



**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**

Supervise, Motivate and Empower Staff (Level 5)

**Course Code**

TGS-2020513718

**Course Content/Description**

- Comply with legal, industry and organisational requirements in roster planning
- Review and make amendments or adjustments to duty rosters, in response to contingencies
- Communicate roster details, including tasks and expectations, to staff
- Apply effective leadership skills, including being a role model to motivate staff
- Employ means to effectively enhance co-worker relationships to achieve organisational goals
- Apply effective empowerment for organisational effectiveness
- Conduct on-the-job supervision to ensure organisational goals are achieved
- Address staff performance concerns based on assigned tasks
- Resolve conflicts between staff, in accordance with organisational policy

**Course Objective**

This skill describes the ability to supervise, motivate and empower staff. It also includes planning staff rosters and addressing job performance concerns, in accordance with organisational procedures.

**Learning Outcome**

- Apply organisational policies and procedures for planning staff rosters
- Review the processes for developing staff rosters
- Determine the factors to consider in assigning tasks to staff
- Apply effective listening and communication skills
- Apply the means to empower team members to achieve organisational goals
- Implement the methods to motivate and empower staff
- Conduct the methods of on-the-job supervision to enhance work performance
- Provide the techniques for positive and negative feedback to staff
- Execute the processes for resolving employee conflicts

**Course Duration**

16 Hours (14.5 Hours Training, 1.5 Hours Assessment)

**Trainer to Learner Ratio**

1: 20

**Mode of Delivery**

Classroom

**Assessment**

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

**Attendance Requirement**

Minimum attendance requirement: 75%  
 All learners are strongly encouraged to have full attendance for all sessions unless there are unforeseen circumstances, E.g. due to medical reasons where documentary proof can be provided

**Who Should Attend**

Senior Staff Members, Supervisors, Managers, Professional Conversion for PMETs (midcareer job seekers)

**Career Opportunity / Job Role**

- Supervisor
- Business Owner
- Trainer
- Chef

**Entry Requirement**

- Age Group: 18 to 60 years old
- Work Experience: 2 years and above
- Minimum Educational Level: Preferably 1 GCE 'N' Level pass and above
- Written Language: English (Workplace Literacy (WPL) Level 5)
- Spoken Language: English (Workplace Numeracy (WPN) Level 5)

**Course Fee**

Singapore Citizen/ Permanent Resident of Singapore: \$500.00 (Before subsidy and GST)  
 Non Singapore Citizen: \$500.00 (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 : DBSSGSG
- 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

