



Emergency Response and Crisis Management (ERCM) Programme

Singapore Workforce Development Agency (WDA)
Manufacturing and Construction Division

26 July 2011

**Introduction to
Singapore
Workforce
Development
Agency (WDA)
&
Singapore
Workforce
Skills
Qualifications
(WSQ)**

**Emergency
Response and
Crisis Management
Programme (ERCM)**

- Formed on 1 Sep 2003 as a statutory board under the Ministry of Manpower.

VISION

**A Competitive Workforce,
with Workers Learning for Life,
and Advancing with Skills**



MISSION

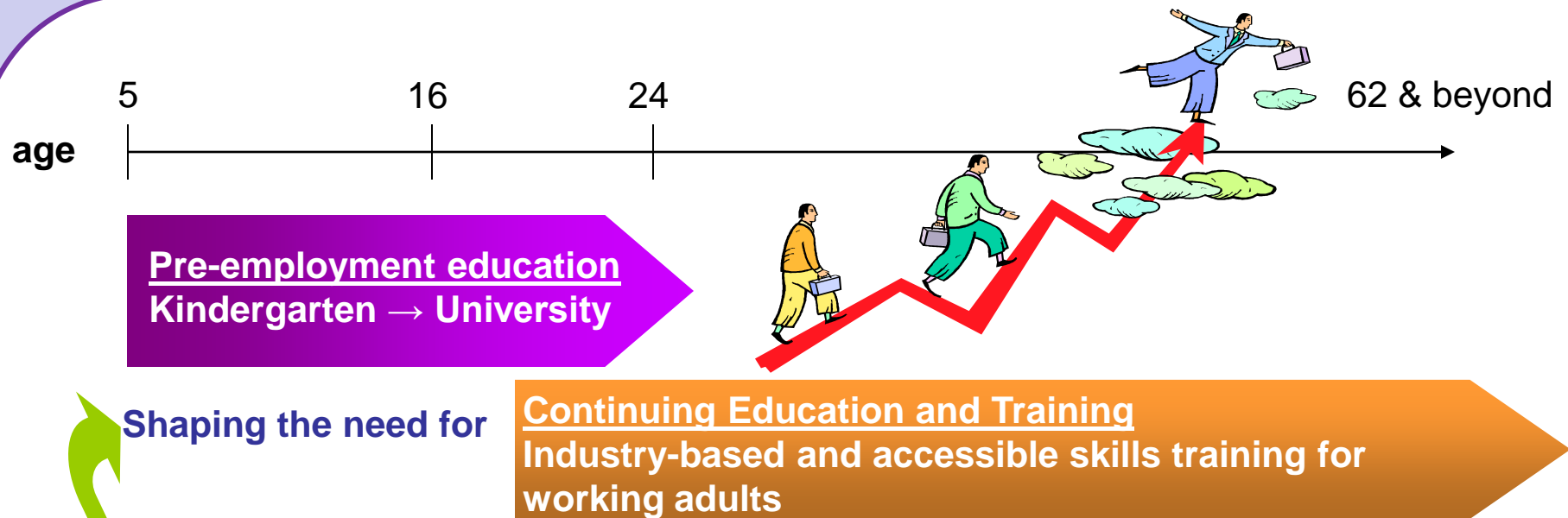
**To enhance the Employability and
Competitiveness of Our Workforce**



To fulfill our mission and vision, we commit to four key outcomes

- **Build a pipeline of workers**
 - Work with economic agencies and industry partners to build a pipeline of workers, ready to support industry growth
- **Bridge structural skills gaps**
 - By training, re-training and redirecting workers to high growth sectors
- **Raise industry standards**
 - Strengthen our industries and raise their competitiveness through skills upgrading
- **Enhance worker employability**
 - Equip low-skilled workers with basic workplace skills to enhance their employability

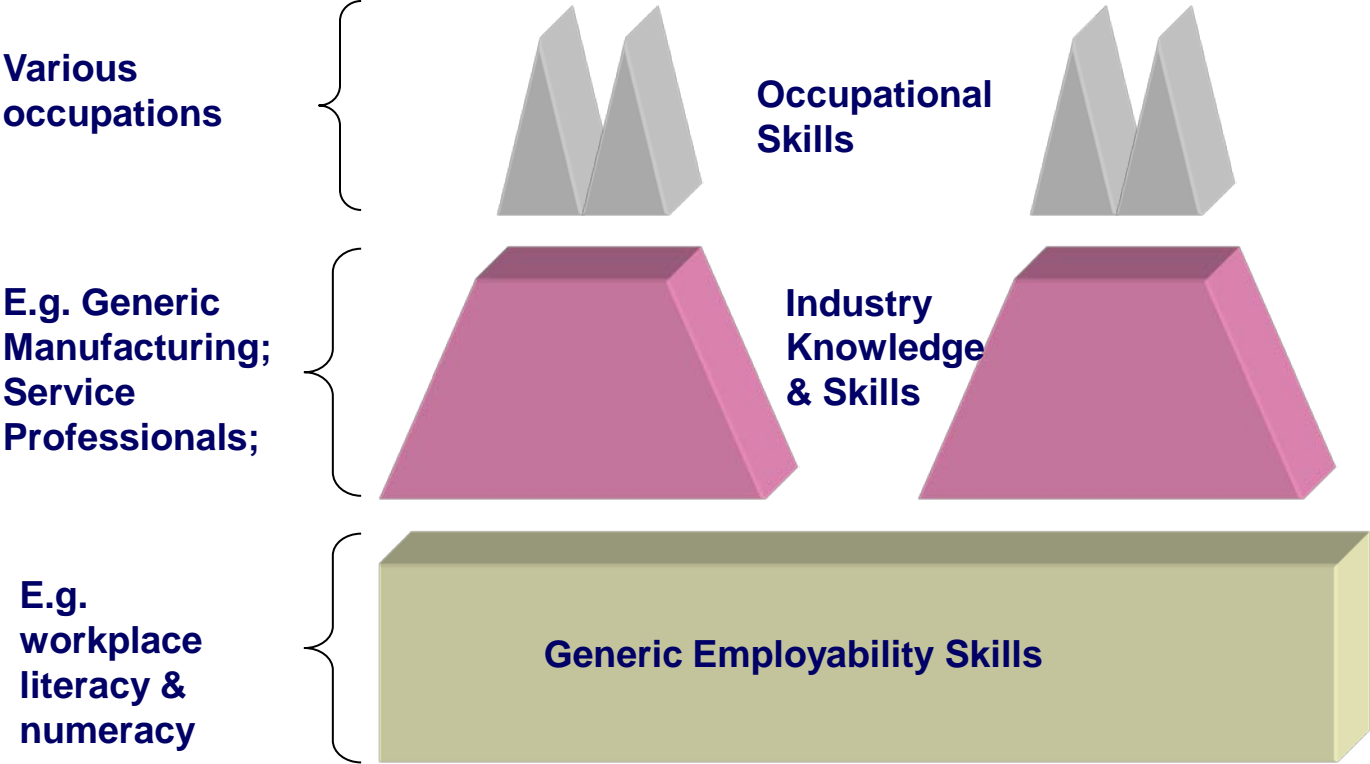
Building a Robust Continuing Education & Training (CET) System



The New Employment Landscape...

- Economic and industry restructuring
- Technological shifts
- Emerging Industries Requiring different skills
- Threat of structural unemployment
- Multiple careers in a working life

Skills Standards that ensure Relevance, Portability and Progression



Underlying Principles

✓ Authority

✓ Accessibility

✓ Relevance

✓ Progression

Key features of WSQ



Bite-sized modules to cater for adult learning

Nationally-recognised qualifications awarded to certified competent individuals

Develops training programmes to deliver the competencies at each skills level

Specify the skills & knowledge for each key occupational group & level identified by the industry



Employers

- Benchmark best practices
- Guide job description development
- Improve performance management systems and training programmes
- Establish employee career paths
- Guide training needs analysis
- Facilitate recruitment of competent staff
- Strengthen in-house training capabilities

Employees/Jobseekers

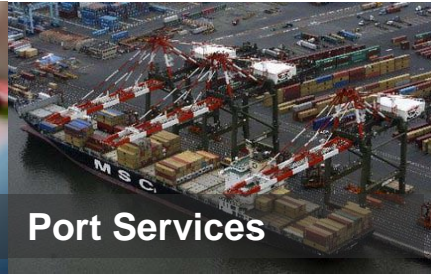
- Plan career path and assist entry into new industry
- Upgrade skills
- Describe skills set clearly to employers
- Obtain portable credentials for existing skills
- Assess and benchmark skills against established work standards
- Support and promote best practices in the workplace

Training Community

- Articulate clear training outcomes
- Develop and deliver training programmes that meet industry needs
- Endorsement on quality training programmes
- Receive capability development from WDA

29 WSQ Frameworks Established to-date

New Industries ...



EXAMPLES

Industries with manpower demand ...



Cross Sectoral Skills ...



Growth Industries ...



- ✓ **Over 606,000 workers trained in WSQ to date**
- ✓ **1 in 5 companies have used WSQ in training or hiring (2010 survey)**
- ✓ **9 in 10 employers/employees reported better performance after WSQ training (2010 survey)**
- ✓ **6 in 10 employers reported WSQ training had a positive effect on productivity (2010 survey)**

\$1,000 Award

- A CET Qualification Award (CQA) of \$1,000 is available for Singaporeans who successfully complete and attain a Singapore Workforce Skills Qualifications (WSQ) Diploma / Specialist Diploma for the first time from 1 March 2011.
- A CQA of \$200 is also available for those who are awarded a WSQ Certificate/ WSQ Higher Certificate/ WSQ Advanced Certificate.

**Introduction to
Singapore
Workforce
Development
Agency (WDA)
&
Singapore
Workforce
Skills
Qualifications
(WSQ)**

**Emergency
Response and
Crisis Management
Programme (ERCM)**

Need for Emergency Response and Crisis Management Programme

- (1) Safety, emergency and crisis readiness are essential to successful and efficient manufacturing operation
- (2) Regular training and realistic drills are essential components in managing a real-life crisis.
- (3) The Chemical industry is one of those few industries which see crisis management as critical for business.
- (4) Chemical company executives generally take such training very seriously as they are aware of the consequences of being unprepared for such situations. Crisis managers today rely heavily on their training, skills and instinct to response adequately in the face of emergency and crisis.
- (5) Safety and productivity goes hand in hand, successful management of emergency and crisis can reduce the number of operational hours lost due for recovery

In 2010, the Process industry and WDA initiated the development of the Emergency Response and Crisis Management programme

From then, WDA had held several industry wide session with various stakeholders from the industry and had decided to divide the programme into 3 levels :

- 1.Operational (Company Emergency Response Team);
- 2.Supervisory (Site Incident Controller); and
- 3.Professional (Site Main Controller- Crisis Management Team)

Committees participated during industry wide consultation and validation on programme structure

- Process Manpower, Skills and Training Council
- Chemical Technical Committee
- Oil and Petroleum Industry Technical and Safety Committee

Ensuring Relevance to Industry

The committee consisted of members from the following companies
(non-exhaustive) :



Overview of Emergency Response and Crisis Management Programme

Emergency Response and Crisis Management (ERCM) Programme

Operational (CERT)

Response to fire and HAZMAT emergencies

Apply Basic First Aid

Supervisory (SIC)

Design and Conduct Emergency Response Exercise and Drills

Manage Site Emergency

Implement Incident Management Processes

Professional (SMC)

Develop Emergency Response Procedures

Undertake Incident Management Process

Manage Media during Crisis

Manage Next-of-Kin Response during Crisis

Mitigate Crisis Management

Implement Business Continuity Plan

Contact Details

Ang Jing Mei (MS)
Manager, Manufacturing and Construction Division
Email : Ang_Jing_Mei@wda.gov.sg
DID : (65) 6307 7401

Petrofac Training Institute
Email : CPTC.singapore@petrofactraining.com
Tel : (65) 6880 2000

Institute of Process Industry
Email: enquiry@ipi.org.sg
Tel : (65) 6795 5700



Thank you