



Programme Synopses

Overall Objectives:

The HR practices of SMEs in Singapore are often challenged by a number of factors – lack of manpower, lack of planning and lack of adequate skills and knowledge. Without adequate knowledge, the gaps often translated to failure to comply with basic requirements stipulated in the laws.

This series aims to equip Management and HR staff of SMEs with the knowledge of essential labour legislations that govern employment in Singapore. This is so that they can expand their roles in resource tight SMEs.

Courses

1. Understanding the Employment Act

While the Act provides the basic terms and conditions of employment, it also spells out the rights and obligations of employers and employees. More importantly, it imposes labour discipline on the employees and provides avenues for employers to deny them statutory benefits, in the event of breach of discipline. On the other hand, the employers have the statutory obligations to offer employees benefits in accordance with the provisions of the Act.

Therefore, it is important for all HR practitioners, supervisors, line-managers and executives (who deal with subordinates) to have a good understanding of the Employment Act. This is so to minimize disputes on employment issues with their staff.

Learning Objective

To give participants a good understanding of the various provisions of the Employment Act and its applications at the workplace.

Learning Outcomes

At the end of the course, participants will be:

- Acquire knowledge on the contents of the Employment Act, its coverage and the terms and conditions of employment
- Understand the key issues of contract of service, salary, benefits, terminations and dismissal
- Grasp the knowledge on the structure and process of the dispute settlement machinery
- Able to answer questions regarding employment terms and conditions

2. Grievance Handling and Discipline

Grievances are complaints that staff has against other staff within the organisation. Grievances should be swept under the rug and yet, it needs to be handled in a delicate manner. Counselling and discipline might be required in the process of handling the grievances.

Some questions to ask in the process:

- What do you do if someone is not prepared to listen and accept your counselling and advice?
How do you handle a staff who may just need to learn the hard way – discipline?
- When taking disciplinary action, how is fairness ensured?
- If dismissal is required, how to justify the action?
- How do you discipline and punish recalcitrant staff and still gain the respect and trust of your staff?

Therefore, it is essential for all HR practitioners, supervisors, line-managers and executives (who deal with subordinates) to understand proper grievance handling and dismissal procedures, so to minimize disputes with their staff.

Learning Objective

To give participants a good understanding of proper grievance handling and dismissal procedures and its applications at the workplace.

Learning Outcome

At the end of the course, participants will be able to:

- Understand the key principles of grievance handling
- Know the grievance handling procedures and counselling processes
- Apply effective communication skills to handle and resolve grievances
- Taking appropriate disciplinary action and proper handling of the dismissal process

3. Work Injury Compensation Act and Workplace Safety & Health Act

While every effort is being made by employers to keep their factories and workplaces safe and free of occupational diseases, accidents and unexpected illnesses related to the work environment do occur. If this happens, what are the employees' rights and what are the employers' obligations?

In this course, participants will learn how to handling claims from employees who may suffer injuries from accidents or contract occupational diseases arising out of and in the course of employment. The course will incorporate the latest amendments to the Work Injury Compensation Act and the Workplace Safety and Health Act.

Learning Objective:

To give participants a good understanding of the 2 related Acts and its applications at the workplace.

Learning Outcomes:

At the end of the course, participants should be able to understand:

- Employer and employee obligations in workplace safety
- Understand employer's liabilities and compensation issues
- Key WSHA regulations
- Risk management concepts and methodologies
- Roles of personnel and management in contributing to workplace safety and health

4. Employment of Foreign Manpower Act (EFMA)

There is a large proportion of foreign manpower in Singapore, employed under various passes. As foreign workers working in Singapore, their rights as workers should be protected and regulated. Therefore, the EFMA spells out the regulations of their employment and protects their well-being. It prescribes the responsibilities and obligations for employing foreign employees in Singapore. It also looks into the enforcement for the application of work passes and the offences that may be committed.

Learning Objective:

To give participants a good understanding of the EFMA and its applications at the workplace.

Learning Outcomes:

At the end of the course, participants should be able to understand:

- Acquire knowledge on the contents of the Act and its applications
- Understand the work permit rules and regulations and the specific requirements for the employment of foreign labour to avoid infringement of the law
- Distinguish the different types of Work Passes and the individual terms and conditions of employment and work permit regulations
- Understand the disciplinary, grievance and dismissal processes and the prescribed infringements

5. Personal Data Protection Act (PDPA)

Personal Data refers to an individual's unique identifying information. Since 2012, Personal Data in Singapore is protected under the Act. It consists of regulations governing the collection, usage, disclosure and care of Personal Data.

Organisations come into contact with a massive amount of Personal Data – customers, employees or members. They entrust their Personal Data with the organisation, that the organisation will use the Personal Data as intended for. Practising good personal data management can increase business efficacy and effectiveness, boost customer confidence and enhance your organisation's public image.

Learning Objective:

To give participants a good understanding of the PDPA and its applications at the workplace

Learning Outcomes:

At the end of the course, participants should be able to understand:

- Acquire knowledge on the contents of the Act and its applications
- Understand the 9 main data protection obligations of the PDPA
- Be aware and implement a data management system within the organisations
- Understand about the Do-Not-Call (DNC) Registry and its implications on your business

6. Retirement and Re-Employment Act (RRA)

The Act stipulates the terms and conditions for employing mature workers, near to and beyond the minimum retirement age of 62 years. Come 1st July 2017, the re-employment age will be extended from the current 65 years to 67 years. This is to ensure employment for older workers who wish to continue working past the official retirement age.

As employers are required to offer re-employment, this course will cover the various components of responsible re-employment.

Learning Objective:

To give participants a good understanding of the RRA and its applications at the workplace

Learning Outcomes:

At the end of the course, participants should be able to understand:

- Acquire knowledge on the contents of the Act and its applications
- Know about the minimum retirement age and rights
- Understand the terms and conditions of responsible re-employment
- Be aware of the changes to re-employment from 1 July 2017