

Vocational Training Pathway

(Sector-Based, Job-Focused Technical Core Skills and Critical Core Skills)

Funded under SG Enable Training Grant



Training Pathway Sectors and Job Roles

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| S/N | Course | Course Description | Course Fee After Subsidy | Duration (Hours) | Training Provider | Training Provider's Contact |
|------------------------------------|--|---|--------------------------|------------------|--------------------|--|
| Sector: Arts | | | | | | |
| Job Roles: Stage Master | | | | | | |
| Training Pathway: | | | | | | |
| 1 | Stage Master Program for PWDs | 1. Learners will be able to do basic set up on a public address (PA system) including microphones, mixer and speakers. 2. Learners will be able to set up and tear down backline equipment, keyboards, guitars and guitar effects pedal for a music band performance. 3. Learners will be able to set up and tear down backline equipment, acoustic and electric drum set for a music band performance. | \$126.00 | 56 | Faith Music Centre | 6354 3406 melissa_tan@faithmusic.com.sg |
| Job Roles: Music Technician | | | | | | |
| Training Pathway: | | | | | | |
| 1 | Vocational Training Programme in Music and Media (VTPMM) Level 1 | The Vocational Training Programme in Music and Media (VTPMM) Level 1 is a structured vocational training programme designed to equip persons with disabilities (PwDs) with technical and instrumental skills necessary to work in the music industry. | \$219.00 | 154 | Music Solutions | 8020 4855 contact@musicsolutions.com.sg |
| 2 | Vocational Training Programme in Music and Media (VTPMM) Level 2 | The Vocational Training Programme in Music and Media (VTPMM) Level 2 is a secondary course designed to proceed the VTPMM Level 1, and provide a more specialised vocational training programme designed to equip persons with disabilities (PwDs) with technical and instrumental skills necessary to work in the music industry. | \$229.70 | 136 | Music Solutions | 8020 4855 contact@musicsolutions.com.sg |

| S/N | Course | Course Description | Course Fee After Subsidy | Duration (Hours) | Training Provider | Training Provider's Contact |
|--|--|--|--------------------------|------------------|---------------------------------|-------------------------------------|
| Job Roles: Leather Craft Artist | | | | | | |
| Training Pathway: | | | | | | |
| 1 | Leather Craft Vocational Pathway: From Marking to Market | <p>This hands-on vocational training programme introduces learners to leather craft production, from basic tool handling and stitching techniques to creating finished, market-ready products.</p> <p>The course is structured across three progressive modules:</p> <p>Foundation Skills (Module 1) – Introduction to tools, materials, safety and basic leather crafting techniques Product Development (Module 2) – Producing functional and saleable leather goods with quality control Retail & Market Exposure (Module 3) – Customer engagement, product presentation and real-world selling experience at live retail settings</p> <p>In addition, trainees will develop essential workplace soft skills such as communication, teamwork, emotional regulation and community mobility, preparing them for freelance, micro-enterprise or employment pathways.</p> | \$165.00 | 66 | Athome Décor Pte Ltd / Jojomama | 8253 9800 jojomama.net@gmail.com |
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Sector: Early Childhood

Job Roles: Teaching Assistant

Training Pathway:

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|---|--|--|----------|-----|--|-------------------------------|
| 1 | Fundamentals in Educator Aide Training (ECAT) | The Fundamentals in Educator Aide Training modules are designed to equip trainees with the fundamental knowledge, skills and attitudes to apply and implement good early childhood practices. It aims to help trainees to be familiar with how children learn and grow so that they can work with greater understanding in a childcare centre. In addition, the Fundamentals in ECAT also enables them to be effective aides to teachers in creating warm, safe and nurturing environment - one that embrace a climate of respectful, responsive and reciprocal relationship for children to develop secure attachment and confidence. Trainees will attain a higher level of self-awareness as they learn through training in working collaboratively in a team. | \$183.75 | 355 | Presbyterian Community Social Services | 80732524 ispace@pcs.org.sg |
| 2 | Specialist Training in Educator Aide Programme (ECAT) | The Specialist Training for Educator Aide (ECAT) modules are designed to equip trainees with a higher level of knowledge, skills and attitudes to apply and implement good early childhood caregiving practices. It taps on the knowledge that trainees would have acquired during the Fundamentals course (e.g. on how children learn and develop) and extends it to how this knowledge can be applied in caregiving routines as well as in ensuring the health and safety regulations and standard operating practices (SOP) are adhered to. Additionally, the Specialist Training for ECAT also enables trainees to be effective assistants to teachers in creating a warm, safe, and nurturing environment - one that embraces a climate of respectful, responsive and reciprocal relationship for children to develop secure attachment and confidence. Trainees will attain a higher level of self-awareness as they learn through training in working collaboratively in a team. | \$183.75 | 415 | Presbyterian Community Social Services | 80732524 ispace@pcs.org.sg |
| 3 | Adaptable Thinking@Work: Progress Level Module 1- Relating with Others | The module orientates learners towards understanding social 'otherness' by introducing them to listen and respond appropriately to the views of others and how to form and express their own views. In learning to air and share their views, they also need to actively engage in the gathering and applying of information with others. | \$50.00 | 22 | Presbyterian Community Social Services | 80732524 ispace@pcs.org.sg |
| 4 | Adaptable Thinking@Work: Progress Level Module 2- Problem-Solving | The module takes learners through learning how to define problems or identify the goals. Learners draw on their learning from the Foundational level to relate information meaningfully to systematically plan appropriate courses of actions to solve the problems or take fulfil the goals. | \$50.00 | 22 | Presbyterian Community Social Services | 80732524 ispace@pcs.org.sg |
| 5 | Adaptable Thinking@Work: Progress Level Module 3-Causes and Solutions | The module equips learners with knowledge and application of causal relationships in settings at work and in daily living. This equips them with the perspective that help them to examine problems, process and work out solutions to them. Learners explore how the effects from causal relationships impact at work and in daily living and ways to manage them. | \$50.00 | 22 | Presbyterian Community Social Services | 80732524 ispace@pcs.org.sg |

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| 6 | Adaptable Thinking@Work: Progress Level Module 4 – Self Advocacy and Conflict Management | The module introduces learners to the self - their needs, strengths and weaknesses. In this context, they learn how to respond to and communicate their own needs, how to manage agreement and disagreement in interactions with others. Learners explore strategies to manage their feelings and regulate their behaviours in different settings including hypothetical experiences of conflicts. | \$50.00 | 22 | Presbyterian Community Social Services | 80732524 ispace@pcs.org.sg |
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Sector: Food Services

Job Roles: F&B Service Crew

Training Pathway:

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|---|--|---|----------|-----|------------------------------------|--------------------------------|
| 1 | Employability Training | The Employability Training (1st Run) focuses on building foundational employability skills through a combination of job-specific hard skills and essential soft skills, including work habits, workplace communication and emotional regulation. | \$335.25 | 300 | Autism Resource Centre (Singapore) | 6592 0426 E2C@autism.org.sg |
| 2 | Employability Training (Additional 300hrs) | Trainees who require additional time to develop the necessary skills, productivity and work readiness, or returning trainees seeking new job placements may continue into Employability Training (2nd Run). 2nd Run focuses on further skills development, consolidation and reinforcement of learning, productivity building and increased exposure to workplace expectations as some may require a longer runway. | \$335.25 | 300 | Autism Resource Centre (Singapore) | 6592 0426 E2C@autism.org.sg |

Job Roles: Junior Barista / Café Assistant

Training Pathway:

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|---|---|--|----------|----|-----------------------|---------------------------------------|
| 1 | Barista and F&B Service Skills Training Programme | <p>The full programme covers eight modules across five domains: Workplace Fundamentals, Barista Skills, Customer Experience, Personal Development, and Experiential Learning. This programme will be conducted across 5 weeks.</p> <p>Modules:</p> <ul style="list-style-type: none"> - Workplace Safety, Health, and Hygiene - Workplace Etiquette and Communication - Basic Housekeeping Skills - Provide Specialty Coffee Service - Positive Customer Experience - Managing Emotions and Group Dynamics - Work Simulation (5 sessions of job shadow at work sites) - Learning Journey (2 sessions) <p>Practical assessments will be conducted for:</p> <ul style="list-style-type: none"> - Provide Specialty Coffee Service - Positive Customer Experience <p>Trainees will be observed throughout the training programme as part of continuous assessment for potential for work placements after the course.</p> | \$202.20 | 80 | Move Foreword Pte Ltd | 8949 0142 hello@forewordcoffee.com |
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|---|-----------------------------------|--|----------|-----|--------------------------|--|
| 2 | Barista Skills Level Up Programme | <p>Module 1: Barista Skills (2x 6hr sessions)</p> <ul style="list-style-type: none"> - Espresso calibration and extraction drill - Milk frothing - Latte art - Speed of beverage preparation <p>Module 2: Workplace F&B Service Skills (5x 3hr sessions)</p> <ul style="list-style-type: none"> - Onsite coaching support in the trainee's natural environment - Trainer to provide immediate feedback and rectification while observing the trainee's work <p>Practical assessment will be conducted for Barista Skills module while feedback will be given at the trainee's workplace for immediate support to improve outcomes.</p> | \$70.77 | 28 | Move Foreword Pte Ltd | 8949 0142 hello@forewordcoffee.com |
| 3 | Micro Job Training | <p>Micro Jobs Training is designed for clients with moderate to high support needs, providing a structured yet flexible pathway to learn, practise, and apply work skills in micro job settings.</p> <p>The programme begins with a Suitability Run, where shortlisted clients try out different tasks to identify their Preferences, Interests, Needs and Strengths (PINS). Observations from this session inform the selection of suitable micro job prototypes for training.</p> <p>Training is delivered through two modes:</p> <ul style="list-style-type: none"> - In-house training, conducted at RC, focusing on technical skills specific to the micro job prototype and basic core employability skills in a familiar environment. - Onsite training, conducted at the employer's worksite, focusing on generalising skills and building readiness for actual micro job deployment. Onsite training is differentiated into Basic and Advanced levels to accommodate varying readiness levels. <p>The programme supports gradual transition from a familiar environment to an unfamiliar workplace, enabling clients to build confidence, predictability, and sustained engagement in micro jobs.</p> | \$368.42 | 180 | Rainbow Centre Singapore | 6817 9419 / 6817 9420 rctc@rainbowcentre.org.sg |
| 4 | Micro Job Training (Extended) | <p>Micro Jobs Training (Extended) builds on the core Micro Jobs Training programme and is designed for clients who require a longer runway to consolidate their work skills and readiness. The extended phase provides additional time for clients to practise and strengthen skills through continued in-house and onsite training. This supports greater consistency in task performance while building confidence and familiarity with workplace routines. The extension ensures that clients who benefit from a slower pace of learning receive the structured support needed to achieve meaningful participation in micro job settings.</p> | \$142.50 | 60 | Rainbow Centre Singapore | 6817 9419 / 6817 9420 rctc@rainbowcentre.org.sg |

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| 5 | Be Work Ready: Job Search and Application Skills | <p>This course supports PwDs to understand how job search works and to prepare the practical requirements for applying for jobs prior to interviews. Learners are guided through job search methods, employer expectations, and preparation of basic job documents in a structured and supportive environment.</p> <p>Emphasis is placed on:</p> <ol style="list-style-type: none"> 1. Understanding the job application journey 2. Preparing essential job documents 3. Practising real-world job search and application tasks 4. Building confidence to take the first step towards employment | \$31.25 | 18 | Rainbow Centre Singapore | 6817 9419 / 6817 9420 rctc@rainbowcentre.org.sg |
| 6 | Be Work Ready: Interview Skills to Communicate with Confidence | <p>This course supports PwDs to build confidence and communication skills for job interviews through structured guidance and supported practice. Learners are guided to understand interview expectations, practise responding to common questions, communicate strengths and support needs, and prepare for interview outcomes in a safe and supportive environment.</p> <p>Emphasis is placed on:</p> <ol style="list-style-type: none"> 1. Understanding different interview formats and expectations 2. Communicating clearly and confidently with employers 3. Practising interview behaviours through guided role-play 4. Preparing for next steps after interviews and transition into work | \$31.25 | 18 | Rainbow Centre Singapore | 6817 9419 / 6817 9420 rctc@rainbowcentre.org.sg |
| 7 | Be Work Ready: Problem-Solving & Adaptability @ Work | <p>This course equips persons with disabilities (PwDs) with practical, transferable problem-solving and adaptability skills to manage common challenges, changes, and disruptions at work. Learners are introduced to simple frameworks and tools that support effective responses to work problems across different roles and environments.</p> <p>Emphasis is placed on:</p> <ol style="list-style-type: none"> 1. Recognising common work problems and change scenarios 2. Applying a structured problem-solving process 3. Trying alternative strategies when tasks or expectations shift 4. Managing reactions and knowing when to seek support to stay engaged at work | \$31.25 | 18 | Rainbow Centre Singapore | 6817 9419 / 6817 9420 rctc@rainbowcentre.org.sg |
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| Job Roles: Kitchen Crew | | | | | | |
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| Training Pathway: | | | | | | |
| 1 | Food Safety Course Level 1 Bridging Programme | <p>The objectives of the Programme are to provide training to prepare and enhance the employability of persons with disabilities. The Programme will equip trainees with the knowledge and skills to bridge and prepare them for WSQ Food Safety Course Level 1 (FSC L1).</p> <ol style="list-style-type: none"> 1. Introduction to Food Safety 2. Food Safety Legislation and Regulations 3. Personal Hygiene 4. Food Premises and Equipment 5. Food Handling and Storage 6. Food Safety Management Systems | \$24.25 | 12 | Project Dignity Pte. Ltd. | trainer01@projectdignity.sg |
| 2 | Food & Beverage Train and Place Programme | <p>The objectives of the Programme are to provide training to prepare and enhance the employability of persons with disabilities.</p> <p>The Programme will:</p> <ol style="list-style-type: none"> 1. Provide F&B vocational training programme for Trainees; 2. Equip Trainees with kitchen and service skillsets in a real-time environment; and 3. Place Trainees into open employment after completion of training. | \$288.00 | 114 | Project Dignity Pte. Ltd. | trainer01@projectdignity.sg |
| Job Roles: Canteen Assistant | | | | | | |
| Training Pathway: | | | | | | |
| 1 | Employment-Ready F&B Skills Training Programme | <p>Equip PwDs with employability skills, F&B competencies, and real workplace experience for entry-level food service roles.</p> <p>Phase 1: EET, BMT, Applied Customer Service Excellence. Phase 2: 5-day F&B training in food preparation, hygiene & safety, cashiering, cleaning, and stock-taking. Phase 3: Supervised canteen/café work simulation covering food preparation, order-taking, customer service, cashiering, cleaning, and inventory control.</p> | \$368.42 | 222 | SPD Ltd | esptraining@spd.org.sg |
| 2 | Applied Customer Service Excellence (ACSE) | <p>Develop practical organisation and service skills while encouraging responsibility, teamwork, and positive interpersonal habits.</p> <p>Customer service excellence, service behaviours, teamwork, responsibility, and positive interpersonal habits.</p> | \$52.50 | 35 | SPD Ltd | esptraining@spd.org.sg |

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| 3 | ESP Employability Training (EET) | <p>Support confidence in social interactions and structured environments while strengthening foundational employability skills.</p> <p>Employability training focused on workplace readiness, communication, self-confidence, and participation in structured environments.</p> | \$33.00 | 21 | SPD Ltd | esptraining@spd.org.sg |
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| Sector: Hospitality | | | | | | |
|---|--|--|----------|-----|------------------------------------|------------------------------|
| Job Roles: F&B Crew (Hotels) | | | | | | |
| Training Pathway: | | | | | | |
| 1 | Train and Place – F & B Assistant | 1. Train individuals in key front-of-house service areas including table setting, food and beverage service, order-taking, payment processing, and basic beverage preparation, in alignment with industry standards; 2. Foster positive work attitudes, hygiene practices, effective communication, and self-advocacy to prepare participants for real-world work environments in the hospitality sector; 3. Strengthen teamwork, service orientation, emotional regulation, and workplace safety awareness to enhance participants' adaptability and long-term success in F&B roles. | \$170.00 | 120 | Singapore Institute of Hospitality | 9274 8177 info@sih.edu.sg |
| Job Roles: Service Ambassador | | | | | | |
| Training Pathway: | | | | | | |
| 1 | Train and Place – Service Ambassador | 1. Train individuals in guest reception, check-in/check-out processes, handling enquiries and complaints, and daily shift routines to deliver quality service in hospitality or service-based environments; 2. Foster the mindset and behaviour of a service professional by emphasising image, communication, guest relations, and a 'go-the-extra-mile' approach; 3. Strengthen teamwork, service orientation, problem-solving, self-advocacy, and communication to support workplace adaptability and long-term employment. | \$170.00 | 120 | Singapore Institute of Hospitality | 9274 8177 info@sih.edu.sg |
| 2 | Upgrade your Hospitality Skills | Equip PWDs working in hospitality to upgrade and reskill their Housekeeping and F & B skills so that they could increase their employability in their workplace. | \$45.00 | 30 | Singapore Institute of Hospitality | 9274 8177 info@sih.edu.sg |
| Job Roles: Housekeeper | | | | | | |
| Training Pathway: | | | | | | |
| 1 | Train and Place – Housekeeping Assistant | 1. Equip learners with practical housekeeping skills to maintain cleanliness and hygiene in public areas, guest corridors, and linen rooms, including proper use of cleaning tools and equipment; 2. Instil professionalism and workplace readiness, focusing on maintaining a positive attitude, personal hygiene, team collaboration, and adherence to safety practices; 3. Support career development through foundational training in communication, self-advocacy, emotional regulation, and service orientation to prepare learners for entry-level roles in the hospitality sector. | \$170.00 | 120 | Singapore Institute of Hospitality | 9274 8177 info@sih.edu.sg |
| 2 | Upgrade your Hospitality Skills | Equip PWDs working in hospitality to upgrade and reskill their Housekeeping and F & B skills so that they could increase their employability in their workplace. | \$45.00 | 30 | Singapore Institute of Hospitality | 9274 8177 info@sih.edu.sg |

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|---|--|--|----------|-----|---------|------------------------|
| 3 | Employment-Ready Hospitality Skills Training Programme | <p>Equip PWDs with housekeeping competencies, resilience, and workplace behaviours required for hotel room attendant and related roles.</p> <p>Phase 1: EET, BMT, Applied Customer Service Excellence.</p> <p>Phase 2: 10-day hospitality training in bed making, linen handling, towel folding, room and bathroom cleaning, amenities replenishment, and trolley management.</p> <p>Phase 3: Supervised hotel or training-centre simulation covering full housekeeping routines and productivity standards.</p> | \$368.42 | 302 | SPD Ltd | esptraining@spd.org.sg |
| 4 | Applied Customer Service Excellence (ACSE) | <p>Develop practical organisation and service skills while encouraging responsibility, teamwork, and positive interpersonal habits.</p> <p>Customer service excellence, service behaviours, teamwork, responsibility, and positive interpersonal habits.</p> | \$52.50 | 35 | SPD Ltd | esptraining@spd.org.sg |
| 5 | ESP Employability Training (EET) | <p>Support confidence in social interactions and structured environments while strengthening foundational employability skills.</p> <p>Employability training focused on workplace readiness, communication, self-confidence, and participation in structured environments.</p> | \$33.00 | 21 | SPD Ltd | esptraining@spd.org.sg |
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Sector: Human Resource

Job Roles: Admin Assistant / Human Resource Consultant

Training Pathway:

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|---|---|--|----------|-----|-----------------------------------|---------------------------------|
| 1 | Interpersonal Managing & Communication Skills For Success | Interpersonal Managing & Communication Skills for Success is a purpose-driven programme aligned with SG Enable’s mission to Engage, Empower, and Enhance Persons with Disabilities (PWDs). Designed to strengthen employability and workplace inclusiveness, the programme equips both unemployed and in-employment PWDs with essential interpersonal managing and communication competencies required to thrive across diverse workplace contexts and to prepare for future roles, including pathways into Human Resource Management. | \$280.00 | 192 | Human Capital (Singapore) Pte Ltd | 9011 7708 enquiry@hcs.com.sg |
| 2 | Job Survival Tool Kit & Digital Literacy Bootcamps | The course delivers practical and motivational learning in Health, Entrepreneurship, Adaptation, and Digitalisation, equipping unemployed PWDs with essential skills to enhance performance, identify opportunities, build resilience, and adopt a growth mindset to remain employable in the New Normal economy. It adopts a pracademic approach that integrates theory with hands-on application, ensuring skills are transferable across sectors with minimal customisation. | \$30.00 | 16 | Human Capital (Singapore) Pte Ltd | 9011 7708 enquiry@hcs.com.sg |
| 3 | Career Health Refresher Bootcamp: Career Life Action Plan | The course is designed to support job seekers in making informed career decisions and securing sustainable employment. The programme builds learners’ self-awareness of their strengths, motivations, and transferable skills, enabling them to identify suitable job roles and career pathways aligned with current labour market needs. Learners are guided through structured career exploration to understand job requirements, emerging opportunities, and skill gaps. | \$30.00 | 16 | Human Capital (Singapore) Pte Ltd | 9011 7708 enquiry@hcs.com.sg |
| 4 | Career Health Refresher Bootcamp: Overcoming the Signs and Arrows of Life | The course focuses on building learners’ capacity to manage workplace stress, adapt to change, and maintain motivation during employment transitions. The course also strengthens workplace communication and social effectiveness, focusing on clear expression, relationship-building, and professional conduct in day-to-day interactions. Learning is reinforced through scenario-based discussions and applied practice relevant to real work environments. | \$30.00 | 16 | Human Capital (Singapore) Pte Ltd | 9011 7708 enquiry@hcs.com.sg |

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| 5 | Inclus Train-and-Place Programme for HR | <p>This programme provides a comprehensive introduction to Human Resources (HR), combining essential theory with hands-on and practical skills to prepare them for early HR roles. It is designed to equip participants with the technical and interpersonal skills required for entry-level HR roles, with a focus on the two most critical pillars of modern HR: Talent Attraction and Talent Management. The technical curriculum is divided into three modules designed to mirror the actual workflow of an HR department: Foundations of HR, Talent Attraction, and Talent Management. Throughout the programme, participants will learn how to improve their soft skills and executive functioning to be more effective employees. The programme includes practical challenges and simulations that integrates learned concepts, problem solving, and real-world skills in the form of HR case studies and an interview simulation at the end of it. Beyond skills training, this programme offers a direct bridge to inclusive employers, providing end-to-end support from classroom learning to workplace integration.</p> | \$345.75 | 123 | Inclus Pte. Ltd. | <p>8195 8051 hello@inclus.sg</p> |
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Sector: Infocomm Technology

Job Roles: Cybersecurity Analyst / Tech Support

Training Pathway:

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|---|--|--|----------|----|------------------|------------------------------|
| 1 | Inclus Train-and-Place Programme for Cybersecurity 101 | This programme provides a comprehensive introduction to cybersecurity, combining essential theory with hands-on and practical skills to prepare them for early cybersecurity roles. It is designed to equip participants with the technical and interpersonal skills required for entry-level cybersecurity roles, where they will be exposed to and learn fundamental IT and networking concepts, practical network deployment, industry-standard tools for network reconnaissance, vulnerability assessment, python programme, virtual machine and containers, and threat modelling. The technical curriculum is designed to address the demand of these roles: Cyber Defence, Governance, Risk Management, and Compliance (GRC). Throughout the programme, participants will learn how to improve their soft skills and executive functioning to be more effective employees. The programme includes practical challenges and simulations that integrates learned concepts, problem solving, and real-world skills in the form of cybersecurity technical challenges and an interview simulation at the end of it. Beyond skills training, this programme offers a direct bridge to inclusive employers, providing end-to-end support from classroom learning to workplace integration. | \$269.70 | 83 | Inclus Pte. Ltd. | 8195 8051 hello@inclus.sg |
| 2 | Inclus Train-and-Place Programme for Cybersecurity 102 | This programme builds on the previous 101 programme to continue providing a comprehensive introduction to cybersecurity, combining essential theory with hands-on and practical skills to prepare them for early cybersecurity roles. It is designed to equip participants with the technical and interpersonal skills required for entry-level cybersecurity roles, where they will be exposed to and learn fundamental IT and networking concepts, practical network deployment, industry-standard tools for network reconnaissance, vulnerability assessment, python programme, virtual machine and containers, and threat modelling. The technical curriculum is designed to address the demand of these roles: Cyber Defence, Governance, Risk Management, and Compliance (GRC), and Vulnerability Assessment. Throughout the programme, participants will learn how to improve their soft skills and executive functioning to be more effective employees. The programme includes practical challenges and simulations that integrates learned concepts, problem solving, and real-world skills in the form of cybersecurity technical challenges and an interview simulation at the end of it. Beyond skills training, this programme offers a direct bridge to inclusive employers, providing end-to-end support from classroom learning to workplace integration. | \$264.75 | 81 | Inclus Pte. Ltd. | 8195 8051 hello@inclus.sg |
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Job Roles: Customer Service Associate (Contact Centre)

Training Pathway:

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|---|--|---|----------|-----|---------|------------------------|
| 1 | Contact Centre Vocational Training Programme – Track 1 | <p>Build essential employability, customer-handling, and introductory contact centre skills for trainees exploring contact centre roles.</p> <p>4-week programme: Covering resume & interview preparation, EET, and BMT.</p> <p>Applied Customer Service Excellence, Introduction to contact centre work, service standards, customer engagement, and basic call handling through guided learning, practice, and role-play.</p> | \$148.00 | 119 | SPD Ltd | esptraining@spd.org.sg |
| 2 | Contact Centre Vocational Training Programme – Track 2 | <p>Develop core communication, call-handling, and AI/digital tool skills in a structured contact centre environment.</p> <p>8-week programme: Covering Contact Centre Level 1, AI & Digital Tools.</p> <p>Work simulation, handling enquiries and basic complaints, call reports, job shadowing, independent operations, coaching, and end-of-track assessment.</p> | \$368.42 | 266 | SPD Ltd | esptraining@spd.org.sg |
| 3 | Contact Centre Vocational Training Programme – Track 3 | <p>Strengthen advanced call handling, service excellence, and admin support skills for more complex contact centre work.</p> <p>8-week programme: Covering Contact Centre Level 2.</p> <p>Admin skills, higher-level work simulation, challenging customer interactions, job shadowing, independent operations, coaching, and final readiness assessment.</p> | \$368.42 | 266 | SPD Ltd | esptraining@spd.org.sg |
| 4 | Applied Customer Service Excellence (ACSE) | <p>Develop practical organisation and service skills while encouraging responsibility, teamwork, and positive interpersonal habits.</p> <p>Customer service excellence, service behaviours, teamwork, responsibility, and positive interpersonal habits.</p> | \$52.50 | 35 | SPD Ltd | esptraining@spd.org.sg |

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|---|----------------------------------|---|---------|----|---------|------------------------|
| 5 | ESP Employability Training (EET) | <p>Support confidence in social interactions and structured environments while strengthening foundational employability skills.</p> <p>Employability training focused on workplace readiness, communication, self-confidence, and participation in structured environments.</p> | \$33.00 | 21 | SPD Ltd | esptraining@spd.org.sg |
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Sector: Logistics

Job Roles: Logistics Assistant / Warehouse Assistant

Training Pathway:

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|---|--|--|----------|-----|------------------------------------|--------------------------------------|
| 1 | E-commerce Fulfilment Train and Place | <ol style="list-style-type: none"> 1. Learn the e-commerce fulfilment processes 2. Learn warehouse management tools and system to fulfil e-commerce fulfilment workflow 3. Use simple database and work applications 4. Draft resumes and handle interviews 5. Communicate, relate to others and adapt at the workplace | \$301.25 | 112 | Bizlink Centre Singapore | 6449 5652 training@bizlink.org.sg |
| 2 | Employability Training | <p>Employability Training Programme is designed to equip adults with autism with the employability skills required for successful placement and sustained employment.</p> <p>The Employability Training (1st Run) focuses on building foundational employability skills through a combination of job-specific hard skills and essential soft skills, including work habits, workplace communication and emotional regulation.</p> | \$335.25 | 300 | Autism Resource Centre (Singapore) | 6592 0426 E2C@autism.org.sg |
| 3 | Employability Training (Additional 300hrs) | <p>Employability Training Programme is designed to equip adults with autism with the employability skills required for successful placement and sustained employment.</p> <p>Trainees who require additional time to develop the necessary skills, productivity and work readiness, or returning trainees seeking new job placements may continue into Employability Training (2nd Run). 2nd Run focuses on further skills development, consolidation and reinforcement of learning, productivity building and increased exposure to workplace expectations as some may require a longer runway.</p> | \$335.25 | 300 | Autism Resource Centre (Singapore) | 6592 0426 E2C@autism.org.sg |

Vocational Training Pathway (Sector-Based, Job-Focused Technical Core Skills and Critical Core Skills)

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| 4 | Micro Job Training | <p>Micro Jobs Training is designed for clients with moderate to high support needs, providing a structured yet flexible pathway to learn, practise, and apply work skills in micro job settings.</p> <p>The programme begins with a Suitability Run, where shortlisted clients try out different tasks to identify their Preferences, Interests, Needs and Strengths (PINS). Observations from this session inform the selection of suitable micro job prototypes for training.</p> <p>Training is delivered through two modes: - In-house training, conducted at RC, focusing on technical skills specific to the micro job prototype and basic core employability skills in a familiar environment. - Onsite training, conducted at the employer’s worksite, focusing on generalising skills and building readiness for actual micro job deployment. Onsite training is differentiated into Basic and Advanced levels to accommodate varying readiness levels.</p> <p>The programme supports gradual transition from a familiar environment to an unfamiliar workplace, enabling clients to build confidence, predictability, and sustained engagement in micro jobs.</p> | \$368.42 | 180 | Rainbow Centre Singapore | 6817 9419 / 6817 9420 rctc@rainbowcentre.org.sg |
| 5 | Micro Job Training (Extended) | <p>Micro Jobs Training (Extended) builds on the core Micro Jobs Training programme and is designed for clients who require a longer runway to consolidate their work skills and readiness.</p> <p>The extended phase provides additional time for clients to practise and strengthen skills through continued in-house and onsite training. This supports greater consistency in task performance while building confidence and familiarity with workplace routines.</p> <p>The extension ensures that clients who benefit from a slower pace of learning receive the structured support needed to achieve meaningful participation in micro job settings.</p> | \$142.50 | 60 | Rainbow Centre Singapore | 6817 9419 / 6817 9420 rctc@rainbowcentre.org.sg |
| 6 | Be Work Ready: Job Search and Application Skills | <p>This course supports PwDs to understand how job search works and to prepare the practical requirements for applying for jobs prior to interviews. Learners are guided through job search methods, employer expectations, and preparation of basic job documents in a structured and supportive environment.</p> <p>Emphasis is placed on: - Understanding the job application journey - Preparing essential job documents - Practising real-world job search and application tasks - Building confidence to take the first step towards employment</p> | \$31.25 | 18 | Rainbow Centre Singapore | 6817 9419 / 6817 9420 rctc@rainbowcentre.org.sg |

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| 7 | Be Work Ready: Interview Skills to Communicate with Confidence | <p>This course supports PwDs to build confidence and communication skills for job interviews through structured guidance and supported practice. Learners are guided to understand interview expectations, practise responding to common questions, communicate strengths and support needs, and prepare for interview outcomes in a safe and supportive environment.</p> <p>Emphasis is placed on:</p> <ul style="list-style-type: none"> - Understanding different interview formats and expectations - Communicating clearly and confidently with employers - Practising interview behaviours through guided role-play - Preparing for next steps after interviews and transition into work | \$31.25 | 18 | Rainbow Centre Singapore | 6817 9419 / 6817 9420 rctc@rainbowcentre.org.sg |
| 8 | Be Work Ready: Problem-Solving & Adaptability @ Work | <p>This course equips persons with disabilities (PwDs) with practical, transferable problem-solving and adaptability skills to manage common challenges, changes, and disruptions at work. Learners are introduced to simple frameworks and tools that support effective responses to work problems across different roles and environments.</p> <p>Emphasis is placed on:</p> <ul style="list-style-type: none"> - Recognising common work problems and change scenarios - Applying a structured problem-solving process - Trying alternative strategies when tasks or expectations shift - Managing reactions and knowing when to seek support to stay engaged at work | \$31.25 | 18 | Rainbow Centre Singapore | 6817 9419 / 6817 9420 rctc@rainbowcentre.org.sg |
| 9 | Employment-Ready Logistics Skills Training Programme | <p>Equip PwDs with technical competencies, workplace behaviours, and operational readiness for logistics, warehousing, and fulfilment roles.</p> <p>Phase 1: EET, BMT, Applied Customer Service Excellence. Phase 2: Simulated warehouse training in receiving, checking, sorting, packing, labelling, scanning, inventory, replenishment, and safe handling. Phase 3: Supervised warehouse simulation covering picking, packing, quality checks, inventory counts, parcel sorting, dispatch preparation, and organisation.</p> | \$368.42 | 222 | SPD Ltd | esptraining@spd.org.sg |
| 10 | Applied Customer Service Excellence (ACSE) | <p>Develop practical organisation and service skills while encouraging responsibility, teamwork, and positive interpersonal habits.</p> <p>Customer service excellence, service behaviours, teamwork, responsibility, and positive interpersonal habits.</p> | \$52.50 | 35 | SPD Ltd | esptraining@spd.org.sg |

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| 11 | ESP Employability Training (EET) | <p>Support confidence in social interactions and structured environments while strengthening foundational employability skills.</p> <p>Employability training focused on workplace readiness, communication, self-confidence, and participation in structured environments.</p> | \$33.00 | 21 | SPD Ltd | esptraining@spd.org.sg |
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| Sector: Media | | | | | | |
|---|--|--|----------|-----|----------------------------|------------------------------------|
| Job Roles: Digital Marketing / Social Media Marketing / Content Creator | | | | | | |
| Training Pathway: | | | | | | |
| 1 | Immersive in Digital Marketing | This programme equips learners with practical digital marketing skills across key platforms and disciplines. Participants develop hands-on competencies in social media, content creation, SEO, and email marketing, culminating in a portfolio project and Demo Day presentation. | \$368.42 | 100 | Hatch Technologies Pte Ltd | 8040 4697 academy@hatch.sg |
| 2 | Introduction to Canva | <p>Explore Graphic Design Careers: Introduce learners to career opportunities and progression paths in the graphic design industry, highlighting the necessary skills and qualifications.</p> <p>Build Confidence in Using Digital Tools: Teach learners the fundamentals of graphic design, including color theory, typography, and layout, while familiarizing them with Canva's features to create visually appealing designs</p> <p>Apply Design Skills in a Real-World Context: Enable learners to apply their learned skills by creating a Career Moodboard using Canva, fostering creativity and self-expression.</p> | \$14.00 | 8 | Hatch Technologies Pte Ltd | 8040 4697 academy@hatch.sg |
| 3 | Introduction to Digital Marketing | This programme equips learners with practical social media management skills for social service agency contexts. Participants learn to create content, manage platforms, and implement basic marketing strategies through hands-on application with real social media campaigns. | \$42.00 | 20 | Hatch Technologies Pte Ltd | 8040 4697 academy@hatch.sg |
| 4 | AI Content Creation Skills Foundations | Participants will explore how to use accessible digital tools to create engaging visuals, social media content, videos, and creative projects while building essential workplace and communication skills. Through guided activities, collaborative projects, and real-world practice, learners will develop confidence in using AI responsibly and creatively. The programme also focuses on problem-solving, teamwork, self-expression, and digital literacy, helping learners become more independent and work-ready in today's evolving digital economy. | \$163.82 | 82 | Make The Change | 6337 5449 info@makethechange.sg |
| 5 | AI Content Creation Skills in Practice | Learners will strengthen important employability skills such as communication, teamwork, adaptability, problem-solving, and project management while developing a professional creative portfolio. The programme is designed to help persons with disabilities gain confidence in navigating workplace expectations and emerging digital tools in an inclusive and supportive learning environment. By combining creativity with technology, participants will be empowered to express their ideas, showcase their talents, and prepare for exciting opportunities in the growing digital content and AI-powered creative economy. | \$130.95 | 75 | Make The Change | 6337 5449 info@makethechange.sg |

Sector: Retail

Job Roles: Shopfront Retail Assistant

Training Pathway:

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|---|--|--|----------|------|----------|------------------------------|
| 1 | Foundational Shopfront Retail Operations | This course equips trainees with the essential skills needed to work in a retail storefront environment. Trainees will learn how to interact confidently with customers and peers through appropriate greetings, simple conversations, and guided communication. They will also develop practical communication skills using role-play and scripted scenarios to build confidence in handling everyday retail interactions. | \$274.62 | 99 | APSN Ltd | 8388 6252 alh@apsn.org.sg |
| 2 | Advanced Shopfront Retail Operations | This course builds on the Foundation Shopfront Retail Operations course and equips trainees with the ability to handle more complex situations in a retail storefront environment. Trainees will learn how to apply problem-solving skills to common workplace scenarios, such as managing customer order issues and responding to staff shortages, in order to ensure smooth and efficient store operations. | \$274.62 | 99 | APSN Ltd | 8388 6252 alh@apsn.org.sg |
| 3 | Career Preparation & Development 101 | Trainees will learn to understand and apply appropriate behaviours in different social and workplace settings. Trainees will learn to distinguish between appropriate behaviours, such as practising good manners, showing care and courtesy, respecting personal space, using suitable voice and gestures, and taking turns in interactions, and inappropriate behaviours, such as excessive phone use at work or raising one's voice at others. They will also learn to demonstrate appropriate conduct in various situations and understand the possible consequences of inappropriate behaviours. | \$25.00 | 16.5 | APSN Ltd | 8388 6252 alh@apsn.org.sg |
| 4 | Communication & Self-Advocacy 101 | This course equips trainees with essential communication skills for everyday social and workplace interactions. Trainees will learn how to initiate and sustain conversations, ask questions to clarify expectations, and listen actively for key information. The course also focuses on using appropriate tone, pace, volume, and body language, as well as interpreting non-verbal cues and practising effective turn-taking in conversations across different settings. | \$25.00 | 16.5 | APSN Ltd | 8388 6252 alh@apsn.org.sg |
| 5 | Digital Literacy 101 | This course equips trainees with essential digital skills for safe shopping, financial transactions, and online security in everyday life. Trainees will learn how to receive and verify purchased items, and understand different cashless payment methods such as NETS, PayNow, debit cards, and credit cards. They will also learn how to use banking services, including ATMs and online banking, to check transactions. In addition, the course builds awareness of online scams and teaches trainees how to identify common scam types, such as e-commerce scams and social media impersonation. Trainees will also learn basic cybersecurity practices, including protecting devices from malware and viruses, and safeguarding personal data through safe password practices, two-factor authentication, and good digital hygiene. | \$25.00 | 16.5 | APSN Ltd | 8388 6252 alh@apsn.org.sg |

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| 6 | Numeracy & Language Literacy 101 | This course equips trainees with essential foundational skills in numeracy, measurement, and language use for everyday life. Trainees will learn to recognise number patterns, count objects and money, and apply the four basic operations of mathematics. They will also develop skills in measuring length, mass, and volume using standard units. In language learning, trainees will strengthen their understanding of basic grammar, explore how sentence structure affects meaning, and build their vocabulary through active learning and usage. | \$25.00 | 16.5 | APSN Ltd | 8388 6252 alh@apsn.org.sg |
| Job Roles: Retail Assistant | | | | | | |
| Training Pathway: | | | | | | |
| 1 | Micro Job Training | <p>Micro Jobs Training is designed for clients with moderate to high support needs, providing a structured yet flexible pathway to learn, practise, and apply work skills in micro job settings.</p> <p>The programme begins with a Suitability Run, where shortlisted clients try out different tasks to identify their Preferences, Interests, Needs and Strengths (PINS). Observations from this session inform the selection of suitable micro job prototypes for training.</p> <p>Training is delivered through two modes: - In-house training, conducted at RC, focusing on technical skills specific to the micro job prototype and basic core employability skills in a familiar environment. - Onsite training, conducted at the employer’s worksite, focusing on generalising skills and building readiness for actual micro job deployment. Onsite training is differentiated into Basic and Advanced levels to accommodate varying readiness levels.</p> <p>The programme supports gradual transition from a familiar environment to an unfamiliar workplace, enabling clients to build confidence, predictability, and sustained engagement in micro jobs.</p> | \$368.42 | 180 | Rainbow Centre Singapore | 6817 9419 / 6817 9420 rctc@rainbowcentre.org.sg |
| 2 | Micro Job Training (Extended) | <p>Micro Jobs Training (Extended) builds on the core Micro Jobs Training programme and is designed for clients who require a longer runway to consolidate their work skills and readiness.</p> <p>The extended phase provides additional time for clients to practise and strengthen skills through continued in-house and onsite training. This supports greater consistency in task performance while building confidence and familiarity with workplace routines.</p> <p>The extension ensures that clients who benefit from a slower pace of learning receive the structured support needed to achieve meaningful participation in micro job settings.</p> | \$142.50 | 60 | Rainbow Centre Singapore | 6817 9419 / 6817 9420 rctc@rainbowcentre.org.sg |

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| 3 | Be Work Ready: Job Search and Application Skills | <p>This course supports PwDs to understand how job search works and to prepare the practical requirements for applying for jobs prior to interviews. Learners are guided through job search methods, employer expectations, and preparation of basic job documents in a structured and supportive environment.</p> <p>Emphasis is placed on:</p> <ul style="list-style-type: none"> - Understanding the job application journey - Preparing essential job documents - Practising real-world job search and application tasks - Building confidence to take the first step towards employment | \$31.25 | 18 | Rainbow Centre Singapore | 6817 9419 / 6817 9420 rctc@rainbowcentre.org.sg |
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| 5 | Be Work Ready: Problem-Solving & Adaptability @ Work | <p>This course equips persons with disabilities (PwDs) with practical, transferable problem-solving and adaptability skills to manage common challenges, changes, and disruptions at work. Learners are introduced to simple frameworks and tools that support effective responses to work problems across different roles and environments.</p> <p>Emphasis is placed on:</p> <ul style="list-style-type: none"> - Recognising common work problems and change scenarios - Applying a structured problem-solving process - Trying alternative strategies when tasks or expectations shift - Managing reactions and knowing when to seek support to stay engaged at work | \$31.25 | 18 | Rainbow Centre Singapore | 6817 9419 / 6817 9420 rctc@rainbowcentre.org.sg |