANPOWER.**

plays a key role in the economy, accounting for about 5.5% of GDP in 2009. Capitalising on our traditional strengths of a world-class physical and IT infrastructure, excellent connectivity, business-friendly tax structure and efficient 24/7 operations, Singapore has become a leading global logistics

In line with recovery of container throughput and trade flows, the logistics industry has anticipated improved business prospects in 2010. Many global logistics and supply chain management companies have expanded their innovative and specialized activities in Singapore to

## Logistics - Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Operations/ Logistics Executive (Shipping, Warehouse, Freight, Transportation)	<ul style="list-style-type: none"> <li>• Ensure the smooth movement of inbound and outbound cargo.</li> <li>• Perform roles such as inventory management, ship chartering, route planning and negotiation of freight rates and haulage costs.</li> <li>• Optimise supply chains to reduce costs and turnaround time.</li> </ul>	\$2,450 – \$3,630	<ul style="list-style-type: none"> <li>• General Diploma / Degree</li> </ul>
Logistics Manager	<ul style="list-style-type: none"> <li>• Overall management of warehouse functions, such as inventory, storage space &amp; storage security.</li> <li>• Ensure a smooth supply chain for both external and internal customers. Streamline processes to achieve greater efficiency across all operations level.</li> </ul>	\$3,990 – \$7,780	<ul style="list-style-type: none"> <li>• General Diploma / Degree</li> </ul>



## Logistics - Non Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Warehouse Assistant	<ul style="list-style-type: none"> <li>Handle inbound and outbound cargo in the warehouse, including packing, loading/unloading, palletizing, forklifting and simple data entry.</li> </ul>	\$1,300 – \$2,020	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Certificate / Advanced Certificate in Generic Manufacturing Skills (Logistics)</li> </ul>
Trailer Truck/ Prime Mover Driver	<ul style="list-style-type: none"> <li>Drive trailer trucks or prime movers transporting containers between the ports and warehouses.</li> </ul>	\$2,030 – \$2,390	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>Train and Place Class 4 Driving Programme</li> </ul>
Lorry/Van Driver	<ul style="list-style-type: none"> <li>Drive lorries, vans or smaller-sized trucks transporting cargo between warehouses of logistics service providers and customers.</li> </ul>	\$1,300 – \$1,940 (Van) \$1,450 – \$2,300 (Lorry)	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>Train and Place Class 4 Driving Programme</li> </ul>
Fork Lift Operator	<ul style="list-style-type: none"> <li>Operate forklifts to move palletized cargo at the ports and within the warehouse.</li> </ul>	\$1,400 – \$2,240	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Certificate / Advanced Certificate in Generic Manufacturing Skills (Logistics)</li> </ul>
Crane Operator	<ul style="list-style-type: none"> <li>Operate yard cranes and quay cranes to load/unload containers onto prime movers and shipping vessels.</li> </ul>	\$2,500 – \$3,060	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> </ul>



## Job Feature

### Trailer Truck / Prime Mover Driver

#### JOB DESCRIPTION

- Drive trailer trucks or prime movers transporting containers between the ports and warehouses.

#### WAGE RANGE

- \$2,030 – \$2,390

#### RELEVANT QUALIFICATIONS & TRAINING PATHWAYS

- GCE 'N' / 'O' Levels
- Train and Place Class 4 Driving Programme

Trailer truck / prime mover drivers drive large trailer trucks and prime movers which transport containers between the ports and warehouses. Due to the time-critical nature of the logistics industry, trailer truck and prime mover drivers play an important role in ensuring that inbound and outbound cargo is delivered on schedule. The 24/7 operations of the logistics industry also mean that working hours are long and can stretch up to 12 hours a day. However, trailer truck and prime mover drivers usually have rest periods during the day, as demand from customers is typically concentrated at specific times of the day.



Trailer truck drivers and prime mover drivers are required to possess Class 4 and Class 5 licenses respectively. Qualification requirements are low, with companies employing individuals with PSLE and GCE 'N' and 'O' Levels. Trailer truck and prime mover drivers can also expect to earn attractive gross monthly wages of \$2,030 - \$2,390. In addition, experienced and capable drivers can progress to become transport supervisors.

With the recovery of trade activities and improved demand for logistics services, logistics companies are actively seeking to hire trailer truck and prime mover drivers to overcome manpower crunch. Job seekers with Class 4 and 5 licenses should therefore consider the job. Those without the relevant licenses can also undergo WDA's Train and Place Class 4 Driving Programme.

# GOVERNMENT SCHEME FEATURE

Sales Associate  
Age 22

Sales Manager  
Age 46

Senior Sales Supervisor  
Age 60

Awarded Gold for Singapore Retailers  
Association Excellent Service Award  
Age 64

This smile  
has delighted  
thousands  
of hearts.

Today, it keeps  
customers  
coming back.



Mauricio V. Soliano  
Senior Sales Associate  
Robinsons, Centreport

Older employees are invaluable to any company – big or small. They are hardworking, dependable and loyal. More importantly, they also bring onboard a lifetime of knowledge and experience. So start recruiting, retaining and re-employing older employees, even before the Re-Employment Legislation takes effect from January 2012. For more information on how your business can be re-employment ready, visit [www.re-employment.sg](http://www.re-employment.sg)

## EMPLOY A LIFETIME OF EXPERIENCE.



An initiative by:  
Tripartite Committee on Employability of Older Workers

# GOVERNMENT SCHEME FEATURE

## ADD VALUE AND TAP ON AGE! (ADVANTAGE!)



The ADVANTAGE! Scheme, an initiative by Singapore Workforce Development Agency (WDA), together with its Tripartite Partners aims to help companies to put in place HR systems to facilitate re-employment practices in preparation for reemployment legislation being introduced in 2012, as well as to enhance the employment prospects of older workers.

### Form Of Assistance

ADVANTAGE! provides funding support of up to \$400,000 per company which include the following:

- **Capability Development Grant (For SMEs only)**
- **Employability Enhancement Grant**
  - (i) **Job / Work Process / Workplace re-design**
  - (ii) **Other Supportable Components**
    - 4R ("Recruit, Retain, Re-employ & Re-career") Programme
    - Pre-Retirement Counselling -Re-employment: Equipping And Developing Yourself (READY)<sup>TM</sup>
    - Training for Older Workers

### How To Apply?

Companies interested to apply for ADVANTAGE! may contact:

#### Capability Development Grant

Association of Small & Medium Enterprises (ASME)  
Tel: 6513 0360 Email: enquiry@preparecommunity.com

#### Employability Enhancement Grant

National Trades Union Congress (NTUC)  
Mr Ong Sin Tiong, *Lead Consultant*  
Tel: 6213 8237 Email: ongst@ntuc.org.sg

Ms Rozyana Binte Jaffar, *Lead IR Consultant*

Tel: 6213 8284 Email: rozyanabj@ntuc.org.sg

#### Singapore National Employers Federation (SNEF)

Mr Adrian Ho, *Senior Manager (Projects)*  
Tel: 6827 6913 Email: adrian\_ho@snef.org.sg

Mr John Tan, *Senior Manager (Projects)*

Tel: 6827 6933 Email: john\_tan@snef.org.sg

## The 4R Programme - Companies' Winning Strategy in Re-employing Older Employees

To help older employees remain economically productive, the Government will enact re-employment legislation by 2012 that enables more people to work beyond the current statutory retirement age of 62, up to 65 in the first instance and later, up to 67.

With an ageing population and a limited supply of foreign manpower due to global competition, employers are encouraged to take a long-term view in manpower planning and to consider older employees as a source of quality manpower, recognising the value of making the workplace age-friendly.

The 4R training programme prepares participants with the skills and knowledge required in implementing retention and re-employment strategies for an ageing workforce.

### Programme Features

The 4R training programme is a 2 day WSQ-certified training programme\* and 1 day of training in Performance Appraisal and Re-Careering. For organisations that need further coaching, up to 7 hours of advisory services will be provided. An on-site audit will be conducted to ensure alignment to the Tripartite Guidelines on Re-employment of Older Employees.

### Programme Fees

Full Amount : **\$2,600**

WDA Funding : **\$2,340**

Payable : **\$260** (\$442 including prevailing GST)

### Registration

For more information or registration, please contact **Malar** at **6827 6934** or email **malar@snef.org.sg** or visit **www.re-employment.sg**

\* Company-sponsored participants will be accorded the Statement of Attainment (SOA) by the Singapore Workforce Development Agency (WDA).





# ADMINISTRATIVE & SUPPORT SERVICES

The administrative and support services sector consists of a wide range of highly diverse activities. These include labour market intermediation activities (which include labour suppliers and employment agencies), office administrative activities and the provision of essential services such as security, cleaning and landscaping. Employment in the administrative and

Manpower to provide essential services such as cleaning, security and landscaping will be in strong demand for the longer term. This will be driven by a rise in the number of properties and external events such as the Youth Olympics in Singapore. For the cleaning industry in particular, the Government has announced a series of initiatives to revamp the sector.

stringent training programmes have been put in place for both unarmed security officers and armed Auxiliary Police Officers (APOs) to ensure that the workforce is adequately skilled before deployment.

DEMAND FOR SUCH INTERMEDIATION SERVICES IS EXPECTED TO RISE OVER THE SHORT TO MEDIUM TERM IN LINE WITH THE ECONOMIC RECOVERY.

support services sector has expanded considerably over the years. In particular, employers in Singapore have seen greater reliance on executive search agencies to source for talent to fill job vacancies. Demand for such intermediation services is expected to rise over the short to medium term in line with the economic recovery.

These include initiatives targeted to raise productivity and deliver higher standards, which will boost demand for skilled labour in the cleaning sector. The threat of global terrorism has also focused public attention on the need to safeguard key installations and properties, driving demand for security services in Singapore. In this respect,

An increasingly important segment in the administrative and support services sector is the landscaping industry. This industry consists of landscape service providers and suppliers. Landscape suppliers supply equipment, tools and other items which are necessary for the work of service providers. Landscape service providers include landscape architecture companies that design and supervise the construction of landscapes, as well as landscape construction & maintenance companies which engage in arboriculture and maintenance activities. Looking ahead, there will be a demand in the industry for landscape workers with requisite skills and knowledge in sustainable urban solutions. This is in line with public sector initiatives to create greener built landscapes in Singapore.

## Administrative & Support Services - Non Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Auxiliary Police Officers (APOs)	<ul style="list-style-type: none"> <li>Maintain the security of buildings, properties and key installations such as seaports and airports.</li> <li>Operate specialised security screening equipment.</li> </ul>	\$1,300 onwards	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Certificate in Security Operations</li> </ul>
Security Officer	<ul style="list-style-type: none"> <li>Ensure security of clients premise assets and its tenants through physical patrol of perimeter, access control and manning of building command centres.</li> </ul>	\$1,100 – \$1,640	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>WSQ Certificate in Security Operations</li> </ul>
Cleaner	<ul style="list-style-type: none"> <li>Undertake task of cleaning, which could vary depending on job site deployed to (e.g. food establishments, offices, industrial establishments or commercial buildings).</li> </ul>	\$700 – \$1,010	<ul style="list-style-type: none"> <li>WSQ Certificate in Environmental Cleaning</li> <li>WSQ Certified Cleaning Crew</li> </ul>
Landscape Technician	<ul style="list-style-type: none"> <li>Perform landscape maintenance activities in parks and gardens.</li> </ul>	\$1,000 – \$1,300	<ul style="list-style-type: none"> <li>WSQ Certificate in Landscape Operations</li> </ul>



## Job Feature

### Auxiliary Police Officer (APO)

#### JOB DESCRIPTION

- Maintain the security of buildings, properties and key installations such as seaports and airports.
- Operate specialised security screening equipment.

#### WAGE RANGE

- \$1,300 onwards

#### RELEVANT QUALIFICATIONS & TRAINING PATHWAYS

- GCE 'N' / 'O' Levels
- WSQ Certificate in Security Operations

APOs play an important role in ensuring safety in Singapore. APOs maintain the security of buildings, properties and key installations such as seaports and airports. Over the years, the shortage of Singapore Police Force (SPF) officers has led to the expansion of the APO's job role. Besides security duties, APOs perform other tasks such as escorting over-sized vehicles, performing cash-in-transit operations, traffic control and event security control.

Reflecting the high level of professionalism in the industry, structured training programmes have been put in place for various security personnel. APOs have to undergo a compulsory 6-week residential APO course and attain certification before deployment. APOs are also required to possess at least 3 GCE 'N' Levels.

The rising number of buildings, as well as external events such as the Youth Olympic Games is expected to increase the demand for security services over the short to medium term. Correspondingly, security companies are expecting a headcount expansion this year.

# GOVERNMENT SCHEME FEATURE



Workfare rewards me for working.

I train and get more!

Ms Susila d/o Sahdevan  
Security Officer

Mr Omar B. Wahab  
Security Officer

Mr Mah Leong Hoe  
Security Officer

**Workfare**  
Work • Train • A Better Tomorrow

Enhanced Workfare gives more to low-wage workers who work regularly. With **Workfare Income Supplement (WIS)**, you can enjoy an income supplement and higher CPF savings of up to \$2,800 a year when you work regularly. What's more, from July 2010 with **Workfare Training Support (WTS) Scheme**, you can upgrade your skills and receive a Training Commitment Award of up to \$400. You can qualify for Workfare if you are a Singaporean aged 35 years or older, and earn an average monthly income of up to \$1,700.

Act now! Call 1800-222-6622 or visit [www.workfare.sg](http://www.workfare.sg)



**WDA**  
singapore workforce development agency



# INFOCOMMUNICATIONS TECHNOLOGY (ICT)

The twinning of infocomm and business is set to deepen in Singapore. IDA's vision under the Intelligent Nation 2015 (iN2015) 10-year masterplan aims to help Singapore realize our potential in the medium term. This includes goals to be first in the world in harnessing infocomm to add value to Singapore

grown by 11% annually between 2004 and 2009, reaching S\$62.7 billion in 2009.

Infocomm employment grew by 6% annually between 2005-2009, to reach 140,800 in 2009, with infocomm sales & marketing, infrastructure support

Infocomm professionals are expected to be in strong demand for the short to medium term. The strong manpower demand spans across all levels, including entry and specialist level jobs such as software developers, software engineers, system/business analysts, as well as senior positions such as project managers, solutions architects and information security consultants. The advent of cloud computing and the abundance of data uploaded onto the virtual space will also create strong demand for infocomm talent with knowledge in open source technologies and business analytics. As IT becomes even more ubiquitous through greater convergence and new business applications, there will also be an increasing need for T-shape infocomm professionals who are able to innovate and implement IT solutions to meet unique business needs.

## SINGAPORE IS A HUB FOR TOP TECHNOLOGY COMPANIES TO LOCATE THEIR REGIONAL HEADQUARTERS.

and creating 80,000 additional jobs by 2015. As of 2009, we have reached the half-way mark, with more than 41,000 additional jobs created.

Singapore is a hub for top technology companies to locate their regional headquarters. This is due to the strengths we offer: a strong intellectual property protection regime, excellent internet connectivity and a skilled workforce. Total industry revenue has

and software development hiring the most manpower. Employment is evenly distributed between infocomm organisations and end-user organisations. This industry is poised to grow strongly in the medium term, and the government has announced a S\$1.1 billion investment to call for 350 new infocomm tenders in FY 2010. Employers have also reflected a positive outlook for the rest of 2010.

## Infocommunications Technology (ICT) - Executive Jobs<sup>^</sup>

JOB TITLE	JOB DESCRIPTION/NATURE OF JOB	WAGE RANGE
Software Engineer	<ul style="list-style-type: none"> <li>• Translate business cases into technical specifications.</li> <li>• Design, test, implement and maintain software to meet client needs.</li> <li>• Work with programmers to ensure systems developed conform to specifications.</li> <li>• Involved in the entire software development life cycle (SDLC) process:               <ul style="list-style-type: none"> <li>- Prepare technical specifications.</li> <li>- Design and perform coding of critical modules.</li> <li>- Verify SIT test cases completeness and results.</li> <li>- Drive UAT and obtain sign off.</li> <li>- Prepare Production cutover and provide post-implementation support.</li> </ul> </li> </ul>	\$3,500 – \$6,000
Systems Analyst/ Business Analyst	<ul style="list-style-type: none"> <li>• Perform systems feasibility studies, analysis &amp; design.</li> <li>• Translate business rules and requirements into system specifications.</li> <li>• Work closely with Engineers &amp; Technical Support to resolve customer issues.</li> <li>• Provide technical application support to users.</li> <li>• Examine existing business models in client organisations and design systems to improve business processes and streamline data flows.</li> <li>• Define software, hardware and network requirements for new systems.</li> </ul>	\$3,430 – \$7,000
Application Programmer/ Software Developer	<ul style="list-style-type: none"> <li>• Involved in the entire software development life cycle (SDLC) process.</li> <li>• Prepare technical specifications.</li> <li>• Design and coding of critical modules.</li> <li>• Verify SIT test cases completeness and results.</li> <li>• Drive UAT and obtain sign off.</li> <li>• Prepare Production cutover and provide post-implementation support.</li> </ul>	\$3,500 – \$6,000
Project Manager	<ul style="list-style-type: none"> <li>• Plan, direct &amp; execute project management activities for an area/division.</li> <li>• Monitor progress against schedule &amp; project budget.</li> <li>• Allocate appropriate resources to deliver results.</li> <li>• Interface between project delivery team and end-users.</li> </ul>	\$6,000 – \$12,500

Note: <sup>^</sup>Training pathways for occupations listed could be found on page 46.



## Infocommunications Technology (ICT) – Executive Jobs<sup>^</sup>

JOB TITLE	JOB DESCRIPTION/NATURE OF JOB	WAGE RANGE
Information Security Consultant	<ul style="list-style-type: none"> <li>Perform IT security analysis on a range of platforms to ensure integrity of existing and planned IT systems and to identify potential security vulnerabilities.</li> </ul>	\$4,000 – \$8,000
IT Outsourcing Manager	<ul style="list-style-type: none"> <li>Plan, direct, manage IT outsourcing projects and monitor progress against quality, schedule, cost and other baselines to ensure that service levels are maintained and that business objectives are attained.</li> </ul>	\$6,000 – \$12,500
Business Development Manager	<ul style="list-style-type: none"> <li>Expand a company's product reach and profit revenues by identifying partners, channels and new markets and attracting new customers.</li> <li>Research new business opportunities, identify likely sales points, and undertake presentations.</li> <li>Establish customer and partner relationships and foster strong strategic relationships with them.</li> </ul>	\$4,000 – \$8,000

Note: <sup>^</sup>Training pathways for occupations listed could be found on page 47.



# Infocommunications Technology (ICT)

## - Executive Jobs (Relevant Qualifications & Training Pathways Only)

JOB TITLE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS <sup>^</sup>
Software Engineer	<ul style="list-style-type: none"> <li>• Diploma / Degree in Computer Science / Computer Engineering / Information Technology</li> <li>• PCP for Systems Analysis Professionals/PCP for Software Developers</li> <li>• NICF - Object-Oriented Analysis &amp; Design</li> <li>• NICF - Service Oriented Architecture Essentials</li> <li>• NICF -Service Oriented Architectures</li> <li>• NICF - Professional Diploma in Engineering Java Enterprise Applications</li> <li>• NICF - Tescom Certified Software Tester</li> <li>• NICF - Design and Build RFID Applications</li> <li>• NICF - Programming algorithms</li> <li>• NICF Application Development in JEE</li> <li>• NICF Object-Oriented Design in UML</li> </ul>
Systems Analyst/ Business Analyst	<ul style="list-style-type: none"> <li>• Diploma / Degree in Computer Science / Computer Engineering / Information Technology</li> <li>• PCP for Systems Analysis Professionals</li> <li>• NICF - Enterprise Business Analysis (EBA)</li> <li>• NICF - Customer Data Analytics</li> <li>• NICF - Data Analysis for Business Intelligence and Decision Making</li> <li>• NICF - Business Analysis Essentials: Requirements and Solutions Analysis</li> </ul>
Application Programmer/ Software Developer	<ul style="list-style-type: none"> <li>• Diploma / Degree in Computer Science / Computer Engineering / Information Technology</li> <li>• PCP for Systems Analysis Professionals/PCP for Software Developers</li> <li>• NICF - Object-Oriented Analysis &amp; Design</li> <li>• NICF - Service Oriented Architecture Essentials</li> <li>• NICF - Service Oriented Architectures</li> <li>• NICF - Professional Diploma in Engineering Java Enterprise Applications</li> <li>• NICF - Tescom Certified Software Tester</li> <li>• NICF - Design and Build RFID Applications</li> <li>• NICF - Programming algorithms</li> <li>• NICF Application Development in JEE</li> <li>• NICF Object-Oriented Design in UML</li> </ul>
Project manager	<ul style="list-style-type: none"> <li>• Degree in Computer Science / Information Technology</li> <li>• NICF - Certification in IT Project Management (CITPM) Preparatory Course</li> <li>• NICF - Certification in Outsourcing Management for IT (COMIT) Preparatory Course</li> <li>• NICF - Project Management for Information Systems</li> <li>• NICF - IT Outsourcing Management for Practitioners</li> <li>• NICF - Requirements Engineering</li> <li>• NICF - Essential Leadership Skills for Project Managers</li> <li>• NICF - PMP® Preparation for Project Managers</li> <li>• NICF - Risks and Governance in Software Projects</li> <li>• NICF - Information Technology Project Management</li> <li>• NICF - Information Technology Project Management Fundamentals</li> </ul>

Note: <sup>^</sup> The National Infocomm Competency Framework (NICF) comprises a set of competencies required for various infocomm occupations. The full list of training courses under each occupational / functional group can be accessed at <https://www.idaicms.gov.sg/nicf/course/course.do>.

## Infocommunications Technology (ICT) – Executive Jobs (Relevant Qualifications & Training Pathways Only)

JOB TITLE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS <sup>^</sup>
Information Security Consultant	<ul style="list-style-type: none"> <li>• Diploma or Degree in Computer Science or Information Systems</li> <li>• NICF courses: EC-Council Network Security Administrator (NSA), Certified Wireless Network Administrator (CWNA) and Certified Wireless Security Professional (CWSP), Check Point Certified Security Engineer (CCSE) and Check Point Security Administrator (CCSA), Check Point Certified Security Expert (CCSE)</li> </ul>
IT Outsourcing Manager	<ul style="list-style-type: none"> <li>• Degree in Computer Engineering or equivalent</li> <li>• NICF courses: Certification in Outsourcing Management for IT (COMIT), Certification in Outsourcing Management for IT (COMIT) Preparatory Course, Certified Associate in Project Management (CAPM)</li> </ul>
Business Development Manager	<ul style="list-style-type: none"> <li>• Degree</li> <li>• Master of Business Administration (MBA) preferred.</li> <li>• NICF courses: Certification in IT Project Management (CITPM), The Project Management Certificate Programme, Certified Associate in Project Management (CAPM), Programme Management Professional (PgMP)</li> </ul>

Note: <sup>^</sup> The National Infocomm Competency Framework (NICF) comprises a set of competencies required for various infocomm occupations. The full list of training courses under each occupational / functional group can be accessed at <https://www.idaicms.gov.sg/nicf/course/course.do>.



## Job Feature

### Information Security Consultant

#### JOB DESCRIPTION

- Perform IT security analysis on a range of platforms to ensure integrity of existing and planned IT systems and to identify potential security vulnerabilities.

#### WAGE RANGE

- \$4,000 – \$8,000

#### RELEVANT QUALIFICATIONS & TRAINING PATHWAYS

- Diploma or Degree in Computer Science or Information Systems
- NICF courses: EC-Council Network Security Administrator (NSA), Certified Wireless Network Administrator (CWNA) and Certified Wireless Security Professional (CWSP), Check Point Certified Security Engineer (CCSE) and Check Point Security Administrator (CCSA), Check Point Certified Security Expert (CCSE)

Security consultants perform IT security analysis on a range of platforms to ensure integrity of existing and planned IT systems and to identify potential security vulnerabilities. They are responsible for preparing reports on any security threats and breaches, recommending counter mechanisms to protect system integrity. They would be required to perform risk assessments to establish potential security threats and vulnerabilities. They will also be involved with the drafting and designing of the security architecture and intrusion detection system and tracking and monitoring the security intrusion system.

Security consultants usually work normal hours but will be periodically called upon to work late hours and over weekends while investigating security breaches, and also while testing systems for adherence to security standards. Security consultants may also be required to be on-call to attend to problems. Security consultants collaborate with other IT staff / user groups and liaise with external vendors.

A minimum 5 years of experience with at least 2-3 years of experience in administering network security, as well as sound knowledge of personal computers/workstations or equivalent will be required for the role of security consultant. Security consultants will also need to hone their skills periodically to keep abreast of the latest trends in their field.

Demand for ICT professionals is set to increase over the medium term. IDA's Intelligent Nation 2015 masterplan has a goal to create an additional 80,000 jobs in the infocomm industry by 2015. Job seekers with a diploma or degree in Computer Science or Information Systems can therefore consider taking up the security consultant job given its bright prospects. Aside from the attractive wages, the job has good career prospects.



# FINANCIAL SERVICES

Singapore is a renowned international financial centre with more than 700 financial institutions engaged in a wide range of financial services. With total assets of S\$1.2 trillion under management, Singapore is a premier asset management centre in Asia-Pacific. Singapore is the most active foreign exchange centre in Asia ex-Japan, the second largest over-the-counter derivatives trading centre

In addition, Singapore hosts the operational headquarters for a growing number of international financial institutions which have based their regional, middle and back office infrastructure here. This includes mission-critical functions of risk management, product control, operations and IT. Overall, the finance sector accounted for about 12.2% of GDP and 5.5% of employment in Singapore in 2009.

Going into the second half of 2010, financial services employers are upbeat about the near-term employment prospects based on latest manpower outlook surveys. Employers expect to continue strong hiring in areas such as wealth management, governance-centric roles like risk management, compliance and product control, and building up sales and trading desks focusing on the Asia Pacific markets.

## THE POST-CRISIS ECONOMY HAS SEEN MORE FINANCIAL INSTITUTIONS LOOKING TOWARDS ASIA FOR GROWTH AND EXPANSION OPPORTUNITIES.

in Asia, and a leading commodities derivatives trading hub. It is also the world's 3rd largest oil refining centre, top bunker port and the Asia Pacific centre for the pricing and trading of oil and rubber. Singapore has also developed into a leading insurance center with a rich mix of direct insurers, professional reinsurers and captive insurers.

Singapore's financial sector has recovered strongly from the global financial crisis. Compared to the 1.3% growth recorded in 2009, the financial services sector is expected to register a stronger performance in 2010 alongside the broader upturn in the domestic and global economy. In the first quarter of 2010, the financial sector grew by 3.5%, its fourth straight quarter of expansion.

In the longer term, the outlook for Singapore's financial sector remains bright. The post-crisis economy has seen more financial institutions looking towards Asia for growth and expansion opportunities. Demographic trends and rising wealth creation in Asia will drive demand for wealth management, treasury and insurance services. Rapid urbanisation across Asia will also lead to strong demand for infrastructure financing. As a trusted and reputable financial centre, Singapore is also well-positioned to tap the growth opportunities brought about by an increasing emphasis on corporate governance following the sub-prime crisis.

# Financial Services

## - Executive Jobs

JOB TITLE/HIRING CLUSTERS		JOB DESCRIPTION	ANNUAL WAGE RANGE	EXPERIENCE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS <sup>^</sup>
Relationship Manager	Corporate banking	<ul style="list-style-type: none"> <li>Develop and manage relationships with clients of the financial institution (including corporate, mass affluent and high net-worth clients), in order to provide them with suitable financial products and services.</li> </ul>	\$42,000 – \$85,000	0 – 4 years	<ul style="list-style-type: none"> <li>Degree in Banking &amp; Finance / Accountancy / Economics / Business</li> <li>FICS Corporate Banking – Relationship Management</li> <li>FICS Wealth Management – Relationship Management</li> </ul>
			\$85,000 – \$174,000	4 – 8 years	
	Priority banking		\$45,000 – \$84,000	0 – 4 years	
			\$84,000 – \$120,000	4 – 8 years	
	Private banking		\$90,000 – \$120,000	0 – 4 years	
			\$120,000 – \$220,000	4 – 8 years	
Product Controller		<ul style="list-style-type: none"> <li>Ensure accuracy of the profitability of trading desks and the valuation of financial instruments.</li> <li>Provide ad-hoc finance support to traders to help them optimise the business.</li> </ul>	\$40,000 – \$75,000	0 – 4 years	<ul style="list-style-type: none"> <li>Degree in Accountancy / Banking &amp; Finance or equivalent</li> </ul>
			\$80,000 – \$130,000	4 – 8 years	
Compliance Manager		<ul style="list-style-type: none"> <li>Interpret and ensure adherence to regulatory requirements.</li> <li>Advise on and implement compliance policies of the financial institution.</li> </ul>	\$40,000 – \$65,000	0 – 4 years	<ul style="list-style-type: none"> <li>Degree in Banking &amp; Finance / Accountancy / Law / Economics / Business</li> <li>FICS Compliance</li> </ul>
			\$65,000 – \$155,000	4 – 8 years	
Risk Manager		<ul style="list-style-type: none"> <li>Identify and analyse risks undertaken by the financial institution such as credit risks, market risks and operational risks.</li> <li>Use financial instruments to manage exposure to these risks.</li> </ul>	\$40,000 – \$80,000	0 – 4 years	<ul style="list-style-type: none"> <li>Degree in Financial Engineering / Banking &amp; Finance / Accountancy / Mathematics / Engineering / Computer Science / Economics / Business</li> <li>FICS Risk Management</li> </ul>
			\$80,000 – \$130,000	4 – 8 years	
Investment Banking Operations (i.e. Settlements and Processing)		<ul style="list-style-type: none"> <li>Back office function where financial transactions are processed and where settlement processes are undertaken.</li> </ul>	\$30,000 – \$80,000	0 – 4 years	<ul style="list-style-type: none"> <li>Degree in Financial Engineering / Banking &amp; Finance / Accountancy / Mathematics / Engineering / Computer Science / Economics / Business.</li> </ul>
			\$50,000 – \$135,000	4 – 8 years	
Investment Banking Middle Office (i.e. Middle Office and Trade Support)		<ul style="list-style-type: none"> <li>Support the front office by performing deal booking control, trade input/ modifications/ cancellations and by managing trade queries.</li> </ul>	\$40,000 – \$80,000	0 – 4 years	<ul style="list-style-type: none"> <li>Degree in Financial Engineering / Banking &amp; Finance / Accountancy / Mathematics / Engineering / Computer Science / Economics / Business</li> </ul>
			\$80,000 – \$135,000	4 – 8 years	

Notes: Source: Robert Walters Annual Salary Survey 2010 (for selected occupations only).

<sup>^</sup> The Financial Industry Competency Standards (FICS) comprises a set of competency standards required for finance practitioners in various job roles. The full list of training programmes under each job family can be accessed at <http://www.fics.org.sg/directory>.

## Financial Services – Executive Jobs

JOB TITLE/HIRING CLUSTERS	JOB DESCRIPTION	ANNUAL WAGE RANGE	EXPERIENCE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS <sup>^</sup>
Back Office Change Management (i.e. Project Management)	<ul style="list-style-type: none"> <li>Undertake project management duties for specific projects across IT, Finance, Operations and Strategy.</li> </ul>	\$40,000 – \$90,000	0 – 4 years	<ul style="list-style-type: none"> <li>Degree in Financial Engineering / Banking &amp; Finance / Accountancy / Mathematics / Engineering / Computer Science / Economics / Business</li> </ul>
		\$70,000 – \$140,000	4 – 8 years	
Commodities Sales/ Trading (i.e. Sales and Trading in Front Office)	<ul style="list-style-type: none"> <li>Generate trading ideas.</li> <li>Provide market feedback and take position in commodities instruments (including derivatives) to benefit from market movements.</li> </ul>	\$42,000 – \$120,000	0 – 4 years	<ul style="list-style-type: none"> <li>Degree in Financial Engineering / Banking &amp; Finance / Accountancy / Mathematics / Engineering / Computer Science / Economics / Business</li> <li>CFA an advantage.</li> </ul>
		\$86,000 – \$230,000	4 – 8 years	
Auditor	<ul style="list-style-type: none"> <li>Examine financial statements to ensure transparency in the financial reporting process.</li> <li>Evaluate controls and procedural standards.</li> </ul>	\$2,540 – \$4,740 (Monthly)	N.A.	<ul style="list-style-type: none"> <li>Degree in Accountancy / Accounting &amp; Finance</li> <li>Association of Chartered Certified Accountants (ACCA) Qualification</li> </ul>
Accountant	<ul style="list-style-type: none"> <li>Prepare financial statements and tax returns.</li> <li>Advise on associated record-keeping and compliance requirements.</li> </ul>	\$3,250 – \$4,790 (Monthly)	N.A.	<ul style="list-style-type: none"> <li>Degree in Accountancy / Accounting &amp; Finance</li> <li>Association of Chartered Certified Accountants (ACCA) Qualification</li> </ul>
Accounts Executive	<ul style="list-style-type: none"> <li>Responsible for reviewing, compiling and analyzing financial information to prepare entries to accounts such as general ledger accounts and document business transactions.</li> </ul>	\$2,430 – \$3,340 (Monthly)	N.A.	<ul style="list-style-type: none"> <li>Diploma in Business / Economics, Finance / Accountancy or ACCA equivalent</li> </ul>

Notes: Source: Robert Walters Annual Salary Survey 2010 (for selected occupations only).

<sup>^</sup> The Financial Industry Competency Standards (FICS) comprises a set of competency standards required for finance practitioners in various job roles. The full list of training programmes under each job family can be accessed at <http://www.fics.org.sg/directory>.

### Risk Manager

#### JOB DESCRIPTION

- Identify and analyse risks undertaken by the financial institution such as credit risks, market risks and operational risks. Use financial instruments to manage exposure to these risks.

#### WAGE RANGE

- \$40,000 – \$80,000 (0 – 4 years)
- \$80,000 – \$130,000 (4 – 8 years)

#### RELEVANT QUALIFICATIONS & TRAINING PATHWAYS

- Degree in Financial Engineering / Finance / Accountancy / Mathematics / Engineering / Computer Science / Economics / Business
- FICS Risk Management

Risk managers safeguard the well-being of a financial institution by ensuring that it does not take on excessive levels of risks. This involves identifying sources of risk, measuring and analysing the risks, and using financial instruments to manage exposure to these risks. Risk managers may also specialise in one of various risk types, including credit risk - the risk arising from the failure of individuals or companies to meet repayments, market risk - the risk of adverse movements of market factors such as interest rates, foreign exchange rates and commodity prices, and operational risk - the risk arising from inadequate internal controls and processes.

The sub-prime crisis highlighted the importance of risk management, as excessive credit risks undertaken by financial institutions unravelled and adversely affected the real economy. In the ensuing tight credit environment, demand for governance-centric roles such as risk management, compliance and audit has grown. Financial institutions in Singapore continue to hire risk management professionals, in particular candidates with experience in credit risk management, strong product knowledge (e.g. commodities, derivatives) and quantitative modelling skills. As governments around the world put in place more stringent regulatory frameworks following the sub-prime crisis, demand for risk management professionals will continue to be strong in the long term.

In Singapore, risk managers can expect to earn \$40,000 - \$80,000 annually with 0-4 years' experience and \$80,000 - \$130,000 with 4-8 years' experience. The career progression pathway of risk managers can be analyst, associate, vice president and finally, senior management/managing director. Progression may also entail moving between organisations, or moving into specialist risk consultancies.

## Job Feature

### Relationship Manager, Priority Banking

#### JOB DESCRIPTION

- Acquire and service high net worth clients through performing client needs analysis, developing recommendations and implementing recommendations to help clients achieve their overall objectives.

#### WAGE RANGE

- \$45,000 – \$84,000 (0 – 4 years)
- \$84,000 – \$120,000 (4 – 8 years)

#### RELEVANT QUALIFICATIONS & TRAINING PATHWAYS

- Degree in Banking & Finance / Accountancy / Economics / Business

Relationship Managers in Priority Banking acquire and service mass affluent clients through performing client needs analysis, developing recommendations and implementing recommendations to help clients achieve their overall objectives.

Singapore has developed itself as an established wealth management centre globally and in Asia. Following the recovery of the economy, wealth creation in Asia is expected to drive the demand for wealth management services. In particular, the mass affluent segment is a huge and growing business given the rising wealth of Asia's middle classes. Gearing up to meet the expected increase in demand for wealth services, financial institutions are recruiting aggressively for priority bankers.

In Singapore, Relationship Managers, Priority Banking can expect to earn \$45,000-\$84,000 annually with 0-4 years' experience and \$84,000 - \$120,000 with 4-8 years' experience. Remuneration can be dependent on meeting and exceeding sales targets.





# PRECISION ENGINEERING

EDB PLANS TO DEVELOP SINGAPORE INTO A CENTRE OF PRECISION ENGINEERING EXCELLENCE AND TARGETS TO DOUBLE THE VALUE-ADD OF THE INDUSTRY.

The Precision Engineering (PE) industry forms the backbone of Singapore's complex mix of manufacturing activities. The industry employs about a quarter of the total manufacturing workforce. With its highly specialised skill sets, PE is an integral part of the manufacturing chain for all kinds of sophisticated products, ranging from the smallest semiconductor wafer to cutting-edge medical devices,

advanced aerospace components and the largest drill bits used in oil exploration.

In 2009, PE contributed more than S\$19 billion manufacturing output. The PE firms producing higher value-added (VA) components for the aerospace, healthcare and medical industries have weathered the downturn better.

Looking ahead, the PE industry is poised to grow along with a recovery in the global economy. Industrial production has been improving steadily since July 2009, and employers have reflected positive hiring expectations for the near term. Growing wealth and an expanding middle class in China and India is likely to fuel future demand for consumer electronics, automotive and mechanical products. Accordingly, EDB plans to develop Singapore into a Centre of Precision Engineering Excellence and targets to double the value-add of the industry to S\$9.6 billion by 2018, alongside output of S\$28 billion.

## Precision Engineering – Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Manufacturing Engineer	<ul style="list-style-type: none"> <li>Plan, setup, modify, optimise and monitor the manufacturing process by working with mechanical engineers and electrical engineers.</li> <li>Ensure all product and system requirements are taken into account from initial product conception to completion of the final product.</li> </ul>	\$3,230 – \$5,090	<ul style="list-style-type: none"> <li>Diploma / Degree in Mechanical Engineering</li> <li>PE WSQ Graduate Diploma in Manufacturing Operations Management (PCP for Manufacturing Operations Specialists)</li> </ul>
Quality Assurance Manager / Automation & Control Engineer	<ul style="list-style-type: none"> <li>Oversee department's functions and conduct failure investigation and resolution with relevant parties (both internal and external).</li> </ul>	\$4,640 – \$8,480	<ul style="list-style-type: none"> <li>Diploma / Degree in Mechanical Engineering</li> <li>PE WSQ Graduate Diploma in Precision Measurement and Characterisation (PCP for Precision Engineering Professionals)</li> </ul>
Mechanical Engineer	<ul style="list-style-type: none"> <li>Responsible for organising highly complex activities for the design, implementation and maintenance of engineering projects.</li> <li>Assist with developing, evaluating and improving manufacturing methods.</li> </ul>	\$3,080 – \$4,780	<ul style="list-style-type: none"> <li>Diploma / Degree in Mechanical Engineering</li> <li>PE WSQ Diploma in Machinery &amp; Systems</li> </ul>
Mechanical Engineering Technician	<ul style="list-style-type: none"> <li>Responsible for operation of computer-controlled mechanical machines in factories and other worksites.</li> <li>Design, develop and test assembly machines.</li> </ul>	\$1,960 – \$3,070	<ul style="list-style-type: none"> <li>Diploma / Degree in Mechanical Engineering</li> <li>PE WSQ Diploma in Machinery &amp; Systems</li> </ul>



## Precision Engineering - Non Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Machining and Tooling Technician	<ul style="list-style-type: none"> <li>• Interpret programming codes utilised on CNC machines.</li> <li>• Undertake simple programming to operate machines.</li> <li>• Perform maintenance of machines.</li> <li>• Lead a group of operators to complete a task.</li> </ul>	\$ 1,880 – \$3,100	<ul style="list-style-type: none"> <li>• GCE 'N' / 'O' Levels</li> <li>• NITEC in Precision Engineering</li> <li>• WSQ Higher Certificate in Precision Engineering (Manufacturing &amp; Production)</li> </ul>
Machine Tool Setter Operator	<ul style="list-style-type: none"> <li>• Download programme on CNC machines, load the tools and start the cutting processes around datum.</li> <li>• Ensure quality requirements of products are met.</li> </ul>	\$1,540 – \$2,080	<ul style="list-style-type: none"> <li>• GCE 'N' / 'O' Levels</li> <li>• NITEC in Precision Engineering</li> <li>• WSQ Higher Certificate in Precision Engineering (Manufacturing &amp; Production)</li> </ul>
Supervisor And General Foreman (Metal, Machinery And Related Trades)	<ul style="list-style-type: none"> <li>• Assist in projecting needs for equipment, materials and supplies.</li> <li>• Assist in the preparation of specifications, estimates, and bids for machinery, equipment, and contractor services.</li> <li>• Ensure that tools and equipment are properly maintained and kept in proper working condition.</li> </ul>	\$2,180 – \$3,300	<ul style="list-style-type: none"> <li>• GCE 'N' / 'O' Levels</li> <li>• NITEC in Precision Engineering</li> <li>• WSQ Higher Certificate in Precision Engineering (Manufacturing &amp; Production)</li> </ul>



# GOVERNMENT SCHEME FEATURE



www.preparecommunity.com  
167 Jalan Bukit Merah  
Tower 4 #03-13 S'pore 150167

## \$10,000 Re-employment Grant for SMEs

The **ADVANTAGE!** Scheme is an initiative developed by Singapore Workforce Development Agency (WDA), in partnership with the Tripartite Partners to help companies put in place HR systems to facilitate re-employment practices in preparation for the re-employment legislation that is being introduced in 2012 as well as to enhance the employment prospects of older workers. It comprises a **Capability Development** component for SMEs to promote re-employment and an **Employability Enhancement** component in implementing re-design initiatives to support the recruitment, retention and re-employment of older workers.

### Capability Development Grant

Specifically designed for SMEs, the Capability Development Grant of **S\$10,000** helps defray some of the costs incurred in putting in place a HR system to implement re-employment measures which include the implementation of a performance appraisal system.

SMEs will be required to send their HR or supervisory staff to attend the PREPARE™ (Programme for Re-employment Practices: A Roadmap for Employers) by ASME and pass the organisational audit (including the implementation of PREPARE deliverables and a performance appraisal system).

### Eligibility

SMEs can apply for the Grant if they meet the following criteria:

- Registered or incorporated in Singapore with minimum of 5 employees with CPF contributions
- At least 30% of the shareholding is local
- Company's group fixed assets not exceeding \$15 million
- Company employment size not exceeding 200 employees (for companies in the services sector)

### PREPARE™

PREPARE™ adopts a comprehensive and integrative approach to the implementation by focusing on six (06) main HR practices under one strategic framework: Strategic Resourcing, Performance Based Total Rewards, Flexible Organisation and Work Arrangement, Job Design and Redesign, Workplace Health Programme and Re-employment Practices.

Programme participants will receive relevant policies, procedures, tools, and templates and acquire practical competencies to implement sustainable re-employment for their companies.

### Contact

For more information, please contact PREPARE Community Secretariat at:

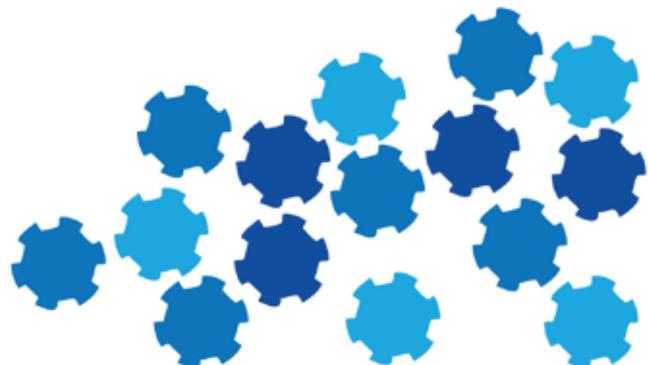
Tel: **6227 3556 / 6222 2461 / 6221 1241**

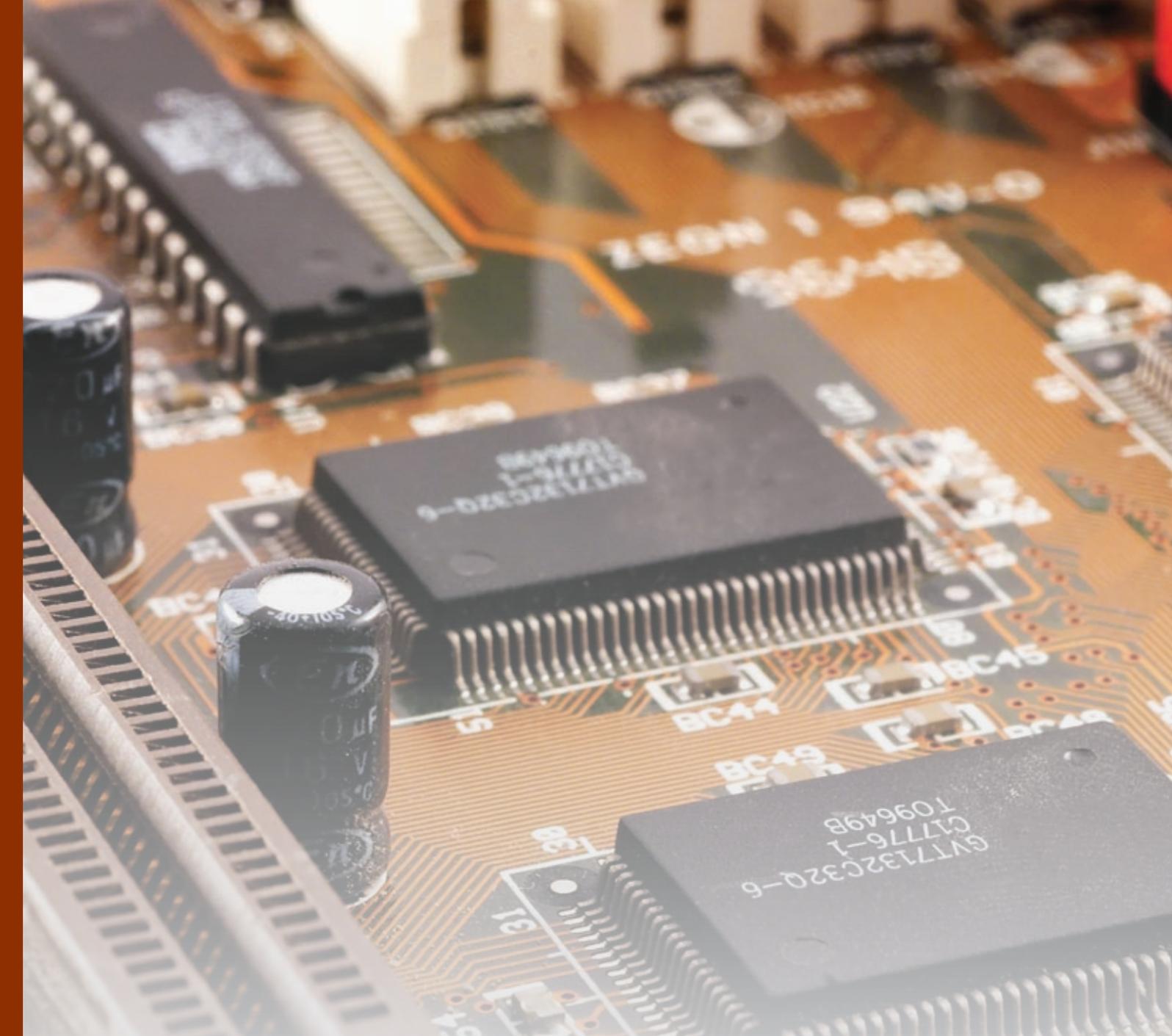
Email: **enquiry@preparecommunity.com**

Administered by



Initiated by





# ELECTRONICS

ELECTRONICS CONTRIBUTED 41.5% OF THE THE S\$11.8 BILLION IN FIXED ASSET INVESTMENT (FAI) SINGAPORE RECEIVED IN 2009.

The electronics industry is the backbone of Singapore's manufacturing sector, contributing 30.6% to the manufacturing value-added (VA) in 2009. In 2009, Singapore accounted for 11.2% of the global semiconductor output. More than 76,000 people are employed in this sector. At present, there are 14 silicon wafer fabrication plants, 20 assembly

and test operations and about 40 IC design centres in Singapore. With new players creating their presence in Singapore and existing wafer fabrication plants expanding, Singapore's semi-conductor industry is rapidly growing. This presents opportunities for engineering talent especially in the wafer fabrication segment.

Industrial production has shown a steady climb in the first half of 2010, while employers have reflected positive expectations for the rest of 2010. The long term outlook for the electronics industry is also positive. Rising wealth creation and an expanding middle class in emerging economies like China and India will fuel strong demand for electronics products. Electronics contributed 41.5% of the S\$11.8 billion in fixed asset investment (FAI) Singapore received in 2009. These capital investments are expected to contribute S\$1.1 billion in VA per annum to Singapore's Gross Domestic Product (GDP) when fully implemented.

## Electronics – Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Electronics Engineer	<ul style="list-style-type: none"> <li>• Devise and implement the processes that allow the fabrication of highly complex components, modules and final systems (e.g. microprocessors).</li> <li>• Ensure efficient processes to achieve the highest possible product yield and quality.</li> </ul>	\$3,440 – \$4,990	<ul style="list-style-type: none"> <li>• Honours Degree in Physics or Chemistry</li> <li>• Degree / Master / PhD in Electrical / Electronics / Microelectronics / Chemical Engineering</li> </ul>
Electronics & Electrical Engineer	<ul style="list-style-type: none"> <li>• Responsible for the design of electrical systems.</li> <li>• Engage other professionals, such as the System and Software Engineers to understand customers' requirements and product development issues.</li> <li>• Involved in process design and improvements.</li> </ul>	\$3,270 – \$4,970	<ul style="list-style-type: none"> <li>• Degree / Master / PhD in Electrical / Electronics / Microelectronics / Chemical Engineering</li> </ul>
Mechanical Engineering Technician	<ul style="list-style-type: none"> <li>• Maintenance of manufacturing machinery.</li> <li>• Plan and operate maintenance schedules to service machinery.</li> <li>• Provide technical guidance in diagnosing and repairing faults.</li> </ul>	\$1,960 – \$3,070	<ul style="list-style-type: none"> <li>• Higher NITEC / Diploma in Mechanical Engineering</li> </ul>

## Electronics – Non Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Electronic/ Electrical Equipment or Component Assembler	<ul style="list-style-type: none"> <li>• Assemble or modify electrical or electronic equipment, such as computers, test equipment telemetering systems, electric motors, and batteries.</li> </ul>	\$1,000 – \$1,630	<ul style="list-style-type: none"> <li>• GCE 'O' / 'A' Levels</li> </ul>





# CHEMICALS

Singapore consistently ranks among the world's top three oil trading locations and is recognized as a global leader in oil refining. Besides a strong emphasis on physical and technological infrastructure, Singapore also offers a total solutions approach,

where companies can access the full range of resources to complete their manufacturing chain. This creates a cost-competitive and synergistic environment for some of the world's leading petroleum, petrochemicals and specialty chemicals giants,

chemicals industry is projected to see modest growth in 2010. Industrial production for chemicals has improved since June 2009, while hiring expectations have been improving since 4Q09. The gradual rebound in the end markets such as automotive, construction, electronics, and pharmaceutical markets signifies bright spots for the chemicals industry. EDB aims to double industry manufacturing output from S\$180 billion in 2004 to S\$300 billion by 2018. Given the healthy pipeline of investments and positive sentiments, the Singapore chemicals industry is all ready to embark on its next phase of growth. Ethylene capacity, currently at 2 million tonnes per annum (tpa), will be doubled by 2012.

## THE SINGAPORE CHEMICALS INDUSTRY IS ALL READY TO EMBARK ON ITS NEXT PHASE OF GROWTH.

integrating innovation, manufacturing, regional distribution, marketing and other services. As the centerpiece of Singapore's energy and chemicals industry, Jurong Island is recognised globally for its highly integrated, world-scale chemical complexes

including Shell, ExxonMobil, Chevron, Texaco, Mitsui Chemicals, Degussa and Akzo Nobel.

According to the Global Chemicals Sector Outlook report by Deloitte Touche Tohmatsu (DTT), the global

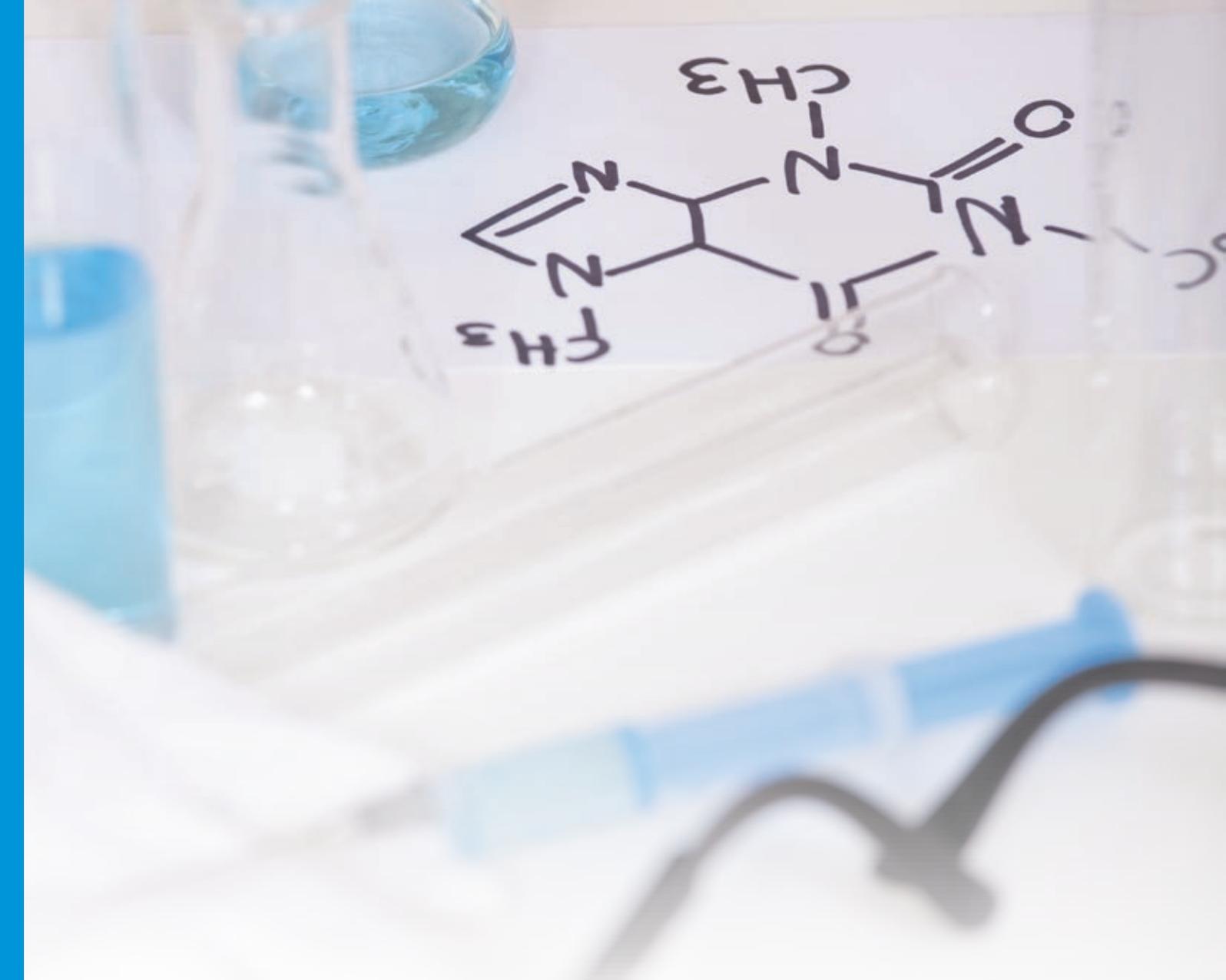
## Chemicals - Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Chemical Engineer	<ul style="list-style-type: none"> <li>Design, fabricate, day-to-day operation and control of manufacturing facilities.</li> <li>Develop the chemical industrial processes from the laboratory to full industry production scale based on chemists' findings.</li> </ul>	\$3,300 – \$6,390	<ul style="list-style-type: none"> <li>Degree in Chemical Engineering or other relevant disciplines</li> </ul>
Chemical Process Technician	<ul style="list-style-type: none"> <li>Ensure the smooth operation of the chemical processes in a plant by conducting checks on plant equipment and operating the control systems in a control room.</li> </ul>	\$3,060 – \$4,110	<ul style="list-style-type: none"> <li>NITEC / Higher NITEC / Diploma in Chemical / Process Engineering</li> <li>WSQ Certificate / Higher Certificate / Advanced Certificate in Process Technology (Chemical Production)</li> </ul>
Production Engineer	<ul style="list-style-type: none"> <li>Conduct studies and evaluation for production process improvement, failure analysis and quality engineering.</li> </ul>	\$4,170 – \$6,970	<ul style="list-style-type: none"> <li>Diploma / Degree in Chemical/ Electrical / Electronics / Mechanical Engineering</li> </ul>

## Chemicals - Non Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Production Supervisor (Shift Team Leader)	<ul style="list-style-type: none"> <li>Manage and control shift operations.</li> <li>Train and supervise chemical process technicians.</li> </ul>	\$3,000 – \$5,200	<ul style="list-style-type: none"> <li>NITEC / Diploma</li> <li>WSQ Advanced Certificate, Diploma in Process Technology (Chemical Production)</li> </ul>





# BIOMEDICAL SCIENCES

The biomedical sciences (BMS) industry is a key component of Singapore's manufacturing sector, contributing about S\$20.7 billion in manufacturing output and accounting for over 13,000 jobs in 2009. The BMS industry is predicted to grow by

drug discovery and manufacturing. Companies like Novartis and Eli Lilly have set up dedicated research centres here, while others like Schering-Plough and Merck Sharp & Dohme operate sophisticated manufacturing plants.

Genentech Singapore purchased a manufacturing plant last year. In addition, a growing number of companies have established their regional headquarters in Singapore as they seek to expand their outreach into Asian market. Occupations in demand include Mechanical Engineers, Biotechnologists and Quality Assurance Specialists.

## AN AGEING POPULATION AND GROWING AFFLUENCE IN EMERGING ECONOMICS WILL CREATE DEMAND FOR NEW DRUGS AND MEDICATION.

between 5 per cent and 10 per cent in 2010. Industrial output has grown stronger in 2010 compared to 2009. The manufacturing output is estimated to hit S\$25 billion by 2015. BMS companies in Singapore are engaged in a wide range of activities, including R&D,

There are more than 100 biomedical companies in Singapore with about half involved in Research and Development (R&D). Singapore continued to attract investments from major BMS companies. For example, Lonza built a cell therapy plant while

The medium term outlook for the BMS industry remains bright. An ageing population and growing affluence in emerging economics will create demand for new drugs and medication. The new pipeline of biologics manufacturing investments over the next few years, coupled with the introduction of higher value products, will further boost the growth of Singapore's BMS industry.

## Biomedical Sciences – Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Mechanical Engineer	<ul style="list-style-type: none"> <li>Provide crucial engineering support and advice to the engineering manager and the mechanical maintenance team.</li> </ul>	\$3,080 – \$4,780	<ul style="list-style-type: none"> <li>Diploma / Degree in Mechanical Engineering</li> </ul>
Senior/ Manufacturing Biotechnologist	<ul style="list-style-type: none"> <li>Responsible for the manufacture of therapeutic proteins under current Good Manufacturing Practices (cGMP) conditions.</li> </ul>	\$3,000 – \$8,000	<ul style="list-style-type: none"> <li>Diploma / Degree in a related Science or Engineering discipline</li> </ul>
Quality Assurance Manager	<ul style="list-style-type: none"> <li>Manage QA Validation (including computerised system validation).</li> </ul>	\$5,000 – \$10,000	<ul style="list-style-type: none"> <li>Honours degree in a relevant Science discipline</li> </ul>
Quality Assurance Specialist	<ul style="list-style-type: none"> <li>Responsible for administration, maintenance, issuance and review of batch documentation.</li> </ul>	\$3,000 – \$8,000	<ul style="list-style-type: none"> <li>Honours degree in a relevant Science discipline</li> </ul>
Quality Control Analyst	<ul style="list-style-type: none"> <li>Conduct analysis of environmental, raw material, in- process and final bulk product samples according to Standard Operating Procedures and Test Methods.</li> </ul>	\$3,000 – \$8,000	<ul style="list-style-type: none"> <li>Diploma / Degree in a relevant Science field or equivalent</li> </ul>
Quality Control Manager	<ul style="list-style-type: none"> <li>Oversee laboratory activities related to area testing, assay transfer, laboratory information and ensure timely testing.</li> </ul>	\$5,000 – \$10,000	<ul style="list-style-type: none"> <li>Diploma / Degree in a relevant Science field or equivalent</li> </ul>
Quality Control Supervisor	<ul style="list-style-type: none"> <li>Supervise the review of laboratory data (both internal and external) and the closeout of deviations.</li> </ul>	\$5,000 – \$10,000	<ul style="list-style-type: none"> <li>Diploma / Degree in a relevant Science field or equivalent</li> </ul>



## Job Feature

### Biotechnologist

#### JOB DESCRIPTION

- Responsible for the manufacture of therapeutic proteins under cGMP conditions

#### WAGE RANGE

- \$3,000 – \$8,000

#### RELEVANT QUALIFICATIONS & TRAINING PATHWAYS

- Diploma / Degree in a related Science / Engineering discipline

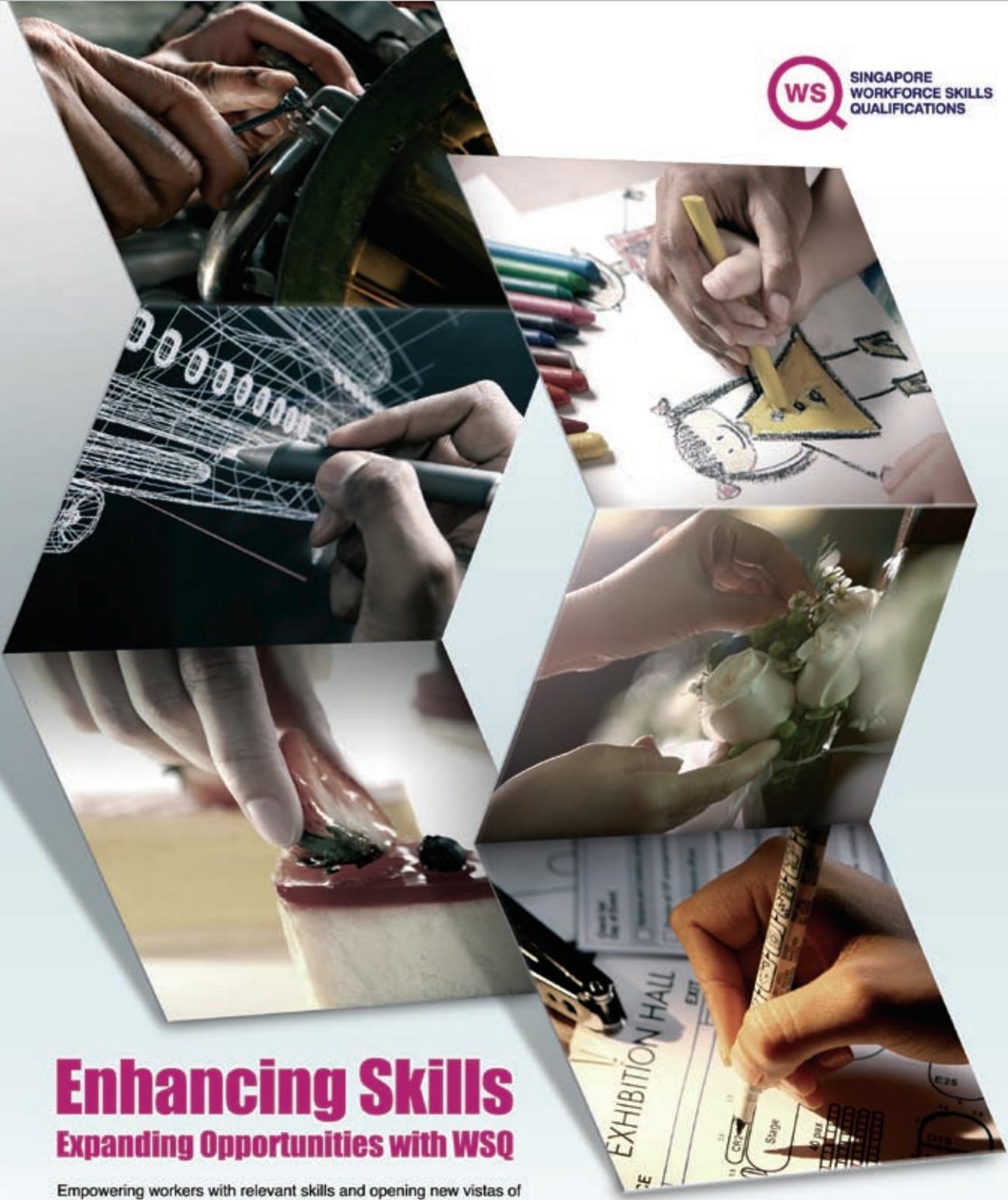
With a strong pipeline of investments, there will be a strong demand for Biotechnologists. Biotechnologists usually work in a team to ensure the smooth manufacturing of the final products through rigorous testing and monitoring to ensure that they are in compliance with health standards.

Biotechnologists are also expected to work closely with laboratory technicians and oversee the testing and monitoring of raw materials as well as final products that are manufactured. Ensuring that the products manufactured by the facility are sterile and of acceptable health standards is also part of the job requirements.

With skills and experience acquired as Biotechnologists, it is possible to advance into research positions. In Singapore, Biotechnologists can expect to earn \$3,000 - \$8,000. The basic educational requirement to be a Biotechnologist is a Degree/Diploma in a related Science or Engineering discipline.



# GOVERNMENT SCHEME FEATURE



## Enhancing Skills Expanding Opportunities with WSQ

Empowering workers with relevant skills and opening new vistas of employment opportunities, WSQ is a nationally-recognised training system designed to develop a competitive workforce, helping workers learn for life and advance with skills.



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# AEROSPACE

The aerospace industry shows good, sustainable prospects with a Compounded Annual Growth Rate (CAGR) of 13.3% since 1990. There are more than 100 aerospace companies in Singapore, engaging in a wide range

and test the latest engines for the Boeing 787 and the Airbus 350XWB. In the Maintenance, Repair and Overhaul (MRO) segment, Singapore offers the most comprehensive suite of capabilities in the region, with nose-

The output for the aerospace industry has been steadily increasing since November 2009. Hiring expectations have also increased since 4Q09. The long term prospects remain bright for the aerospace industry, with the global MRO market expected to grow at 3.6% per annum to US\$58 billion over the next 10 years. In a sign of its continued confidence in Singapore, Rolls-Royce announced plans to build a new factory at Seletar Aerospace Park to manufacture specialized fan blades for aircraft engines. The new plant will create 500 new jobs, and increase Rolls-Royce's total investment at Seletar to more than S\$700m.

**THE NEW PLANT WILL CREATE 500 NEW JOBS, AND INCREASE ROLLS ROYCE'S TOTAL INVESTMENT AT SELETAR TO MORE THAN S\$700M.**

of activities across the whole value chain. In manufacturing, a growing number of world-class operations have established a presence here. Rolls-Royce for example, is building a state-of-the-art facility to assemble

to-tail capabilities spanning airframe maintenance and modification, engine overhaul, as well as component and systems repair. We are also a regional leader for aerospace research and development.

## Aerospace

### - Executive/Non Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Apprentice Aircraft Maintenance Engineer	<ul style="list-style-type: none"> <li>Undergo apprenticeship training (Classroom and on-the-job) in aircraft maintenance and undertake exams conducted by the Civil Aviation Authority of Singapore (CAAS) to obtain authorized aircraft maintenance license in relevant specialization.</li> <li>Lead a team of aircraft technicians to carry out MRO and certify the airworthiness of assigned aircraft and/or aircraft components.</li> </ul>	\$1,450 – \$2,100	<ul style="list-style-type: none"> <li>Higher NITEC and/or NITEC in relevant Engineering discipline</li> <li>WSQ Higher Certificate in Aerospace Maintenance</li> <li>Diploma in relevant Engineering discipline</li> </ul>
Trainee Aircraft Technician	<ul style="list-style-type: none"> <li>Undergo apprenticeship training (Classroom and on-the-job) in aircraft maintenance, perform repair and maintenance duties on the aircraft and/or aircraft components and other duties as assigned.</li> </ul>	\$1,100 – \$1,600	<ul style="list-style-type: none"> <li>Higher NITEC and/or NITEC in relevant Engineering discipline.</li> <li>WSQ Higher Certificate in Aerospace Maintenance</li> <li>Diploma in relevant Engineering discipline</li> </ul>



## Aerospace – Success Story of a Job Seeker

Mohamed Rifaae Bin Jamin

# TAKE A FLIGHT WITH WSQ



### BACKGROUND

Mohamed Rifaae Bin Jamin has always loved aeroplanes. After completing his National Service in 1999, the A-level holder spent the next few years in various industries such as insurance and education. In 2007, he realized it was time to make his childhood dream of joining the aerospace sector a reality.

### A DREAM COME TRUE

After researching the aerospace industry, he realized that the WSQ system provided a shorter route to becoming an aircraft technician. In January 2008, Rifaae enrolled in a full-time Specialist Diploma in Aircraft Maintenance and Engineering (SAME) at the Air Transport Training College. "I completed the SAME course in one year. As part of my course, I did a three-month on-the-job training with an aviation company, and it gave me valuable hands-on experience."

Despite graduating into a difficult job market at the end of 2008, Rifaae was able to secure a job as an aircraft technician with MAJ Aviation, which provides specialised aviation services and engineering support to local aviation clients in the MRO business. Although he has realised his dream of joining the aerospace sector, Rifaae is not resting on his laurels.

### HIS ASPIRATION...

"After I gain more working experience, I intend to sit for the CAAS Singapore Airworthiness Requirement 66 (SAR 66) Category A Certifying Technician and Category B Licensed Aircraft Engineer exams. When I attain these qualifications, I will be responsible in ensuring that the aircraft is safe to fly."



# CONSTRUCTION AND REAL ESTATE

The construction industry is a diverse sector supporting the design, development, construction and maintenance of the built environment and infrastructure. The real estate industry is closely linked to the construction industry. Real estate activities could range from land procurement to building design and construction, to building operations and management.

THE RISING NUMBER OF NEW DEVELOPMENTS HAS CREATED AN INCREASED DEMAND FOR THE MANPOWER, PARTICULARLY AT THE PROFESSIONAL LEVEL.

Professionals in the construction and real estate industries are engaged in a variety of roles ranging from design and conceptualisation to cost estimation, construction supervision, project management and facility management.

Non-executive positions such as property assistants, crane operators, etc. are equally needed in this industry. The rising number of new developments has

created an increased demand for manpower, particularly at the professional level.

In 2009, the building and construction industry grew by 16.2%. The industry has averaged 18% annual growth over the past three years. The construction industry's demand is expected to remain stable for the short term. The demand will be fuelled by ongoing

projects such as the Marina Bay Financial Centre and petrochemical plants. Private construction demand from residential and commercial developments has also risen in line with the economic recovery.

Singapore's construction demand for 2010 has been projected to reach between S\$21 billion and S\$27 billion. The average annual construction

demand is projected to be between S\$18 billion and S\$25 billion for the next two years.

Given Singapore's land constraints, there is a growing need for more complex engineering solutions to expand Singapore's underground use both in depth and in scale. In recent years, there has been rising interest in environment and building sustainability, which has created an impact on businesses and workforce training. Developers, designers and builders are encouraged to go green and construct energy efficient buildings by adopting materials and products that reduce the depletion of natural resources.

Amidst the strong growth of the industry and rise of new developments, industry players continue to demand manpower for a wide range of jobs ranging from Civil Engineers, Quantity Surveyors and Property Executives, to rank-and-file positions such as Property Assistants. Real Estate firms are also building a pipeline of building professionals in Singapore in line with the rise of new developments.

## Construction - Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Civil Engineer	<ul style="list-style-type: none"> <li>Plan and manage projects to ensure construction is done according to the engineering design.</li> <li>Carry out maintenance strategies to ensure existing structures are safe.</li> </ul>	\$3,430 – \$6,560	<ul style="list-style-type: none"> <li>Diploma / Degree in Civil / Environmental Engineering</li> </ul>
Quantity Surveyor	<ul style="list-style-type: none"> <li>Perform costing and estimation of works required for a construction project.</li> <li>Involved in contract management and cost control during the construction phase.</li> </ul>	\$3,000 – \$4,600	<ul style="list-style-type: none"> <li>Degree in Quantity Surveying / Building Science / Project Facilities Management</li> <li>Specialist Diploma in Building and Cost Management (PCP for Assistant Quantity Surveyor)</li> </ul>
Building Construction Engineer	<ul style="list-style-type: none"> <li>Provide direction in construction planning.</li> <li>Coordinate work with sub-contractors, clients and consultants to ensure timely construction progress as scheduled.</li> </ul>	\$3,000 – \$5,130	<ul style="list-style-type: none"> <li>Diploma / Degree in Civil / Environmental Engineering</li> </ul>
Building And Construction Project Manager	<ul style="list-style-type: none"> <li>Supervise and organise the daily activities on project site.</li> <li>Coordinate among various parties to control the progress of projects and ensure projects are running on schedule.</li> </ul>	\$3,670 – \$6,600	<ul style="list-style-type: none"> <li>Degree in Architecture / Civil Engineering / Building Science / Construction &amp; Project management</li> </ul>
Property Executive/ Officer	<ul style="list-style-type: none"> <li>Direct and supervise building maintenance &amp; upkeep work.</li> <li>Undertake inspections to ensure building pristine condition and cleanliness.</li> <li>Interact with occupants on complaints and repair work.</li> <li>Responsible for the safety &amp; well-being of occupants.</li> </ul>	\$1,700 – \$1,900	<ul style="list-style-type: none"> <li>Diploma in Real Estate for Business / Facilities Management for Business / Building Services Engineering or equivalent</li> <li>Train and Place programme for Property Officer</li> </ul>



# Construction

## - Non Executive Jobs

JOB TITLE	JOB DESCRIPTION	WAGE RANGE	RELEVANT QUALIFICATIONS & TRAINING PATHWAYS
Supervisor and General Foreman (Building Trades)	<ul style="list-style-type: none"> <li>Supervise construction workers of various trades.</li> <li>Oversee the construction project.</li> </ul>	\$2,000 – \$3,280	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>NITEC in Building Drafting (Civil &amp; Structural)</li> </ul>
Crane and Hoist Operator	<ul style="list-style-type: none"> <li>Perform crane operations for construction sites according to regulatory standards.</li> </ul>	\$2,340 – \$2,800	<ul style="list-style-type: none"> <li>Certificate of Successful Completion in Tower Crane Operation / Crawler Crane Operation / Luffing Jib Tower Crane Operations</li> </ul>
Plumber and Pipe Fitter	<ul style="list-style-type: none"> <li>Perform assembly, installation and maintenance of plumbing and pipefitting system (water and sanitary plumbing).</li> </ul>	\$1,200 – \$1,400	<ul style="list-style-type: none"> <li>Certificate of Successful Completion in Plumbing and pipefitting / SEC(K)</li> </ul>
Electrical Wiring Installation Worker	<ul style="list-style-type: none"> <li>Perform electrical wiring installation in residential, commercial and industrial premises under the supervision of a Licensed Electrical Worker (LEW).</li> </ul>	\$1,200 – \$1,400	<ul style="list-style-type: none"> <li>Certificate of Successful Completion in Electrical Wiring Installation / SEC(K)</li> </ul>
Property Assistant	<ul style="list-style-type: none"> <li>Provide administrative support ranging from attending to tenants and residents' needs to handling correspondence and telephone enquiries.</li> <li>Assist with overseeing contractors work in cleaning, servicing and repairs.</li> <li>Maintain building records and other related information such as meter readings and servicing records.</li> </ul>	\$1,200 – \$1,400	<ul style="list-style-type: none"> <li>GCE 'N' / 'O' Levels</li> <li>Train and Place programme for Property Assistant</li> </ul>



## Job Feature

### Quantity Surveyor

#### JOB DESCRIPTION

- Perform costing and estimation of works required for a construction project.
- Involved in contract management and cost control during the construction phase.

#### WAGE RANGE

- \$3,000 – \$4,600

#### RELEVANT QUALIFICATIONS & TRAINING PATHWAYS

- Degree in Quantity Surveying / Building Science / Project Facilities Management
- Specialist Diploma in Building and Cost Management (PCP for Assistant Quantity Surveyor)

Quantity surveyors are involved in the costing and estimation of works required for a construction project. The work of a quantity surveyor is office – based and includes costing and detailing the quantities of items required for a building project before the tender is called.

Quantity surveyors are also involved in contract management and cost control during the construction phase of the project. In addition, they are required to monitor the performance of assistant quantity surveyors to ensure that their work constantly achieves the required standard of precision and accuracy.

With continued strong growth of the construction industry, demand for construction professionals such as quantity surveyors has remained strong. In the longer term, ongoing mega-projects such as the petrochemicals plants, as well as a recovery in the residential and commercial development market, will sustain demand for quantity surveyors. Job seekers looking to transit into this job can undergo WDA's Professional Conversion Programme for Assistant Quantity Surveyors to obtain the Specialist Diploma in Building and Cost Management.





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Ministry of Health (MOH)  
Ministry of Information, Communication and The Arts (MICA)  
Monetary Authority of Singapore (MAS)  
National Arts Council (NAC)  
National Council of Social Services (NCSS)  
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