Civil Service College, Singapore - Developing public officers
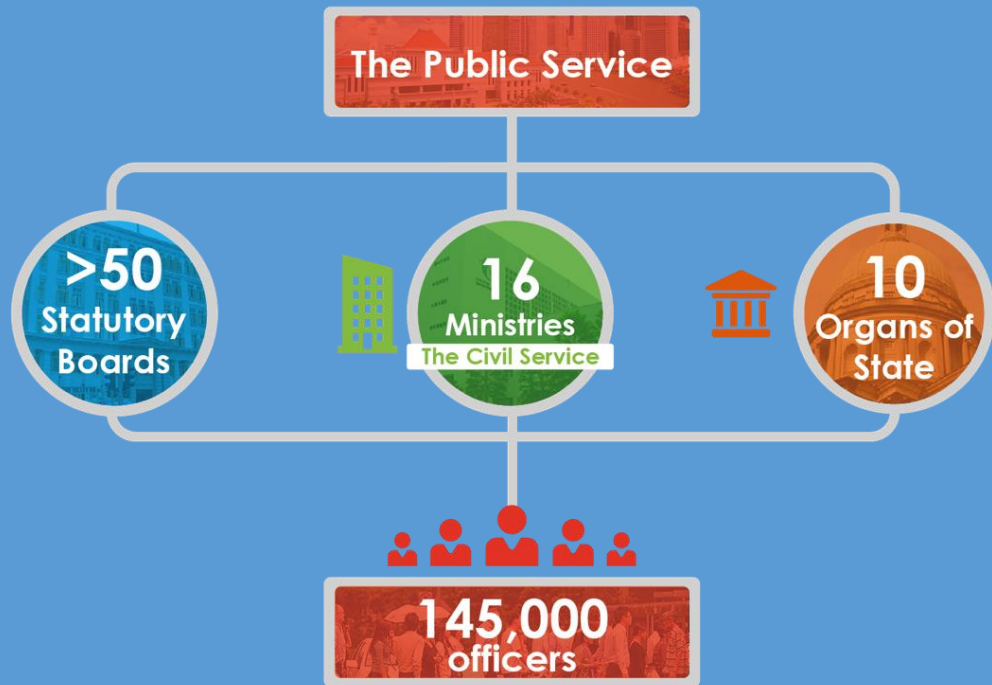
2018 NHI HR Leaders Forum

November 2018

The Singapore Public Service

The Public Service

>50 Statutory Boards

16 Ministries — The Civil Service

10 Organs of State

145,000 officers

Learning Redefined

Innovative · Inspiring · Impactful

Building a Future Ready Public Service

Civil Service College Singapore

Our Mission

To develop people for a first-class Public Service

Our Vision

The heart of learning excellence and development for the Singapore Public Service

CSC supports **Public Sector Transformation** through developing the required capabilities - in officers, leaders and organisations

Why is there the need for Singapore to undergo Public Service Transformation?

Objectives of PST:

One Trusted Public Service, with Citizens at the Centre
- Lean, agile, digital
- With skilled and adaptable leaders and officers
- Leading globally in service delivery and innovation

How is CSC supporting the Public Service Transformation?

What capabilities do we focus on?

Developing capabilities in emerging areas:
- Digital literacy/leadership
- Data Analytics
- Transformational Leadership
- Innovation and Enterprise
- Inculcating growth mindsets

Deepen current capabilities:
- Working as one Public service
- Organisational Development
- Understand external environment
- Policy and Governance
- Public Engagement and communication
- Regulation and Enforcement
- Service Management
- HR, Finance, procurement

How do we develop them?

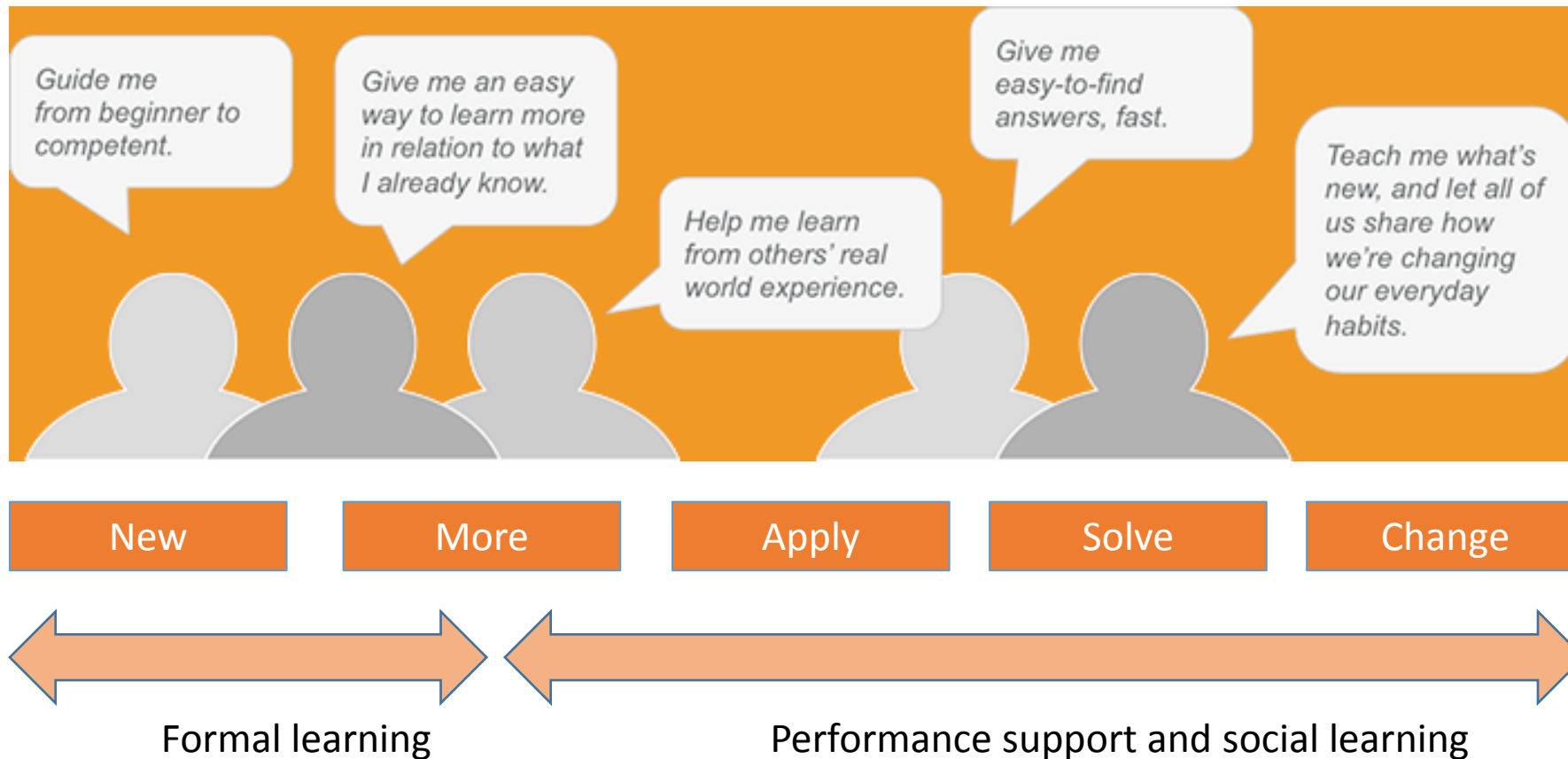**Support organisational transformation:**
- Consultancy and advisory work
- Strengthen domain communities
- Partner agencies in their transformation journey

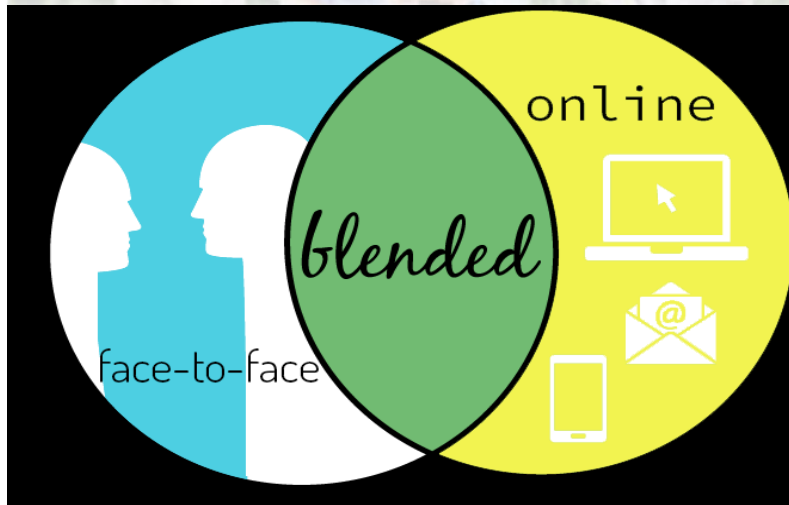**Support officers in continuous learning:**
- A suite of online programmes for digital learning
- Support continuous learning using multiple learning channels

70 : 20 : 10

Moments of Learning Needs

Meeting LEARNERS' NEEDS

Just in time I Just enough I Just for me

FREEDOM
"I want to learn what I want to learn at my pace.

EXPLORE
"I want to have a platform for all my learning needs and wants"

CONNECT
"I want to be updated on happenings around my network"

EQUIP
"I want to access learning resources that are curated for me, for Service"

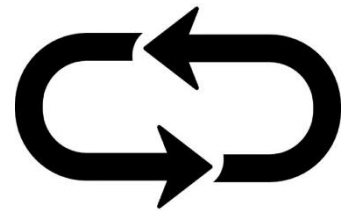# Shifts: CSC's Learning Re-defined

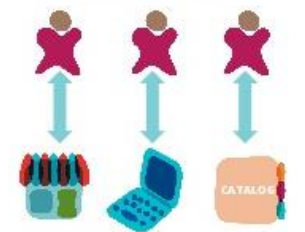STANDARDISED — CONTEXTUALISED

CONTENT DRIVEN — LEARNER CENTERED

ARE YOU READY?

EPISODIC Learning — CONTINUOUS Learning

SINGLE CHANNEL — MULTI-CHANNELS

GOING BEYOND CLASSROOM TO DIGITAL AND BLENDED LEARNING

3 VR & AR

Virtual and Augmented reality have been a talk of the town for quite some time but it is recently gaining more traction. Learning and Development departments continue to explore in these areas and are busy experimenting with these technologies for training purposes.

1 Microlearning

To meet the specific needs of just-in-time and on-the-go learning, the focus of L&D professionals has shifted to microlearning. The modules are short, not more than 3-5 minutes in length and have one specific learning objective to achieve.

4 Mobile learning

Growing smart phone penetration around the globe and end of flash support will give that edge to Mobile Learning to grow further in coming years. Mobile Learning market will be worth $37.60 Billion by 2020.

2 Videos

According CISCO, by 2019 80% of the world's internet traffic will be video. Videos have a huge impact on today's learners as they encourage and grab the learner's attention. The enterprise video market is expected to grow from an estimated USD 16.34 Billion in 2017 to USD 40.84 Billion by 2022.

5 Game based Learning/Gamification

Games-based learning and Gamification continues to be a vital part of L&D. The gamification market is estimated to reach a value of 11.10 billion USD by 2020 and game-based learning revenue will surge to $8.1 Billion by 2022.
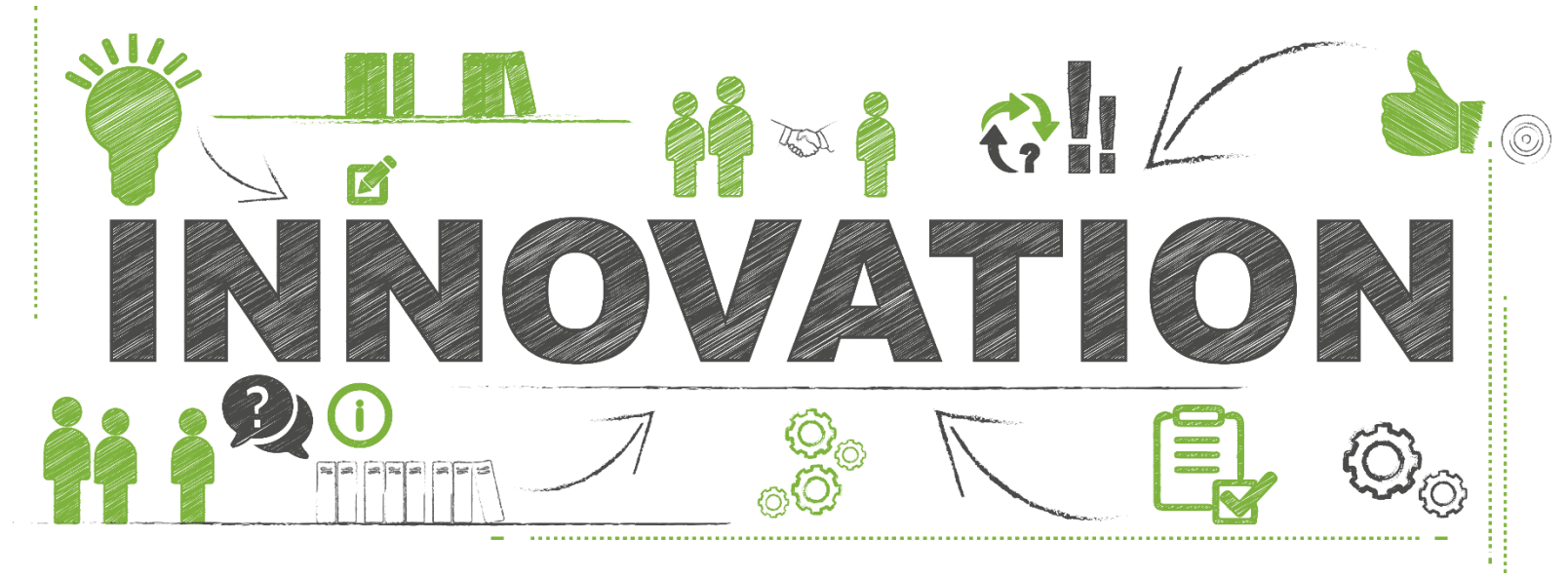
In the CSC context

Digital Learning Platform

A **single**, **vibrant** platform that brings together the **best learning opportunities** for **all public officers** to reach their **full potential** and deliver **real-world impact**

All enter through this doorway

High quality learning with an emphasis on digital learning

Both in terms of personal and professional abilities

Fresh, relevant and continuously adapting

Right through to the frontline officers

Strong focus on action and change in Singapore's context

Connecting Public Service Across Boundaries
A Learning account for every Public Officer

I LEARN @GOV.SG

INNovation SANDBOX

WHAT'S NEXT?