

## FAQ on Career Conversion Programme for Tourism Professionals (2024-2026)

### Section A: About Programme

<b>1.</b>	<b>What is the Career Conversion Programme for Tourism Professionals?</b>
	WSG's Career Conversion Programme for Tourism Professionals aims to support tourism companies to train new hires and reskill existing workers in growth skills for job roles with good long-term career prospects in the tourism-related sectors i.e. Hotel, MICE, Attractions and Tour and Travel. Companies can receive up to 90% of salary support over the programme duration.
<b>2.</b>	<b>Who is the target audience for the Career Conversion Programme for Tourism Professionals?</b>
	The target trainees are: <ul style="list-style-type: none"> <li>a) New Hires with no prior experience in the job that they are hired for;</li> <li>b) Existing workers whose jobs have been redesigned.</li> </ul>
<b>3.</b>	<b>What is the enrolment period?</b>
	All supportable trainees must commence training by 31 Dec 2026. As such, we urge tourism companies to submit applications at least 1 month prior to buffer time for application approval and training commencement.
<b>4.</b>	<b>What is the training duration under the Career Conversion Programme for Tourism Professionals?</b>
	The training duration is a <u>continuous period of up to 6 months</u> and can consist of up to 100% on-the-job training (OJT).
<b>5.</b>	<b>Do my trainees qualify for 6 months of training duration and salary support?</b>
	All trainees can be supported for 3 months.  Companies can request for a longer support period of up to 6 months for PMET new hires in view of the relative complexity of such jobs. WSG will consider each request on a case-by-case basis.
<b>6.</b>	<b>Can the training plan exceed supportable period?</b>
	Yes, companies can design a training plan that exceeds supportable period, however funding is only for the supportable period.
<b>7.</b>	<b>What are the eligibility criteria for employers?</b>
	All participating companies must fulfil the following criteria: <ul style="list-style-type: none"> <li>• Registered or incorporated in Singapore</li> </ul>

	<ul style="list-style-type: none"> <li>• Committed to work with WSG and its appointed Programme Partners on the necessary administrative matters related to the programme</li> <li>• Committed to design and implement a robust training plan to support the trainees</li> <li>• Is not receiving manpower funding for salaries from any government agency for operations</li> <li>• Not seeking double funding for similar funding components for the same activity (for example Absentee Payroll for classroom training (if any) that is part of this programme).</li> </ul>
<p><b>8.</b></p>	<p><b>What are the eligibility criteria for employees?</b></p>
	<p>Candidates under the programme must fulfil the following criteria:</p> <p><b>[General]</b></p> <ul style="list-style-type: none"> <li>• Singapore Citizen or Permanent Resident</li> <li>• Minimally 21 years old</li> <li>• Must be offered a fixed monthly salary<sup>1</sup> of:             <ul style="list-style-type: none"> <li>○ New Hires: \$2,400 for RnF, \$3,500 for PMET</li> <li>○ Existing Workers: \$2,300 for RnF, \$3,000 for PMET</li> </ul> </li> <li>• Must be employed on a full-time basis<sup>2</sup></li> <li>• Must be on a permanent or at least a 12-month employment contract</li> <li>• Must not be a shareholder<sup>3</sup> of the applicant company, or any of its related companies</li> <li>• Must not be related<sup>4</sup> to the owner(s)<sup>5</sup> of the applicant company</li> <li>• Must not be immediate ex-staff of the applicant company, or any of its related companies</li> <li>• Must not be concurrently undergoing similar programme funded by WSG or any other agencies</li> <li>• Must have graduated or completed NS for at least two years at the point of application<sup>6</sup></li> </ul>

<sup>1</sup> Fixed Monthly Salary = Basic Monthly Salary + Fixed Monthly Allowances

<sup>2</sup> Accordingly to MOM's website, employees who work <35 hours are considered part-timers and are not supported under the programme

<sup>3</sup> Does not apply to shareholders who hold publicly traded shares in listed companies

<sup>4</sup> Refers to Spouse/ex-spouse, Children, Parents/parents-in-law, Siblings

<sup>5</sup> Refers to individuals with shareholding per ACRA profile for non-publicly listed companies

<sup>6</sup> This will be counted from the date of graduation from latest qualification, or date of completion of national service, whichever is later.

	<ul style="list-style-type: none"> <li>Must be reskilled on at least 2 new growth skills, of which at least 1 must be from the job-specific category, from the Whitelist</li> </ul> <p><b>[For new hires]</b></p> <ul style="list-style-type: none"> <li>Must not have prior experience in a similar job role in previous employment<sup>7</sup> and have significant skill gaps</li> <li>Must be newly hired and able to commence training within the first three months of employment</li> </ul> <p><b>[For existing employees]</b></p> <ul style="list-style-type: none"> <li>Hired for at least one year in the company as of date of training commencement</li> <li>Not funded by WSG or any other agencies for the same project previously</li> <li>Have not been enrolled for the same programme<sup>8</sup> before</li> </ul>
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**9. What is Fixed Monthly Salary?**

Please refer to the table below for details of fixed monthly salary components.

	<b>Fixed Month Salary Components</b> (Fixed Monthly Salary = Basic Monthly Salary + Fixed Monthly Allowances)		<b>Excluded from Fixed Monthly Salary</b>
	<b>(A) Basic Monthly Salary</b>	<b>(B) Fixed Monthly Allowance</b>	
<b>Definition</b>	Pay that does not vary from month to month, regardless of employee or company performance, and regardless	Monthly allowances that do not vary from month to month such as fixed transport allowances	<ul style="list-style-type: none"> <li>- Variable allowances</li> <li>- Overtime payments, bonus, commission or annual wage supplements</li> <li>- Encashment of leave</li> <li>- In-kind payments</li> <li>- Any form of reimbursements, including for expenses incurred by employee in the course of employment</li> <li>- Productivity incentive payments</li> </ul>

<sup>7</sup> Individuals who have a continuous employment gap of at least 2 years prior to CCP commencement will be allowed to apply for CCP job roles similar to their previous jobs.

<sup>8</sup> WSG’s Career Conversion Programme for Tourism Professionals (2023-2024).

		of whether the employee takes medical or personal leave		<ul style="list-style-type: none"> <li>- Contributions payable by the employer to any pension or provident fund, including any contributions made on the employee's behalf</li> <li>- Gratuity payable on discharge, retrenchment or retirement of employee</li> </ul>
<b>10.</b>	<b>What is the salary support and when can I claim the salary support?</b>			
	<p>Employers are funded up to 6 months of salary support, based on the following:</p> <ul style="list-style-type: none"> <li>• Up to 70%, capped at \$5,000 for Singapore Citizens/Permanent Residents below age of 40</li> <li>• Up to 90%, capped at \$7,500 for Singapore Citizens/Permanent Residents aged 40 and above<sup>9</sup>, or Long-term Unemployed (LTU)<sup>10</sup></li> </ul> <p>Employers can submit claim for salary support to the Programme Partner (PP) <u>after programme completion</u>.</p>			
<b>11.</b>	<b>What documentations are required for claims?</b>			
	<p>Programme Partner will require companies to submit:</p> <ul style="list-style-type: none"> <li>• training records (OJT plans, certificates of completion for external training programmes etc)</li> <li>• payslips and employer's CPF contribution statements for the months when training occurred</li> <li>• other templates that PP will provide</li> </ul>			
<b>12.</b>	<b>What happens if my employee drops out of the programme halfway?</b>			
	On a case-by-case basis subjected to WSG's approval, a pro-ration of Salary Support up to the last working/training day may be allowed.			
<b>13.</b>	<b>What are the emerging functions and how are they identified?</b>			
	The emerging functions are:			

<sup>9</sup> This is determined based on the trainee's year of birth on AMS at the date of CCP approval.

<sup>10</sup> LTUs are new hires who have been unemployed and actively looking for jobs for six months or more.

	<ul style="list-style-type: none"> <li>i. Business Intelligence</li> <li>ii. Community Partnerships</li> <li>iii. Place Making</li> <li>iv. Sustainability</li> <li>v. Technology and Innovation</li> <li>vi. Wellness</li> </ul> <p>The emerging functions have been identified through the Hotel Jobs Transformation Map (JTM) that the Singapore Tourism Board (STB) and WSG commissioned Ernst and Young (EY) to develop in 2022. Through the study, key trends affecting industries, jobs and skills have been acknowledged, assessed, and validated with key industry players. These emerging functions will be pertinent to meet future service models of the tourism sector as travellers become more discerning and base their decisions of where to patronise on how well-aligned the company operations are to their beliefs and priorities.</p>
<b>14.</b>	<b>Are there OJT templates to reference?</b>
	Companies can contact the Programme Partners for a copy of OJT templates for some tourism roles.
<b>15.</b>	<b>What if I need to revise the training plans after the application is approved?</b>
	Companies can work with the PP to revise the training plan where required. PP will approve the revision as long as the training plan is still relevant to the job scope.
<b>16.</b>	<b>How do I register for the programme?</b>
	<p>Please contact:</p> <p><u>Singapore Hotel Association (SHA)</u>  <a href="mailto:ccp@sha.org.sg">ccp@sha.org.sg</a></p>

## **Section B: About New Hires**

<b>1.</b>	<b>I have a new hire who has part-time experience in the role he/she has been hired into, does he/she qualify for this CCP?</b>
	New hires qualify if they have no prior experience in the job that they are hired for and they are hired into job roles with good long-term career prospects. For ad-hoc working exposure/experience, the application will be evaluated on a case-by-case basis.
<b>2.</b>	<b>Can I apply for the CCP before hiring a suitable candidate who qualify for the programme?</b>
	Yes, companies can apply for the CCP to indicate interest in onboarding the programme should a suitable candidate be found subsequently. The advantages of doing so are as follows:

	<ul style="list-style-type: none"> <li>• Cut-short approval time when the suitable candidate is found and training can start earlier</li> <li>• On best effort basis, if PP comes across suitable candidates, PP can job match to hiring companies who have indicated interest</li> </ul>
<b>3. What if I am unable to place any new hires after applying?</b>	
	If no placements have been onboarded by the end of the enrolment period, the LOO will lapse with no penalties.

### Section C: About Job Redesign (for existing employees)

<b>1. Why must existing employees who are onboard this programme be hired for at least 1 year in order to be eligible for the Career Conversion Programme for Tourism Professionals?</b>	
	<p>The Career Conversion Programme for Tourism Professionals is a reskilling programme to help existing workers be trained and placed into redesigned jobs. Employees hired for less than 1 year are considered recent hires and should be directly placed into redesigned job roles, thus there should not be a need for reskilling.</p> <p>This is also to ensure that more targeted support is provided to existing staff who have been employed at the companies for a longer duration and who may find it more challenging finding alternative employment.</p>
<b>2. If my company participated in a previous Career Conversion Programme (such as the Career Conversion Programme for Tourism Professionals in 2023-2024), am I still eligible for this programme?</b>	
	Tourism companies that have participated in the Career Conversion Programme for Tourism Professionals in 2023-2024 are able to tap on this programme only to support new JR projects and trainees who have not been funded previously.
<b>3. Is a wage increment mandatory after job redesign?</b>	
	A job redesign typically results in a higher value-added job. To ensure workers are fairly compensated for contributing more and to encourage workers to keep an open mind on reskilling, WSG and Tripartite Partners highly encourage companies to factor in a wage increment. However, it is not mandatory as long as fixed monthly salaries meet the minimum qualifying salary requirement.
<b>4. I am interested in the CCP but am unable to tick off at least 2 growth skills. What should I do?</b>	
	You may speak to WSG or our Programme Partners to discuss your project scope for further guidance.
<b>5. Is my company allowed to incorporate the reskilling of skills that are not found in the Whitelist?</b>	

	Yes, companies are allowed to train for skills outside of the Whitelist during the supportable training period, as long as the bulk of the training is in at least 2 of the whitelisted growth skills.
<b>6. Is there a minimum number of employees to onboard the CCP?</b>	
	There is no minimum number of employees required. However, companies are encouraged to take a holistic view when redesigning jobs to achieve maximum impact. This would usually affect a reasonable size of workers and all impacted workers should be sent for reskilling.
<b>7. Are my interns/part-timers allowed to be a part of this programme?</b>	
	Only full-time employees who have been hired for at least one year in the company as of date of training commencement qualify.