

## CCP FOR EXPERIENCE DESIGN (UX/UI) Frequently Asked Questions [For Public]

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<b>A. General Questions</b>	
1.	<p><b>What is the Career Conversion Programme for Experience Design (UX/UI) about?</b></p> <p>The Career Conversion Programme (CCP) for Experience Design (UX/UI) is targeted at local (Singapore Citizens and Permanent Residents) Professionals, Managers, Executives and Technicians (PMETs), including mid-career switchers, to undergo skills conversion and embark on exciting job opportunities such as User Experience (UX) Designers, User Interaction (UI) Designers, UX/UI Designers, Customer-Experience Designers, User Experience (UX) Consultants, Content Designers and Project Managers.</p>
2.	<p><b>What is Experience Design (UX/UI)?</b></p> <p>User Experience (UX) and User Interface (UI) design focuses on creating seamless customer experiences across multiple touchpoints. These touchpoints can be around products and services, or even around a brand or a process. It is the process of enhancing the overall experience of the users, by improving the usability, accessibility, ease of use, as well as presentation and the interactivity of the web or mobile application, in order to achieve the product/service's objective to provide the maximum customer satisfaction.</p>
3.	<p><b>What are the job roles available under this CCP?</b></p> <p>Upon completion of the CCP, individuals will be able to transit into new occupations such as User Experience (UX) Designers, User Interaction (UI) Designers, UX/UI Designers, Customer-Experience Designers, User Experience (UX) Consultants, Content Designers, Project Managers and suitable UX/UI-related job roles across different industries.</p>

S/N	Questions and Answers
4.	<p><b>Why is this CCP a Place-and-Train Programme?</b></p> <p>Under a Place-and-Train Programme, individuals are hired by a host employer before undergoing training to take on the new job role. This means individuals who are keen to participate must secure full-time employment in Experience Design (UX/UI) job function before they embark on the programme.</p> <p>The CCP ensures that the individuals gather relevant workplace experience and have the opportunity to apply what they have learnt in training back at the workplace. This will allow them to develop the required competencies for the job upon completion of the CCP.</p>
5.	<p><b>How is the training being conducted?</b></p> <p>The programme comprises 4-5 weeks of facilitated training on fundamental modules such as UX Research Methodology and UX for Digital and Spatial at Nanyang Academy of Fine Arts (NAFA). In order not to disrupt businesses, CCP trainees will start the training in the beginning and then commence full-time work after completion of the fundamental modules.</p> <p>After completion of training at NAFA, CCP trainees will continue with the following training while undergoing On-Job-Training (OJT) at the company during working hours: Design Thinking for UX Module and Collective Project. This means classes may take place during weekends and/or outside working hours.</p> <p>The entire CCP will take up to six months.</p>
6.	<p><b>What other CCPs are available?</b></p> <p>CCPs are available in many different sectors, such as Creative Industries, Healthcare, Infocomm Technology and Manufacturing. For more information, please go to <a href="https://conversion.mycareersfuture.gov.sg">https://conversion.mycareersfuture.gov.sg</a>.</p>

## **B. For Individuals**

### **7. How do CCPs work and how can individuals benefit from it?**

CCPs are career conversion programmes targeted at local PMETs, including mid-career switchers, to undergo skills conversion and move into new occupations or sectors that have good prospects and opportunities for progression.

Individuals can look forward to structured OJT and facilitated training to acquire the necessary skillsets for the new role. To support employers and encourage them to be open to mid-career switchers and displaced PMETs without the requisite experience or skills, Workforce Singapore (WSG) will provide course fee support and salary support of up to six months under this CCP.

8.	<p><b>How can an individual be eligible for the funding support?</b></p> <p>Individuals who are interested to be employed under this programme must meet these requirements:</p> <ul style="list-style-type: none"> <li>(a) Employed in the Creative Industries and/or non-design companies without UX/UI design experience, and seeking to acquire new skills and switch to UX/UI designer, User Experience Designer (UX) and/or related occupations; or</li> <li>(b) Employed in other industries and seeking to acquire new skills and switch careers to UX/UI Designer, User Experience Designer (UX) and/or related occupations in the Creative Industries and/or non-design companies; or</li> <li>(c) Unemployed seeking to re-enter the workforce as UX/UI Designer, User Experience Designer (UX) and/or related occupations in the Creative Industries and/or non-design companies.</li> </ul> <p>The Programme is open to all company-sponsored applicants who meet the following General Eligibility Criteria:</p> <ul style="list-style-type: none"> <li>• Be a Singapore Citizen (SC) or Permanent Resident (PR) aged 21 years and above;</li> <li>• New hires must have graduated or completed NS, whichever is later, at least two years at the point of application;</li> <li>• Must be a newly hired PMET (i.e. not more than three (3) months* from date of employment), and nominated by an eligible company for the CCP;</li> <li>• Must not have prior working experience or in a similar job role in previous employment;</li> <li>• Must not be a shareholder of the participating company, or its related companies;</li> <li>• Must not be related to the owner(s) of the participating company; and</li> <li>• Must not be immediate ex-staff of participating company and its related companies.</li> <li>• Applicants must go through a screening, interview and selection process by the hiring employer.</li> </ul>
9.	<p><b>What are the funding support for the CCP?</b></p> <p>There are two funding support components for eligible individuals:</p> <ul style="list-style-type: none"> <li>a. Course Fee Support</li> <li>b. Salary Support – This is to defray the salary expenses borne by the CCP employers during the training period. This will be provided for up to six months of the CCP period.</li> </ul> <p>Funding is only applicable to employers who hire eligible Singapore Citizens and Singapore Permanent Residents under this CCP.</p>

10	<p><b>Upon completion of the training, what qualification/title can the individual get?</b></p> <p>Upon completion of the programme, the CCP employee will attain an industry-recognised professional certificate in Experience Design (UX/UI).</p>
11	<p><b>Is there a bond for the programme? What if the individual quits the programme halfway?</b></p> <p>There is no bond for the programme. However, individual must be offered full-time employment on permanent terms or on contract terms of no less than one (1) year with minimum monthly gross salary of \$2,500 or more.</p>
12	<p><b>How can an individual enrol in the CCP? ?</b></p> <p>Individuals are to secure a full-time job with an employer in Experience Design (UX/UI) (or related) job functions before embarking on their CCP training. Companies will need to contact Methodology Pte Ltd, the Programme Manager, at <a href="mailto:ccp@methodology.sg">ccp@methodology.sg</a> to enrol the shortlisted individual onto the CCP.</p> <p>Individuals who are seeking job opportunities with CCP employers can contact Methodology Pte Ltd at <a href="mailto:ccp@methodology.sg">ccp@methodology.sg</a>.</p> <p>Individuals may also apply for CCP for Experience Design (UX/UI) related jobs at MyCareersFuture.sg (<a href="http://www.mycareersfuture.sg">www.mycareersfuture.sg</a>).</p>
13	<p><b>What are the documents that are required for the CCP application?</b></p> <p>The following documents will be required for registration:</p> <ol style="list-style-type: none"> <li>1. NRIC (front &amp; back) for Singapore Citizen and Singapore Permanent Resident</li> <li>2. Copy of transcripts, certificates of educational qualifications and Curriculum Vitae</li> <li>3. Copy of signed Employment Letter</li> <li>4. Details of Job Description</li> </ol>
14	<p><b>When will the individual know of the application outcome?</b></p> <p>If the individual is offered a full-time position by a CCP host company, the employer will make the necessary arrangements to enrol the individual into CCP and inform the individual of the outcome.</p>

15	<p><b>How can a new hire in Experience Design (UX/UI) function apply for the programme?</b></p> <p>If the individual is a new hire in the company and still within the first three months of employment, he/she should inform the company's HR representative to contact Methodology Pte Ltd at <a href="mailto:ccp@methodology.sg">ccp@methodology.sg</a>.</p>
16	<p><b>How can interested individuals find out more information on the CCP?</b></p> <p>Please contact Methodology Pte Ltd at <a href="mailto:ccp@methodology.sg">ccp@methodology.sg</a> or visit <a href="https://conversion.mycareersfuture.gov.sg/Portal/ProgramDetails.aspx?ProgID=P00000427">https://conversion.mycareersfuture.gov.sg/Portal/ProgramDetails.aspx?ProgID=P00000427</a> for more information.</p>

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<b>C. For Employers</b>	
17.	<p><b>What are the benefits of CCPs?</b></p> <p>The programme enables employers to widen their talent pool by tapping on additional sources of manpower. Employers will enjoy funding of salary support in hiring mid-career Professionals, Managers, Executives and Technicians (PMETs) who are interested to be reskilled into a new job role.</p>
18.	<p><b>What are the eligibility criteria for Employers?</b></p> <p>Hosting companies for this CCP must fulfill the following criteria:</p> <ul style="list-style-type: none"> <li>• Registered or incorporated in Singapore with a valid Unique Entity Number (UEN) with Accounting and Corporate Regulatory Authority (ACRA);</li> <li>• Offer a full-time PMET position related to job role which the CCP is for, with a minimum fixed monthly salary of \$2,500 or more, and at least a 12-month employment contract;</li> <li>• Ensure that new hires cannot be: <ul style="list-style-type: none"> <li>- A shareholder of the CCP company, or its related companies;</li> <li>- Related to the owner(s) of the company; and</li> <li>- Immediate ex-staff of the company or its related companies.</li> </ul> </li> <li>• Must have the knowledge and capacity to provide structured on-the-job training for the candidate.</li> <li>• Commit to CCP training arrangements for the trainees; and</li> <li>• Commit to working with WSG and Methodology on necessary administrative matters related to the CCP.</li> </ul>

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19.	<p><b>What type of funding support is available for CCPs?</b></p> <p>(a) <b>Course Fee Grant:-</b></p> <p>Course fee: S\$10,000 (excluding GST)</p> <p>70% course fee support capped at \$7,000 per trainee (excluding GST)</p> <p>(b) <b>Salary Support Grant<sup>1</sup>:-</b></p> <p>Standard Rate: Up to 70% of monthly salary for up to six (6) months, capped at \$4,000 per month; or</p> <p>Enhanced Rate<sup>2</sup>: Up to 90% of monthly salary for up to six (6) months, capped at \$6,000 per month.</p>
20.	<p><b>Why is there enhanced salary support for CCPs?</b></p> <p>The enhanced salary support of up to 90% of monthly salary (capped at \$6,000) is to encourage employers to hire mature and long-term unemployed PMETs and benefit from their experience.</p>
21.	<p><b>How can an employer hire under CCP for Experience Design (UX/UI)?</b></p> <p>Employer can hire through the following ways:</p> <ul style="list-style-type: none"> <li>a) Submit their job vacancies and requirements to Methodology Pte Ltd at <a href="mailto:ccp@methodology.sg">ccp@methodology.sg</a></li> <li>b) Register their preferred candidates for the CCP by sending their resume/CV to Methodology Pte Ltd for review of individuals' eligibility</li> <li>c) Post job vacancies under the CCP on MyCareersFuture portal</li> </ul>
22.	<p><b>Can an employee who is a shareholder of the company participate in the CCP?</b></p> <p>The CCP is intended for new PMET hires where the company is supportive to re-skill the individual through a series of training programmes and on-the-job training to be familiar with the desired CCP job role. It is not intended for existing employees, shareholders, or persons holding directorship within the company.</p>

<sup>1</sup> Monthly salary is calculated based on gross monthly salary, which comprises basic monthly salary and fixed monthly allowance paid to the trainee by the participating company.

<sup>2</sup> For Singapore Citizen (SC) who are long-term unemployed (i.e. defined as being unemployed and actively seeking employment for six months or more and/or those who are aged forty (40) years and older in the year of commencement of CCP for the trainee.



S/N	Questions and Answers
23.	<p><b>How will the course fee grant be paid and disbursed?</b></p> <p>Once the individual is hired, employer pays 30% of the nett course fees and any applicable goods &amp; services tax ("GST") at the commencement of programme.</p> <p>If eligible for the additional enhanced rate of 20% course fee, employer pays 10% of the nett course fees and any applicable goods &amp; services tax ("GST") at the commencement of programme.</p>
24.	<p><b>How will the salary support grant be paid and disbursed to employer?</b></p> <p>Methodology Pte Ltd shall disburse the salary support grant to CCP employer. Employer must provide all necessary supporting documents and proof that the trainee completed the CCP training to Methodology for salary support grant claim.</p>
25.	<p><b>How can an employer find out more information on CCP for Experience Design (UX/UI)?</b></p> <p>Enquiries can be directed to <a href="mailto:ccp@methodology.sg">ccp@methodology.sg</a> or visit <a href="https://conversion.mycareersfuture.gov.sg/Portal/ProgramDetails.aspx?ProgID=P00000427">https://conversion.mycareersfuture.gov.sg/Portal/ProgramDetails.aspx?ProgID=P00000427</a> for more information.</p>