

TOURISM & HOSPITALITY TRAIN-AND-PLACE PROGRAMME FREQUENTLY ASKED QUESTIONS (FAQs)

Application & Screening

1. What is the Train-and-Place (TnP) Programme about?

The Train-and-Place (TnP) Programme supports persons with disabilities in building meaningful careers in the growing tourism and hospitality sector while promoting inclusive hiring. Trainees will receive short-term, full-time job-relevant training through SG Enable's appointed providers. They are also supported through job matching and transition to work services.

2. Who is eligible for the TnP Programme?

We welcome Singaporeans or Singapore Permanent Residents (SC/PRs) who are not currently enrolled as full-time students, with at least one of the following permanent disabilities:

- Autism
- Intellectual disabilities
- Physical disabilities
- Sensory disabilities – Deaf or Hard of Hearing
- Sensory disabilities – Blind or Low Vision

Applicants should be at least 16 years of age and verified persons with disabilities. The applicant will also be assessed based on aptitude and competencies in line with job requirements.

3. Do I need to pay for the TnP Programme?

Trainees will receive 95% course fee subsidy for training. For the remaining 5% out-of-pocket cost, trainees may tap on their Post-Secondary Education Account (PSEA) or SkillsFuture Credit (SFC) if available. Upon completion of training, no additional fees will be charged for employment facilitation and job support.

4. What happens after I submit my registration of interest?

You will receive an email from Enabling Academy within five working days, with details on eligibility and screening with our service partner.

5. When will I be informed of the application outcome?

Submission of application does not guarantee enrollment. You will be notified via email about the outcome of your application. Applicants who are not successful may wish to consider other training and employment support programmes available through SG Enable [at this link](#).

Please note that whilst every effort will be made to match applicants to their preferred course, **courses will only commence subject to achieving a minimum enrolment**. If the minimum class size is not met, we reserve the right to postpone or cancel the course, or to propose an alternative run.

SG Enable reserves the right to make the final decision on all course matters.

Training

6. What will the training look like?

Trainees in the TnP Programme undergo a blend of vocational and soft skills training tailored to workplace expectations in the sector:

- a. **Vocational Training:** Trainees learn role-specific skills aligned with industry standards, which may include:
 - i. Preparing and serving food and beverages
 - ii. Making beds, cleaning guest rooms, and maintaining hygiene
 - iii. Greeting guests, handling check-ins and check-outs, and attending to customer requests
- b. **Soft Skills Development:** To help trainees thrive in the workplace, the Programme also covers areas such as:
 - i. Workplace communication and service orientation
 - ii. Professional grooming and personal hygiene
 - iii. Managing emotions and building resilience
 - iv. Self-advocacy and teamwork
- c. **Supported Learning Environment:** Trainees benefit from hands-on practice through work-simulated training, guidance from experienced trainers with sector expertise, support from job coaches and occupational therapists to facilitate transition into employment.

7. Is there an assessment during the training?

Yes, all trainees will undergo competency-based assessment on their ability to perform the job/role tasks.

8. What if I did not complete the training?

We strongly encourage all trainees who have successfully enrolled in the programme to complete the training. In the unlikely event of withdrawal due to any circumstances, there will be no refund of any form of payment made in full or pro-rated.

Post-Training

9. What will happen after the training?

Employment Facilitation Phase (up to 4 weeks): SG Enable and its partners will provide support to trainees who successfully completed the programme to undergo job interview preparation, employer matching, and job trial (if needed).

Job Support Phase (based on needs): SG Enable and its partners will aid the trainee on employment matters, and on-job training/job support matters.

10. Is placement guaranteed after the programme?

No, placement is not guaranteed. However, the programme is structured to support your transition into employment by providing job-relevant training, job matching services, and access to job opportunities through our network of inclusive employers. Successful placement will depend on factors such as individual performance, job fit, and employer requirements.

For further enquiries regarding the programme, please contact:

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