

CAREER CONVERSION PROGRAMME (CCP) FOR SME PROFESSIONALS
FREQUENTLY ASKED QUESTIONS (FAQs)

S/N	Questions and Answers								
General Questions									
1	What is CCP for SME Professionals? How will CCP for SME Professionals help SMEs and PMETs? The CCP for SME Professionals helps PMETs by: • Providing access to a wide range of career opportunities within the SME ecosystem; • Equipping them with new skills to take on new job roles in SMEs; • Adjusting them to an SME working environment; and • Providing them with the necessary foundational skills across business functions such as human resources, finance, admin and operations, sales and marketing. The CCP also equips them with basic knowledge and skills on leveraging AI and digitalisation to improve operational efficiency in SMEs. For PMETs joining from non-SMEs, the CCP will help them to adjust to the SOPs and processes in SMEs, which may include multi-tasking and taking on enlarged job scopes. The programme also benefits SMEs by providing salary support for SMEs to reskill jobseekers in new job roles. SMEs will work with SWDA or its appointed programme partners on improving HC capabilities and implementing progressive HR practices such as Structured Career Planning (SCP), which will give them access to a wider pool of jobseekers.								
2	What is the structure of the Programme? Newly-hired PMETs will undergo a 3-month programme, which includes a 3-day workshop and structured On-The-Job Training (OJT) at the hiring company. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2">Objectives of the 3-Day Workshop</th></tr> <tr> <td style="width: 15%;">Day 1</td><td> • PMETs will learn techniques to help them acclimatise to their new SME working environment </td></tr> <tr> <td>Day 2</td><td> • PMETs will learn foundational skills in various key business functional areas necessary to operate effectively in an SME environment, with topics such as leveraging on AI and digitalisation to improve operations efficiency in SMEs </td></tr> <tr> <td>Day 3</td><td> • Joint session between PMETs and their SME supervisors* to: - Facilitate interaction and align work expectations according to job descriptions, jobs tasks and expected deliverables - Encourage structured career planning whereby SME supervisors will discuss with PMETs on the latter's career progression such as potential higher value roles that the PMETs could take on over time * An employer toolkit will be provided to the SME supervisors for pre-reading. </td></tr> </table>	Objectives of the 3-Day Workshop		Day 1	• PMETs will learn techniques to help them acclimatise to their new SME working environment	Day 2	• PMETs will learn foundational skills in various key business functional areas necessary to operate effectively in an SME environment, with topics such as leveraging on AI and digitalisation to improve operations efficiency in SMEs	Day 3	• Joint session between PMETs and their SME supervisors* to: - Facilitate interaction and align work expectations according to job descriptions, jobs tasks and expected deliverables - Encourage structured career planning whereby SME supervisors will discuss with PMETs on the latter's career progression such as potential higher value roles that the PMETs could take on over time * An employer toolkit will be provided to the SME supervisors for pre-reading.
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3	Who are the Programme Managers (PMs)?
	There are 4 Programme Managers (PMs) under the CCP for SME Professionals: • Association of Small & Medium Enterprises (ASME) • Singapore Business Federation (SBF) • Singapore National Employers Federation (SNEF) • Workforce Advancement Federation (WAF)
On Funding Support and Eligibility Criteria	
4	How long is the programme duration?
	The programme duration is 3 months, which includes a 3-day workshop and structured On-The-Job Training (OJT) at the hiring company.
5	Are Permanent Residents (PRs) eligible? What are the eligibility criteria for CCP for SME Professionals?
	Yes, Singapore PRs are eligible to participate in this CCP. <u>PMET Eligibility criteria</u> • Be a Singapore Citizen or Permanent Resident who is keen to pursue a career in an SME; • Have graduated or completed National Service at least 2 years¹ prior to the point of application; • New job role trained for under the CCP should be substantially different from previous job role; <u>or</u> • Has held a similar role previously but was from a non-SME prior to joining the company • Must not have connections to the CCP participating company ○ Shareholder of the CCP participating company or its related entities²; ○ Related³ to the owners⁴ of the CCP participating company; ○ Related³ to individuals in the CCP participating company who have the authority to make decisions in relation to the CCP application; and ○ Immediate ex-staff of the CCP participating company or its related entities <u>SME Eligibility criteria</u> • Meet local SME definition (see definition under FAQ item 13); • Must be able to offer an employment contract⁵ on permanent terms or on contract terms that are no less than one (1) year, with a fixed monthly salary of at least \$3,500; • Must put in place structured OJT for the candidate; • Must commit to CCP training arrangements for the trainees; • Must complete an assessment of the company's human capital (HC) practices using Institute for Human Resource Professionals (IHRP)'s Human Capital Diagnostic Tool (HCDT); and • Be committed to work with SWDA or its appointed programme partners on improving HC capabilities and implementing progressive HR practices such as Structured Career Planning (SCP).

¹ This will be counted from the date of graduation from the latest qualification, or date of completion of national service, whichever is later.

² This does not apply to shareholders who hold publicly traded shares in listed companies.

³ Related individuals refer to these 4 groups:

- Spouse/ex-spouse
- Children
- Parents/parents-in-law
- Siblings

⁴ For non-publicly listed companies, refer to individuals with shareholding per ACRA profile

⁵ With effect from 1 April 2025, participating companies in CCPs may offer either full-time or flexi-load working arrangements (e.g. part-time employment) and qualify for CCP support.

Individual-Specific Questions	
6	What kinds of jobs are available within SMEs participating in CCP for SME Professionals? What kind of sectors are the SMEs from?
	There is a wide range of job roles available for PMETs as the participating SMEs come from all sectors. The CCP for SME Professionals offers a wide range of job roles in SMEs in areas such as: • Leadership and Management • Sales and Marketing, Business Development • Project Management • Operations and Administration, which could include HR elements (i.e. for roles that are purely HR function, companies should apply for a specialised CCP such as CCP for Human Capital Professionals)
7	What is the range of salaries in these jobs?
	Salaries in SMEs vary according to the job scope and the experience/qualification of the PMET, as well as the SME's nature of business. Companies would have to offer PMET participants full-time positions with a monthly salary of at least \$3,500 (excluding variable components).
8	Are fresh graduates eligible to participate in CCP for SME Professionals?
	Fresh graduates are not eligible to participate in this CCP. This programme supports local PMETs who have graduated or completed National Service for at least two years, whichever is later, at the point of application. The eligibility criteria for PMETs are as detailed in FAQ item 5.
9	Are unemployed PMETs eligible to participate in CCP for SME Professionals?
	Yes, unemployed PMETs are eligible, as long as they meet all eligibility criteria for PMETs detailed in FAQ item 5.
10	Do I have to pay to participate in CCP for SME Professionals?
	No, PMET participants do not have to pay anything for their participation in the CCP.
11	What happens if I resign from the participating SME before the end of three months? Can I apply for a job with another SME/company or am I contractually bound? Will there be any penalty for me?
	There is no bond imposed on PMET participants of the CCP for SME Professionals. However, prevailing contractual agreements within each SME's employment contracts with individual jobseekers may apply.
12	I am interested in a career in an SME. How can I sign up for the CCP for SME Professionals?
	Please visit the MCF Portal to apply for CCP supportable job roles.

Employer-Specific Questions			
13	What is the definition of SMEs?		
	- Registered or incorporated in Singapore; - Have employment size⁷ of not more than 200; OR annual sales turnover⁸ of not more than S\$100 million		
14	How can my company benefit from CCP for SME Professionals?		
	Hiring SMEs can seek assistance from PMs to help screen and refer suitable job-seeking PMETs for their job vacancies under the Programme.		
	Participating SMEs can also enjoy up to 90% salary support for each PMET enrolled onto the CCP, upon completion of the Programme and three-month OJT of the newly hired PMET(s):		
	<u>Funding Support for CCP participants</u>		
	SWDA's Funding to Employers	Standard Rate	Enhanced Rate
	Salary Support	Up to 70% of monthly salary for CCP training duration (capped at \$5,000 per month)	Up to 90% of monthly salary for CCP training duration (capped at \$7,500 per month) <i>* For Singapore Citizen (SC) and Permanent Resident (PR) trainees who are unemployed and actively seeking employment for six months or more, and/or SC and PR trainees aged 40 years and above in the year of commencement of the CCP.</i>

⁸ "Companies" is used as a generic term and is intended to include non-business entities not registered with ACRA such as VWOs and societies, among others.

⁹ A company should include in its employment size any persons employed under a contract of service in accordance to the Employment Act. This is regardless of the nationality of the employee.

¹⁰ Annual sales turnover refers to the revenue or sales turnover stated on the company's income statement.

15	When does the OJT commence?															
	The OJT can commence once: • The PM has approved the SME’s participation in the CCP and its training development plan; and • The company has accepted the Funding Agreement issued by the PM.															
16	My company is interested to hire PMETs or participate in the programme, how can my company register?															
	For companies looking to apply for the CCP for SME Professionals, you can register your interest here or reach out to one of our PMs: <table><tr><th>PMs</th><th>Telephone</th><th>Email</th></tr><tr><td>ASME</td><td>6015 0061</td><td>ccp@asme.org.sg</td></tr><tr><td>SBF</td><td>6827 6828</td><td>ccp@sbf.org.sg</td></tr><tr><td>SNEF</td><td>6827 6977</td><td>ccpsme@snef.org.sg</td></tr><tr><td>WAF</td><td>8866 3603</td><td>ccp@waf.org.sg</td></tr></table>	PMs	Telephone	Email	ASME	6015 0061	ccp@asme.org.sg	SBF	6827 6828	ccp@sbf.org.sg	SNEF	6827 6977	ccpsme@snef.org.sg	WAF	8866 3603	ccp@waf.org.sg
PMs	Telephone	Email														
ASME	6015 0061	ccp@asme.org.sg														
SBF	6827 6828	ccp@sbf.org.sg														
SNEF	6827 6977	ccpsme@snef.org.sg														
WAF	8866 3603	ccp@waf.org.sg														
17	Why do companies need to complete an assessment of their human capital (HC) practices using IHRP’s Human Capital Diagnostics Tool (HCDT)?															
	This will help companies assess their current human capital practices and benchmark them against industry standards, providing valuable insights that can inform strategic planning and guide the development of more effective HR strategies. By completing the HCDT, companies can maximise the benefits of the CCP for SME Professionals, ensuring that the programme aligns closely with their specific human capital development needs and contributes to long-term capability building.															
18	Is there a restriction on how many PMETs I can sign up under the CCP for SME Professionals?															
	Companies may take on more than one PMET. However, for each subsequent PMET that they seek to hire under the CCP, the company is required to retake the IHRP HCDT if the last HCDT was taken more than a year ago, to assess the status of the company’s HC practices. All other PMET eligibility criteria as stated in FAQ item 5 applies.															
19	If my newly-hired PMET leaves my company before the completion of the 3-month OJT, can I hire a replacement? Am I still eligible for the salary support?															
	Yes, SMEs may do so and can still benefit from the salary support. A fresh application has to be submitted for the new replacement PMET and is subject to approval. The new replacement PMET is required to attend the 3-day workshop and redo the 3-month OJT. All other PMET eligibility criteria in FAQ item 5 applies.															
20	What if my newly-hired PMET leaves before the completion of the 3-month programme and I do not wish to replace the PMET. Am I still able to receive the salary support?															
	If the PMET leaves before the completion of the 3-month programme, the salary support would be pro-rated up to the individual’s last working of the month. However, the company will need to ensure that the 3-day workshop has been completed prior to the individual’s last working day.															

21	Can our PMET or SME Supervisor attend any make-up classes in the event that they are unable to complete the entire workshop run due to work exigencies?
	SMEs are strongly encouraged to complete the training within the same workshop run and can work with the PM to arrange for their staff to attend make-up classes (if available). If either the SME supervisor or the PMET is unable to attend the Day 3 joint facilitative workshop, both of them will have to rearrange to attend the same session so that both parties can attend the workshop together. Salary support for the programme will only be disbursed upon successful completion of both the OJT and the workshop.
22	When would salary support commence?
	Salary support will start when the OJT commences and will only be disbursed after the OJT and 3-day workshop are successfully completed.
23	If my supervisor has attended Day 3 of the workshop (i.e. joint facilitative session between PMET and SME supervisor) for a previous PMET hired with the company under this programme, would my supervisor have to attend it again for the next hire under this programme?
	Yes, for each new hire, their direct supervisor would need to attend the Day 3 of the workshop. This will help the new hire to communicate with their supervisor and align on work expectation and integrate better into the SME.
24	Does the supervisor attending Day 3 of the workshop have to be the direct supervisor of my newly-hired PMET?
	Yes, he/she has to be the direct supervisor of the newly-hired PMET. During the 3-month OJT, the direct supervisor is expected to work closely, be in constant communication with the PMET and be aware of the PMET's performance so that he/she will be able to evaluate the PMET's performance at the end of the programme. The workshop will assist to build up the SME supervisor's abilities in this aspect.