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## LAUNCH OF SMRT INSTITUTE TO DEVELOP RAIL INDUSTRY PROFESSIONALS IN SINGAPORE

1. SMRT Corporation Ltd. today launched its new subsidiary, SMRT Institute, to raise the competency standards of the rail industry and provide employability enhancement for Singaporeans seeking to enter the industry, switch or advance their careers. It was held this morning at SMRT Kim Chuan Depot, and was graced by Mr Lim Swee Say, Minister, Prime Minister's Office and Secretary-General of the National Trades Union Congress.
2. SMRT Institute is an accredited educational institution for the public transport industry. Besides developing and delivering transport-related multi-disciplinary training programmes to individuals planning to start or advance their careers, the Institute will also be a resource to transport operators, corporations, institutions and government agencies looking to design, build, operate and maintain a world class transportation system, and to educational institutions intending to offer transport industry-related programmes.
3. SMRT President and CEO Ms Saw Phaik Hwa shared: "As Singapore's premier rail operator for the past 22 years, SMRT has established good reputation for providing reliable, safe and affordable rail service to the nation. SMRT's position as an industry leader means we have accumulated a wealth of experience in operating and maintaining the rail network. This is knowledge which we can share for the development of a pool of rail industry professionals both locally and overseas, particularly in Asia, Middle East and China, where infrastructural developments for transport are taking shape. For Singapore, as our rail network doubles by 2020, these professionals will form the backbone of Singapore's rail industry."
4. At the same event, SMRT Institute inked Memorandums of Understanding with the following strategic partners: Singapore Workforce Development Agency (WDA), Institute of Technical Education (ITE) and Land Transport Authority (LTA) Academy

### Raising competency standards

5. The Memorandum of Understanding between SMRT and WDA commits the SMRT Institute to raise the operational productivity of both frontline and support SMRT train employees totalling more than 3,000 through the Singapore Workforce Skills Qualification (WSQ) Certified Operations Specialist (COS) and WSQ Certified Operations Professional (COP) training.

Media Release

6. Speaking on the strategic partnership between WDA and SMRT, Mr Goh Eng Ghee, Deputy Chief Executive of WDA said, "WDA is committed to collaborating with industry partners to meet new skill needs and enhance productivity. The MOU signals a new area of collaboration to up-skill public transport professionals for the railway industry. Collectively, these efforts with industry partners will help to upgrade the skills of the existing railway industry workforce as well as attract new entrants. This will in turn raise productivity levels and enable the local workforce to become more competitive globally."
7. With Singapore's rail network expected to double by year 2020, WDA is embarking on collaboration with industry partners, including SMRT, to develop a WSQ framework to meet the increase in demand for specialised rail personnel. When completed, the framework will map out the competencies, skills and standards required for various occupations at every level within the industry. This framework will form part of a larger WSQ framework for the public transport system and will be used as an alternative hiring criteria. Additionally, it will be integrated into existing development roadmaps to train and prepare new as well as existing workers for specialised roles.

#### **Training a new workforce for the rail industry**

8. ITE will collaborate with SMRT to develop the curriculum for a certificate level programme in Railway Engineering. To be known as National ITE Certificate (*Nitec*) in Rapid Transit Technology (RTT), the programme will help students who are keen to take on technical roles in the railway industry by equipping them with the necessary skills and knowledge. ITE is concurrently working with WDA on cross recognition between *Nitec* and WSQ qualifications which will eventually cover training certifications for this industry as well. SMRT Institute also has future plans to build a continuous education pathway linking *Nitec* in RTT to a Diploma, and eventually a Bachelor's Degree Programme.
9. "The first partnership with the rapid transit industry, this MOU is another important milestone for ITE. We are constantly reviewing our existing programmes and introducing new courses to keep pace with industry needs. We are working towards a new National ITE Certificate (*Nitec*) in Rapid Transit Technology (RTT) course to help build a pool of competent workforce for the industry. We are indeed honoured to partner SMRT – a leader in Singapore's transport industry," said Dr Yek Tiew Ming, Principal, ITE College West.

#### **Marketing and delivering programmes for the transport industry**

10. SMRT Institute is working with LTA Academy to develop joint marketing for and delivery of training and education programmes in areas such as train, bus and taxi operation and management as well as environmentally sustainable transport.

11. Mr Mohinder Singh, Dean, LTA Academy said, "LTA Academy actively seeks to collaborate with local and international institutions on sustainable land transport solutions in research, professional training, knowledge exchange and the dissemination of best practices in the field of land transport. Today we are pleased to sign an MOU with SMRT Institute Pte Ltd to collaborate on training programmes and global best practices in areas such as public transport operation and management."

#### **Expanding research and development capabilities**

12. In the Research & Development (R&D) front, SMRT has joined MIT's Industrial Liaison Program (ILP) for productive collaborations. SMRT Corporation's Engineering and Project (E&P) Division will participate in collaborative research with MIT to explore new technologies that can serve the rail industry. Todd Glickman, Associate Director of Corporate Relations at MIT says, "ILP provides actively-managed, facilitated access to the rich resources at MIT for organisations worldwide. We look forward to working with SMRT in a number of advanced technology areas. In addition, ILP will help SMRT monitor emerging technologies and the management of technology through a series of conferences, workshops, and interactions with MIT faculty."

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## More information on Certified Operations Specialist (COS) and Certified Operations Professional (COP) training

### Certified Operations Specialist (COS)

The Certified Operations Specialist is a certification under the Generic Manufacturing Skills Workforce Skills Qualification (WSQ) framework and offers a systematic pathway that aims to equip the workforce with vital industry skills and knowledge to enhance competency, increase operational productivity and professionalism within the industry.

The certification equips participants with foundational skills which are portable across the manufacturing industry as well as to the operations and technical jobs in other industries such as logistics, services, retail and real estate maintenance as well as management industries.

The course curriculum consists of the following modules:

#### **1. Apply 5S Techniques**

The 5S Techniques are: SEIRI-Clear unnecessary items from work area; SEITON-Organise work area in an orderly manner; SEISO-Clean work area; SEIKESTU-Maintain work area cleanliness; and SHITSUKE-Maintain self-discipline in work area.

#### **2. Apply Quality Systems**

Plan and carry out daily work to meet quality requirements, as well as maintain and improve work quality.

#### **3. Apply Teamwork in the Workplace**

Participate in team establishment and the development of team culture. Communicate with team members and assist to improve team performance.

#### **4. Workplace Safety and Health Policy**

Plan daily work to meet Workplace Safety and Health (WSH) requirements, identify and monitor hazards, comply with WSH requirements and implement risk controls.

### Certified Operations Professional (COP)

The Certified Operations Professional is a certification under the Generic Manufacturing Skills Workforce Skills Qualification (WSQ) framework and offers a systematic pathway that aims to equip the workforce with vital industry skills and knowledge to enhance competency, increase operational productivity and professionalism within the industry.

The certification equips participants with foundational supervisory and managerial skills which are portable across the manufacturing industry as well as to the operations and technical jobs in other industries such as the logistics, real estate maintenance and management industries.

The course curriculum consists of the following modules:

**1. Supervise Teams at Work**

Form work teams, lead workplace team activities and maintain team performance.

**2. Supervise Work Improvement Processes**

Plan and implement work improvement processes as well as standardise improved work processes.

**3. Supervise Quality Procedures**

Plan daily quality control work activities as well as facilitate, control and maintain process quality.

**4. Supervise Workplace Safety and Health Practices**

Plan workplace safety and health activities, implement safe work practices and maintain workplace risk control measures.