



**Our Vision:** To provide quality education to foster continual growth and development for the community.  
**Our Mission:** We are committed to impart quality skills to our students and to work in partnership with our accredited partners to meet the students' aspirations and goals beyond post-secondary education and to finally, provide an avenue towards a rewarding career path  
**Culture:** "Serve with pride, lead the change"  
**Core Values:** Be committed to our student's performance, Life-long learning, Integrity & Ethics, Care for the Environment and Community

**Course Title**

Conduct Orientation and Training (Level 4)

**Course Code**

TGS-2020506118

**Course Content /Description**

- Create orientation and training plans, after determining needs and objectives
- Conduct orientation and on-the-job trainings and create positive learning environments
- Adapt orientation and/or training to meet learning styles
- Seek feedback from participants
- Assess the impact of training towards change in actual performance
- Adjust training and orientation plans in accordance with organisational procedures and recipes, food and workplace safety and health requirements

**Course Objective**

This skill describes the ability to conduct orientations, plan training sessions, conduct and evaluate trainings.

**Learning Outcome**

- Analyse the purpose of orientation and training sessions
- Compile orientation and training checklists
- Discuss the impact of successful orientation and/or training on business operations
- Discuss the concept of adult learning principles and individual learning styles
- Examine the techniques for delivering training material
- Examine the technique of getting feedback from participants
- Discuss the purpose and importance of performance evaluations
- Outline different forms of evaluation
- Analyse the importance of using demonstrations to enhance learning

**Course Duration**

16 Hours (15 Hours Training, 1 Hour Assessment)

**Trainer to Learner ratio**

1:20

**Mode of Delivery**

Classroom

**Assessment**

- Written Assessment (Case Study)
- Written Assessment (Short Answer and Direct Questions)

**Attendance Requirement**

Minimum attendance requirement: 75%

All learners are strongly encouraged to have full attendance for all classes unless there are unforeseen circumstances, E.g. due to medical reasons where documentary proof can be provided

**Who Should Attend**

Executives, Supervisors, Team Leaders and Managers

**Career Opportunity / Job Role**

- Trainer
- Event Organizer
- Supervisor
- HR Personnel

**Entry Requirement**

- Age Group: 18 to 60 years old
- Work Experience: 2 years and above
- Highest Educational Level: Secondary and above
- Written Language: English (Workplace Literacy (WPL) Level 4)
- Spoken Language: English (Workplace Numeracy (WPN) Level 4)

**Course Fee**

Singapore Citizen/ Permanent Resident of Singapore: \$849.00 (Before subsidy and GST)

Non Singapore Citizen: \$849.00 (Before GST)

**Payment Mode**

Learners can make use of any of the following payment mode:

- Cheque – Note: Cheque is to be made in Singapore
- PayNow
- Skillsfuture Credit (if applicable)

Account details of ICAS Training & Education College:

- UEN No. :200512999K
- Account : ICAS Training & Education College (ICASTECH) Pte Ltd
- Account No : 010-903128-6
- Currency : SGD
- Bank Code : 7171
- Branch Code : 010
- Swift Code : DBSSSGSG
- Branch Name : DBS South Bridge
- Branch Address : DBS Bank Ltd, 12 Marina Boulevard, DBS Asia Central, Marina Bay Financial Central Tower 3, Singapore 018982

**Certification**

Upon successful completion of the course and passing all assessments, participant will be awarded with a Statement of Attainment (SOA) by SSG.

**Venue**

141 Cecil Street, #03-01, Tung Ann Association Building, Singapore 069541.

**Contact Info**

- Tel : +65 6535 4187
- Website : <https://icastec.com.sg>
- Email : [enquiry@icastec.com](mailto:enquiry@icastec.com)

Group Category	Funding Support
Singaporean citizens and permanent residents (Self-sponsored individuals must be at least 21 years old)	Up to 50% of course fees
Singaporean citizens aged 40 years old and above	Up to 70% of course fees
SMEs	Up to 70% of course fees

Refund Policy	Refund
Withdrawal notification received at least 14 calendar days before course commencement	75% refund of paid fees
Withdrawal notification received less than 14 calendar days from the course commencement OR upon course commencement	No refund of paid fees

