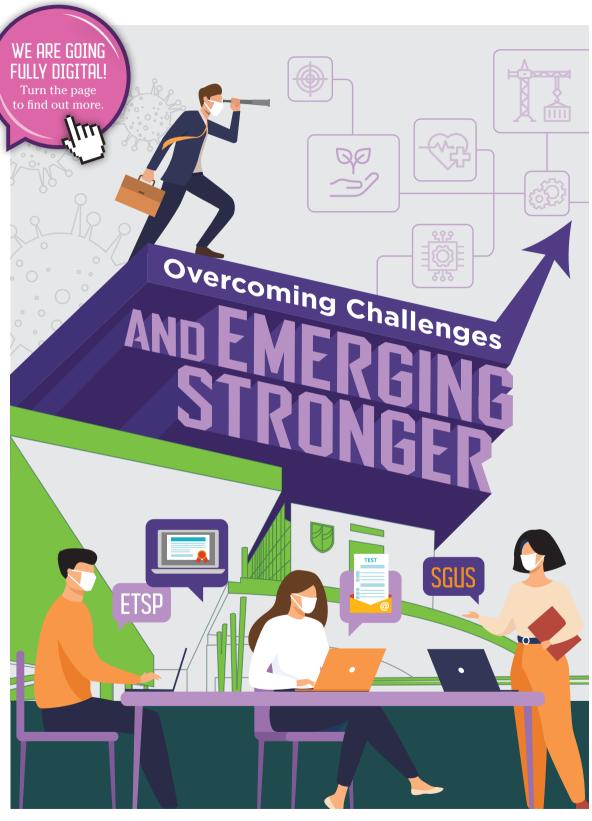
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INSIGHTS

RISING ABOVE CHALLENGES THROUGH LEVERAGING RP INITIATIVES NEW ADA

NEWS & UPDATES ADAPTING TO THE NEW NORMAL 06

PARTNERSHIP MAINTAINING RELATIONS AMIDST A PANDEMIC

## EDITOR'S NOTE

COVID-19 has disrupted the way we work and live; making adaptability and embracing change crucial for businesses and individuals alike in 2020.

During such challenging times, the Singapore Government has introduced several initiatives such as the SGUnited Skills (SGUS) programme and the **Enhanced Training Support Package** (ETSP) to support individuals and businesses respectively. Whether you are looking to upskill your employees or seeking career opportunities, you can consider leveraging relevant schemes through RP's comprehensive range of programmes. Check out pages 1 to 5 to find out more and learn how individuals and companies have tapped on the various initiatives and schemes to overcome challenges and emerge from the pandemic stronger than ever!

With social distancing measures and working from home arrangements put in place, virtual meetings and going digital have since become part of the new normal. Learn how we have brought a virtual twist to the events at RP, from our Travel and Learn programmes (page 7) to Symbiosis 2020 (pages 10 to 11).

While making individual efforts to keep safe, let's not forget the contributions of the essential environmental services workers who have tirelessly kept Singapore clean as we battle the pandemic (page 6). Read up on more heartwarming stories on pages 19 and 21 as we share how our alumni have generously reached out to those in need, to lend a helping hand through volunteerism and donations.

We hope you will enjoy this issue of incoRPorate, and stay safe amidst the COVID-19 pandemic.

From the incoRPorate editorial team

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Paying it forward with compassion and collaboration

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Information is correct at time of print. OCC / December 2020

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### WEATHERING COVID-19 AS ONE

As the pandemic ravages economies all over the world including at home, RP stands ready to help businesses and individuals emerge from the storm fortified and resilient.

Evolution is crucial to business survival. The need for change, however, has never been as pressing as this moment.

Grounded planes, work-from-home orders, and the two-month Circuit Breaker, which saw the temporary closure of many businesses, have given everyone pause. How sustainable is my company? Will I still have a job at the end of this?

According to a Monetary Authority of Singapore (MAS) survey released in September 2020, economists are expecting the local economy to shrink by six per cent<sup>1</sup> this year. Wage cuts and job losses, particularly for mid-career employees, are an inevitable reality.

Singapore will not return to a pre-COVID-19 state<sup>2</sup>, said

Minister for Trade and Industry Mr Chan Chun Sing, and the country must chart a new path. Indeed, business transformation is now topof-mind for decision makers.

While some industries have faltered, others such as online sales and services have risen<sup>3</sup>, prompting entrepreneurs to fast-track digitalisation efforts. Employees have also been encouraged to upskill so as to deepen or diversify their capabilities.

As the world grapples with new norms and the pandemic rages on, the teams here at RP have been putting together the toolkits that our trainees — ranging from fresh graduates to C-suites — from various sectors can utilise to future-proof their dreams and careers.

## UNPRECEDENTED MEASURES

In a crisis of unimagined magnitude, help came fast. The Singapore Government announced four separate fiscal packages within as many months to help local workers and businesses cope with COVID-19.

Named Unity, Resilience, Solidarity, and Fortitude, these budgets totalled over \$90 billion, the highest ever support that has ever been injected into our economy.

Support for individuals has come in the form of financial aid for the retrenched and needy households, and income relief for self-employed persons. Business owners have also found help through wage support, rental waivers, tax rebates, and financing schemes.

Heavily affected sectors like aviation, tourism, food services, and arts and culture have also received help to save jobs and digitalise operations.

<sup>&</sup>lt;sup>1</sup> Abu Bajer, J. (2020). 'Singapore's circuit breaker and beyond: Timeline of the COVID-19 reality', CNA, Singapore, 2 June 2020. Available at: https://www.channelnewsasia.com/news/singapore/covid-19-circuit-breaker-chronicles-charting-evolution-12779048

<sup>&</sup>lt;sup>2</sup> Ho, G. (2020), 'Braced for rough weather amid Covid-19: Workers worry over jobs and livelihoods', The Straits Times, Singapore, 16 August 2020. Available at https://www.straitstimes.com/singapore/worries-over-jobs-and-livelihoods

<sup>&</sup>lt;sup>3</sup> Ministry of and Trade Industry Singapore (2020). 'Impact of the COVID-19 Pandemic on the Singapore Economy', Ministry of Trade and Industry Singapore, 26 May 2020. Available at: https://www.mti.gov.sg/Resources/feature-articles/2020/Impact-of-the-COVID-19-Pandemic-on-the-Singapore-Economy

## ADAPTABILITY IS KEY

All hands are on deck to keep Singapore's economy afloat, with sustaining businesses and saving jobs being top priorities.

On top of creating 10,000 new jobs in the public sector and 8,000 traineeships (similar to an apprenticeship) for recent graduates with host companies, the Government has also launched a series of initiatives — all of which are available at RP — to help various individuals and sectors upgrade and stay ahead of the curve.

"As long as you are willing to pick up new skills and adapt, to access available opportunities to work or learn, the Government will provide our strongest support to help you," said Deputy Prime Minister Mr Heng Swee Keat in his Fortitude Budget Statement<sup>4</sup>.

#### SGUnited Skills (SGUS) Programme

The programme offers full-time courses lasting between six and 12 months, delivered by Continuing Education Training (CET) Centres. Courses are based on sectors with high labour demands and potential growth, and run the gamut from advanced manufacturing and environmental services to healthcare, logistics, and infocomm and media.

#### Why it's great

Trainees get to apply the skills learnt through workplace immersions and industry projects, and even receive a training allowance of up to S\$1,200 per month for the duration of the programme. Course fees can also be offset using SkillsFuture credits.

#### What RP offers

Since July 2020, our RP Academy for Continuing Education (RP ACE) has progressively rolled out 18 diverse SGUS programmes that are certifiable and industry-relevant to enhance trainees' employability.



## **Enhanced Training Support Package (ETSP)**

ETSP covers 78 short courses that provide an immersive introduction, with training that will focus on deep domain, digital, and soft skills that the sectors critically impacted by COVID-19 require. ETSP helps individuals employed in these sectors deepen their expertise and be better positioned for subsequent recovery (post COVID-19). About 160 companies from sectors such as Arts and Culture, Point-to-Point Transport, Private Hire Bus, and Tourism have registered their employees for RP's ETSP trainings.

#### Why it's great

Companies who send their staff for training under the ETSP enjoy heavily subsidised course fees. ETSP also provides Absentee Payroll funding at 90% of the employee's basic salary, capped at \$\$10 per hour.

#### What RP offers

We are the appointed training provider for companies and workers in Arts and Entertainment, Food Services, Point-to-Point Transport, Private Bus Hire, Retail, Sports and Recreation, and Tourism.





<sup>&</sup>lt;sup>4</sup>Ministry of Finance, Singapore. (2020). Fortitude Budget Statement. https://www.singaporebudget.gov.sg/budget\_2020/fortitude-budget/fortitude-budget-statement

#### SkillsFuture Work-Study Programme (WSP)

WSP is a work-study arrangement that lasts between 12 and 18 months and lets trainees enjoy more opportunities to gain practical skills and knowledge. Upon programme completion, trainees will have the option to take on additional modular credits to obtain a diploma certification.

#### Why it's great

Recent graduates can chalk up work experience with participating employers while attaining industry-recognised certifications that will give them a pathway for career development.

Programmes are designed with industry partners to ensure relevance. Sign-on incentives are also available to fresh graduates who are Singapore Citizens and are within three years of graduation or Operationally Ready date for National Servicemen.

#### What RP offers

A selection of Work-Study Certificate and Post-Diploma programmes ranging from Urban Agricultural Technology and Business Practice to Sports Wellness and Electrical Engineering.





#### **LET'S TALK NUMBERS\***



6,285

Openings uploaded onto RP JobsNet between March and September 2020



33

Full-qualification programmes offered at RP ACE



>2,600

Trainees have benefitted from RP's ETSP courses to date



3x

Increment of our CET training capacity at the Lifelong Learning Institute (LLI) this year\*\*

\*Information accurate as of 30 September 2020.

Safe Management Measures in place.

\*\*Increment of CET training capacity is capped at two times with







## OVERCOMING ODDS TOGETHER

Many businesses have had to rapidly digitalise and upskill their staff to fortify their business processes this year. We speak to representatives from three companies on their upskilling experience with RP during the pandemic.



Make good
use of this
downtime to attend
trainings and
upskill so we can
be fully prepared
when the industry
recovers."

Ms Stella Ng, Front Office Educator, Pan Pacific Singapore, and ETSP Trainee, shares some advice for industry peers

## Not a Second to Waste

Ms Stella Ng, Front Office Educator at Pan Pacific Singapore and a recent trainee under the ETSP, shares with us her experience.

#### Tell us about your job.

Stella: I have been with the hotel for five years in various roles. Now, my responsibilities include equipping new hires and interns with knowledge of the hotel and our system. I also work closely with the reception team and other departments to make sure processes are up to date.

#### What courses did you attend at RP ACE and why?

Stella: I attended the Intro to Hotel Technology Innovation, and Know Your Customer — Customer Experience — Digital vs Human. These courses, which I personally chose, are closely linked to what I do. I enjoyed exchanging insights with the trainers. They were from different industries and it was interesting to listen to their perspectives. These courses also allowed me to be better prepared to tackle the coming months, which will be challenging due to the slow recovery.

### What were some of your most memorable learning points?

Stella: Seeing how hotels in other countries are using technology and introducing it into the workplace also provides me with insights on how some things can be done differently.

## Collaboration Amidst a Pandemic

Companies partner up with RP in various ways. Some lend their expertise in our curriculum design; others work with our students on industry projects.

And for many, such as youth leadership training organisation FutuReady Asia, working with student interns from RP has given them a resource boost, particularly during this trying period.

"Working with RP has benefitted the company in that we are able to work with the youth and reach out to the community with our initiatives. With more hands, more heads and more people, we are able to cover more ground as well," says Mr Delane Lim, founder of FutuReady Asia, which merged with outdoor education company Innotrek this year.

While the increased headcount is a boon for the company, student interns get to learn the tricks of the trade to boost future employability. "We develop them professionally by sending them for courses or providing in-house training in areas like programme design and facilitation skills," says Delane.

During the pandemic, the interns have also supported the team in organising experiential training online. In time, Delane hopes to be able to deepen the collaboration with RP by working together to strengthen the outdoor education scene in Singapore.





The Woodlands Transport Group family (Photo taken before COVID-19)

## Fruitful Use of Time

For Ms Voo Choon Ling, Group Financial Controller of Woodlands Transport, the pandemic has given the group much needed time for upskilling and digital transformation.

"When COVID-19 came, we quickly sent our staff for training, something we didn't get to do during regular times," she shares. The group, whose travel arm WTS Travel has been hit hard, even started Pingo.com.sg to sell popular food items from around the region.

Despite not being IT-savvy, Choon Ling valiantly signed up for four courses under ETSP, all related to digital upgrading. Two in particular, *Industry 4.0 in Action* and *Experience How Robotic Process Automation (RPA) Makes Your Work Easier*, are close to heart.

"For our transport business, we have been wanting to automate the function of scheduling with AI because it's hard work. AI can also help to streamline other functions such as finance. If we don't make the business high-tech or sexy, it's hard to attract young people to join the fold," says Choon Ling.

With about 20 other colleagues from various departments in the same virtual trainings as she was, Choon Ling was



energised by the exchange of ideas in real time. After a digital marketing course that reinforced the foundations of branding, Choon Ling and her team were inspired to do an aesthetic overhaul on some digital platforms.

For Choon Ling, staying up to date with the latest trends is a matter of

mindset. She says, "20 or 30 years ago when they first introduced Microsoft Excel, we found it so hard. But we [mastered] it, with practice. From a management standpoint, I don't have to be an expert [in deep tech], but if I don't even have the basic know-how, I don't know how relevant I'll be in three years."



## Appreciating Our Environmental Services Workers During COVID-19

During the COVID-19 pandemic, not only have healthcare personnel been selflessly serving the nation at the frontline, the environmental sector has also stepped up its cleaning and disinfection services. In support of the environmental services (ES) workers who work hard to keep RP clean, we arranged for an appreciation event, held on 11 March 2020, in partnership with various stakeholders including Environmental Management Association of Singapore (EMAS) and Waste Management & Recycling Association of Singapore (WMRAS).

Our student leaders collected heartfelt appreciation notes from staff and students, and displayed them at the event. We are honoured to have Guest-of-Honour, Dr Amy Khor, Senior Minister of State, Ministry for Sustainability and the Environment, as well as Mr Zainal Sapari, former Member of Parliament (Pasir Ris-Punggol GRC), pen their own notes of encouragement during the event. They were then ushered to view RP's training booth, which showcases our half-day course on the proper donning/doffing of personal protective equipment (PPE) to fill the surge in market demand for this essential skillset during the pandemic.



Dr Amy Khor, Senior Minister of State, Ministry for Sustainability and the Environment, presenting a hamper to an environmental service worker (Photo taken prior to the implementation of COVID-19 safe management measures)



Heartfelt messages for Singapore's environmental services workers

Apart from the ES workers at RP, we also invited representatives from 30 companies in the cleaning sector, along with esteemed guests from various Government bodies to join in the joyous occasion. The ES workers were presented with vouchers, care packages, and hampers, to thank them for their hard work. RP alumni Johnathan Tan, who is also the cofounder of Contribute.SG, also donated goodie bags and NTUC Fairprice vouchers, as well as food and drinks in gratitude. As part of our appreciation for ES workers, we too can play our part in keeping our environment clean by practising the *7 Habits of Good Public Hygiene!* 





Environmental Infection Control and Management

A one-day course that equips participants with knowledge and skills to perform cleaning and disinfection of non-healthcare premises to combat COVID-19 and other infectious diseases such as H1N1, MERS, and HFMD.



Rapid Hygiene Monitoring using ATP Bioluminescence

A one-day course on the effective use of bioluminescence technology for hygiene-monitoring purposes, which provides certification upon completion.

#### **Travel and Learn Goes Online**



Our panel of experts sharing their local knowledge on Indonesia and how the country is coping with COVID-19

The COVID-19 pandemic has disrupted various industries and continues to bring about numerous daunting challenges, especially for international businesses.

In order to keep aspiring and current entrepreneurs in the loop during this period, our Travel and Learn Programme is now coming to you virtually! The webinar series began with Travel and Learn Goes Online: Insights from the Inside — "Indonesia Recovery & Readiness" on 5 August 2020. Participants gained knowledge from a panel of experts who spoke about the current state of affairs in Indonesia, with a focus on Bali and Batam. The experts also shared how Indonesia is on a road to recovery and eventual reopening of its borders.

Mingalabar! The second webinar in the series, Travel and Learn Goes Online: Insights from the Inside — "Myanmar: Agri-Food & Other Growth Sectors", was held on 14 October 2020. Besides discussing COVID-19's impact on Myanmar's

economy and the Singaporean-owned businesses in the country, our panel of experts also shared insights on emerging growth sectors in Myanmar — with a focus on the agrifood sector — as Myanmar gradually adapts to the new normal. The panellists explained that the increasing adoption of urban agricultural practices by countries hoping to be more selfsustainable in the light of the pandemic will in turn drive the growth of the agri-food sector.



#### **Graduation 2020**



Mr Yeo Li Pheow, Principal/CEO, RP, giving his congratulatory speech to all graduating RP students through a video

RP celebrated the achievements of our 15th graduation cohort of 4,658 graduates from our Pre-Employment Training (PET) and Continuing Education and Training (CET) programmes in a different manner this year by lauding our graduates virtually.

To ensure safety and health of graduands, parents, guests, and staff, graduation ceremonies across the country were cancelled in view of the COVID-19 pandemic. Graduating students were congratulated by Mr Ong Ye Kung, former Minister for Education and Mr Yeo Li Pheow. Principal/CEO, RP, virtually via video messages. Minister Ong encouraged graduating students to take the time to upskill themselves and overcome these difficult times through innovation, while Mr Yeo congratulated the graduates and urged them to use the skills they had picked up during their time at RP and continue learning to prepare for their futures ahead.

Our graduates' achievements have been featured on RP's graduation online portal by School and Diploma, and special awards winners have also been commended for their academic excellence.

### **Enhanced** Alumni Skills Advancement **Programme** (ASAP)

RP has made enhancements to our Alumni Skills Advancement Programme (ASAP), launched in 2019, to foster the spirit of lifelong learning and provide further support for RP alumni during this uncertain economic situation.

With the latest enhancements, our 2020 graduates, alongside all RP alumni

now have the option of selecting from an expanded list of over 280 CET courses. to upskill and bolster their employability amidst the challenging economic climate. Under the Enhanced ASAP, RP alumni enjoy complimentary enrolment into their first three (3) stackable Skills-Based Modular Courses (SBMCs) from RP's Specialist Diploma programmes or SkillsFuture (SF) Series courses offered by RP.



Scan this QR code to find out more about the Enhanced ASAP!





## Meet Our Graduates

Get to know more about our outstanding graduates who have performed exceptionally well during their time at RP, and continue to embody the RP mantra of lifelong learning after graduation.



#### **Svairah Bte Selamat**

28, CET Graduate

Specialist Diploma in Healthy Ageing & Community Care for Seniors, School of Sports, Health and Leisure

Syairah, a Programme Coordinator at a Senior Activity Centre, has been applying knowledge she gained from the course in her role of planning and executing engaging activities for senior citizens. Aiming to further develop her knowledge to help seniors live healthier, happier lives, she became the first SkillsFuture Work-Study Programme student in her Specialist Diploma course. When attending the course, she displayed sheer determination while having to juggle skills-based modules, on-the-job tasks from her lecturers, completing e-learning and reports, as well as applying her newly acquired skills in her day job.

Joey Chua 20, PET Graduate Diploma in Materials Science, School of Applied Science

A firm believer of lifelong learning, Joey chose to pursue further studies at RP even after securing employment upon graduation. Impressed by her excellent performance during internship, Osteopore International hired Joey as a full-time quality assurance technician. She is currently engaged in her day job while undertaking a SkillsFuture Work-Study Programme leading to a Specialist Diploma in Biomedical Technology at RP.





#### **Darius Boey Jun**

20, PET Graduate

Diploma in Mass Communication, School of Management and Communication

Darius graduated as Director's roll student with a near-perfect 3.90 GPA. Through his time at RP, he found his calling in communications and video production. He has produced several award-winning and highly-viewed films and videos, and has been awarded the Lee Foundation Scholarship in 2019 and the RP Scholarship in 2018 for his academic achievements. In 2019, Darius teamed up with students from RP and a Japanese University for the inaugural KOSEN-Joint Polytechnics Start-Up Programme, an initiative between Singapore and Japan. The team was conferred the Excellent Business Model award for their project on delaying the onset of dementia through learning a second language.

### **Creative Brilliance Symbiosis**

The annual graduation showcase featuring final year projects by students of RP School of Technology for the Arts (STA) has been done a little differently this year.

#### **About Symbiosis**

A total of 52 projects from the five STA diplomas were featured:

from Diploma in Arts & Theatre Management (DATM)

from Diploma in Design for User Experience (DDUX)

from Diploma in Game Design (DGD)1

from Diploma in Media Production & Design (DMPD)

from **Diploma** in Sonic Arts

(DSA)

Unlike previous years' SYMBIOSIS, the students' projects could not be presented on a physical platform due to COVID-19. To create an immersive experience, STA created a deck of playing cards that contain zapcodes as an innovative way of showcasing the projects. Each card features one project and our industry partners can activate



the zapcodes via the *Zappar* application (app) to reveal videos or images of the projects. The deck also comprises cards which introduce the five diplomas as well as an interactive launch video on the box cover and an instruction card.





From game production, theatre projects and audio/video productions to clever use of User Experience (UX) designs, our students have put in their best efforts and innovation while working with various industry partners to gain real-life experience. Here are some of the featured projects from the five diplomas!



Funded by OCBC and conceptualised by two teams of DDUX students, CHIKIT comprises a pair of devices created for MINDS School, to aid people with intellectual disabilities (PwID) and their caregivers in their daily lives. A wearable tracking device with a simple interface and emotion function allows PwIDs to communicate their emotions easily. The wearable device is linked to a home scheduler via a mobile app, which allows caregivers to monitor the person in their care, and set reminders and notifications.

<sup>&</sup>lt;sup>1</sup> Now known as Diploma in Design for Games & Gamification (DDGG).

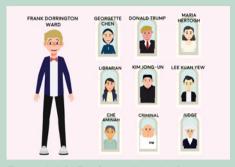
#### Rilev's Rain



Colourful costumes and interactive props for an immersive sensory performance (Photo taken before COVID-19)

To create awareness of Autism Spectrum Disorder (ASD), three DATM teams conducted outreach programmes and produced Riley's Rain, a multi-sensory performance geared at bringing a holistic theatre experience to children on the Autism Spectrum. The performance was designed with immersion and interaction in mind, through carefully curated tactile costumes and props, as well as sensory environments — resulting in a safe and sensorial experience for all audiences.

#### **Be Frank with Frank**



The ever-helpful Frank, as well as other famous names from around the world

A team of DMPD students designed an Augmented Reality (AR) trail for the National Gallery of Singapore to guide secondary school students through the Gallery. The titular *Frank* is based on the actual architect of the Former Supreme Court, where the National Gallery now stands. Upon scanning the QR codes placed around the gallery, an animated and bubbly Frank will appear in AR to guide and educate Gallery visitors on different features in the Gallery.

#### **Under Our Flat**



Students are encouraged to learn more about our living spaces through fun mini games

Using gamification for education, a team of DGD students designed a mobile game for the Housing Development Board (HDB). Aimed at secondary school students, the mini games teach players how to create a more attractive neighborhood and provide information on HDB's future plans for keeping Singapore clean and green. Through these engaging games, the students will be able to have fun and explore their living spaces while also learning about housing policies and the history of HDB at the same time.

#### **Character Sound Design** for IMBA Interactive



Hard at work as a Foley artist

Collaborating with a local game development company, IMBA Interactive, a DSA team created and edited close to a thousand different sound effects to enhance the audio for a game. The team adopted a professional Foley setup, which included recording via three different microphone positions. Various props and materials were utilised to create the sound effects, including pebbles for rock sounds and cassette tapes to mimic the sound of grass.

### **Creating Modern Solutions** to Today's Problems

Winning the top two places in Samsung's Solve for Tomorrow 2020 competition are two teams from RP. The winning teams' projects, SUSKIN and BamBoots, beat projects from over 200 teams who took part this year, securing them the first and second prizes respectively.

Supported by the Infocomm Media Development Authority (IMDA) under National Infocomm Competition (NIC), the competition aims to encourage and inspire youths to innovate through Science, Technology, Engineering, and Math (STEM) and solve societal problems, creating meaningful and lasting impacts on the community.



(Photo taken before COVID-19)



#### Second Prize

Mohamed Iskandar Bin Mohamed Igbal, Muhammad Shaquille Ramadan Bin Sidek, Freddy Low. Farah Amirah Bte Jumadi and Tey Ting Yue (Supporting Member)

Diploma in Materials Science, RP School of Applied Science



#### **BAMBOOTS**

*BamBoots* is a natural-looking prosthetic limb made of bamboo, which while cost effective, also offers the strength and durability of existing prosthetic limbs in the market.

Driven by their dream of providing disabled individuals with hope and help them to connect to the world, the team came up with the idea of BamBoots bamboo prosthetic limbs. BamBoots serves as a cost-effective alternative to existing prosthetic legs that are usually made from titanium, silicone or carbon fibre. Hoping to better mimic the functions and look of real legs, the team chose bamboo for its lightweight yet strong and durable properties, allowing users to move around easily. These properties not only allow the team to work with different varieties of prosthetic limbs but also allow

the team to create prosthetic limbs that look natural.

The properties of bamboo allowed the team to create a natural-looking prosthetic





66 I called countless companies to explore collaboration opportunities and I had to be thickskinned throughout in order to push across our business ideas. It was a fruitful learning experience."

SUSKIN team member Ong Kai Lin. on how the project helped to push her out of her comfort zone and gain

(Photo taken before COVID-19)



#### First Prize and People's Choice Award Ong Kai Lin and Wong Sokwei

Diploma in Consumer Behaviour & Research, RP School of Management and Communication



The final product

#### SUSKIN

SUSKIN is a biomaterials-engineered all-vegan leather alternative, created by converting natural waste materials into a durable textile that mimics the look and feel of leather.

Although neither Kai Lin nor Sokwei had a prior background in science, both were passionate about sustainability and spurred on by their desire to change the world, one sustainable product at a time. The team had previously bagged themselves the Second Runner-Up and Best Innovation awards with a pitch for SUSKIN at RP's iDARE Entrepreneurial Challenge 2020 in February, before participating and emerging as top winners of Samsung's Solve for Tomorrow 2020 competition. After months of experimenting and development, their efforts brought SUSKIN to reality. A natural leather alternative created from waste materials of fermented tea, SUSKIN's production tackled both the growing concern of food waste as well as the pollution and carbon footprint caused by the leather industry.

### Thinking Outside the Box for FinTech Solutions



The participants, mentors, judges, organisers, and sponsors at the virtual judging session

Organised annually by the PolyFinTech 100, consisting of the five polytechnics<sup>2</sup> and Monetary Authority Singapore (MAS), PolyFinTech100 API Hackathon 2020 is a competition to nurture financial technology (FinTech) talents. For the competition, students from the five polytechnics were to solve realworld problems and meet emerging needs of the financial services sector by developing FinTech solutions. This year's competition included seven focus areas for students to base their projects upon, with the Finals held virtually for the first time ever on 18 July 2020.

Since the inception of this competition in 2016, RP has been producing teams of FinTech champions. This year, three teams from RP School of Infocomm emerged victorious amongst 67 teams to clinch top prizes in two categories. Team Peanut won the first place and Team MADD came in closely as Runner-up for the Peer-to-Peer Lending category, while Team Kindred landed themselves the Runner-up



Team Peanut takes the First Prize for the Peer-to-Peer Lending category

spot in the Financial Inclusion and Artificial Intelligence (AI) category.

As champion of the Peer-to-Peer Lending category, Team Peanut will also be moving on to the Grand Finals, to be held in December at the Singapore FinTech Festival 2020. The winners of all categories will then be competing for the title of Grand Champion.

<sup>&</sup>lt;sup>2</sup> Nanyang Polytechnic, Ngee Ann Polytechnic, RP, Singapore Polytechnic, and Temasek Polytechnic.

## Making the World a Delightful Place, One Innovation at a Time



The student team from RP led by Dr Heng Kiang Soon working hard at upcycling okara to formulate soy cheese (Photo taken before COVID-19)

Would you like to have a bowl of creamy soy cheese soup? Packaged in an edible sachet made of okara (soy residue), this ingenious soup was the winning project proposal of the Delight Explorer Award, a competition on promoting happiness through innovation, organised by Delightex Pte Ltd and supported by Leave a Nest Singapore.

The sachet dissolves in hot water to form a soup that has a creamy cheesy flavour — a taste children love — and can be added to other soups or enjoyed alone. Led by senior lecturer Dr Heng Kiang Soon, team members Eng Li Wen and Crystal Tan Shi En, from RP's Diploma in Biotechnology, utilised the entire soy bean in the production of the soup, including okara, which is often discarded despite having nutritious benefits.

Using enzymatic and microbial methods, the team incorporated the solubilised fibre from okara into the soy cheese. Apart from reaping the wholesome benefits of soy beans, the product also encourages food sustainability in a simple and delicious manner.



Scan this OR code to learn more about the team's soy cheese soup invention!



## Joining Hands to Solve Societal **Problems**

Two RP students have received a commendation certificate for their efforts in the KOSEN-Polytechnic Start-up Programme, which encourages students to ideate and develop IT solutions that benefit the society. Elijah Tan Jia Wei from the Diploma in Information Technology and Esha Nitin Doshi from the Diploma in Social Enterprise Management formed Team U-Safe with Obata Kenta from National Institute of Technology, Japan (NIT) Kisarazu and Mikami Yusuke from NIT Hachinohe.

The programme was conducted in two phases in Japan and Singapore respectively. However, due to COVID-19, teams had to attend online lectures while collaborating virtually with one another via Zoom in order to develop their solution and pitch their proposal.



Members of the U-Safe team (clockwise from left), Kenta, Esha, Yasuke, and Elijah, during the first phase of the programme in Japan (Photo taken before COVID-19)

Supporting the theme of Sustainable Development Goals, the team looked at pest control for their project, and was evaluated as one of the top performers in the programme. Their solution integrates an autonomous robotic rover with AI and computer vision to detect rat infestations through signs such as droppings, footprints, and movement, among others.

## **IMPROVING** CUSTOMER **EXPERIENCES** NTUC HEALTH

The renewal of the Memorandum of Understanding (MOU) with NTUC Health on 27 August 2020 marks another year of continued collaboration with our close partner. Our partnership began in 2016 with Unity Pharmacy, a business unit that has been under the management of NTUC Fairprice since 2017.

We have been working closely with NTUC Health on various consultancy projects, such as customer journey and experience mapping for its Home Care and Senior Day Care business units, among others. We are also working on an ongoing project to uncover the customer experience for Unity Pharmacy's tele-pharmacy service. The project has since been embedded into a Customer Relationship Management (CRM) module at RP.

Through these collaborations. students from RP's Diploma in **Customer Experience Management** with Business (DCXB) will be able to gain hands-on experience from both the CRM module, as well as another Contact Centre Operations module which involves NTUC Health's Biannual Customer Satisfaction Survey Project for Home Care.



(Stock photo taken before COVID-19)

RP students can also take part in a service-learning project on the improvement of activities at one of the 23 day centres for seniors or take up a 24-week internship programme with NTUC Health.

NTUC Health has been hosting RP lecturers for their industrial attachments, while RP lecturers have worked on redesigning

existing customer satisfaction survey questions to ensure that they remain relevant and provide clearer customer insights.

With the new MOU, we are ready to work on more consultancy projects together, such as coming up with service blue prints and customising training plans for NTUC Health based on past consultancy projects.



### **DEVELOPING A** DIGITAL-READY NATION WITH IMDA

In August 2020, we signed an MOU with the Infocomm Media Development Authority (IMDA), to collaborate towards improving the learning outcomes of nation-wide digital readiness strengthening efforts.

IMDA has laid out various plans and groundwork to meet these goals. These include the development and curation of a digital readinessrelated curriculum for adults and seniors: the identification and development of online self-learning resources; as well as plans to nurture students as volunteers for community engagement and outreach programmes.

Not only does the collaboration with IMDA contribute towards RP's Digital Participation Pledge, it also supports RP's Diploma in Business (DBIZ) course through the 'Digital Transformation for Community and Tech for Learning' module, where students can participate in community projects as part of their service learning. When giving his thoughts on how the MOU



presents RP with opportunities to support vulnerable segments in our community with essential digital skills, Mr Sim Choon Hou, Director, School of Management and Communication, RP, enthused, "We look forward to equipping them with the know-how to use digital technology safely and confidently as Singapore progresses as a Smart Nation."

RP will encourage and support ground-up student-led projects that are in line with the nation's goal to equip our citizens with the ability to use technology actively,

responsibly, and confidently. RP staff and students can also volunteer for relevant community engagement projects, which will contribute towards Singapore's digital readiness efforts.

Those who are interested also have the option to take part in IMDA-led initiatives, such as the e-Payment Learning Journey, Virtual Digital Clinics and other SG Digital Office's learning activities. These joint developments under the MOU will go towards supporting community training for Digital Readiness.

The impact of technology and digital transformation goes far beyond economic applications and is now part of our everyday life. We're excited to partner the **School of Management and Communication in realising** this MOU as an important step to earmark the current and future collaborations between IMDA and RP, to support digital readiness as part of our national effort."

Ms Wong Shiow Pyng, Director, Digital Inclusion, IMDA

## REDUCING SENIORS' RISK of FALLING



In Singapore, about a third of those aged 60 and above have fallen more than once.¹ Local statistics show that every 32 minutes, an elderly person visits a public hospital for a fall-related injury, and approximately 100 seniors a month find themselves hospitalised for a week or more due to such injuries.² With more seniors living alone and risking further isolation because of COVID-19, there is an urgency to protect this vulnerable group.

Read on to find out more about how RP has teamed up with medical equipment and supplies company, BioLogic Technik Pte Ltd (BioLogic) to help prevent and monitor falls amongst residents at St Andrew's Nursing Home, through the implementation of the Elderly Care Assistant System (ECAS) in 2019.

#### **Specialised System for Bed-Exit Detection**

ECAS comprises the simple and individualised use of a compact monitor and pressure-sensing bed pad. The sensor pad is fitted across its width under a fitted sheet with pre-determined settings that trigger an alarm before a resident gets out of bed. This pre-empts the caregiving team, allowing them to promptly assist residents out of their beds, minimising the risk of falls.

#### **Designed to Meet Various Needs**

Bed-exit detection systems are not new, but RP's version stands out for six key reasons:



#### Single-second response rate

Is one of the fastest in the industry



#### Lightweight, thin bed pad

Makes it portable and easy to slip beneath mattresses and beds



#### **Intelligent sensors**

Trigger alerts no matter which bed section the occupant is on



#### **Weight sensors**

Enable easy tracking of residents' weight trends



## Highly customisable alarm

Can be flexibly programmed to work only at specific timings



#### Wi-Fi and Bluetooth functions

Reduce the need for expensive cables, which are also trip hazards

Encouraged by the positive response at St Andrew's Nursing Home, BioLogic's founder Mr Bernard Loke shares, "The next step would be to look at how we can fine-tune the system for wider adoption, such as for use in the hospital and home settings."

"Ultimately, our aim is to develop a best-in-class system that's flexible, accurate and cost-effective," added Mr Hong Ling Tim, principal investigator at RP School of Engineering.



## ENGAGE THE EXPERTS

RP's Office of Technology
Development (OTD) bridges the gap
between knowledge and application
by facilitating information and
technology transfer to industry
partners, through multidisciplinary
applied R&D centres that work with
industry partners to exploit new
technologies, develop new products,
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Falls Prevention Programme, 2 September 2020. Retrieved from https://www.healthhub.sg/live-healthy/12/falls\_prevention\_programme

<sup>&</sup>lt;sup>2</sup> Project to reduce seniors' risk of falling, 3 July 2015. The Straits Times. Retrieved from https://www.straitstimes.com/singapore/health/project-to-reduce-seniors-risk-of-falling

#### SHOWCASING THE RP SPIRIT

## CARING FOR THE COMMUNITY DURING COVID-19



Rini packing the food donations with a fellow volunteer (Photo credit: MCI)

While most of the country stayed home during the COVID-19 Circuit Breaker period, Ms Rini Shazwani Roslan, a 2017 Graduate from RP's Diploma in Information Technology, School of Infocomm (SOI), was out and about, embodying the RP spirit of giving back to the community by distributing food to the less privileged.

Individuals affected by the pandemic have received financial support in the form of schemes and grants, while volunteers like Rini and welfare organisations such as Jamiyah Singapore also help to displace much of the burden stemming from necessities and food.

Coming from a loving and giving family of volunteers, Rini has been helping the less fortunate since she was nine years old and has been volunteering with Jamiyah for over a year. Being part of RP's SOI Club while she was an RP student further cultivated Rini's spirit of volunteerism. She helped to organise various school activities and events, and

even volunteered her time as a mentor to guide Year 1 students during her second year at RP.

With Ramadan taking place during the Circuit Breaker period, Muslim families were unable to have their *iftar* (breaking of fast) and Hari Raya festivities with members outside their households. In addition, Jamiyah FoodBank beneficiaries were unable to collect their festive hampers in person due to the pandemic.

Rini and her fellow volunteers went from door to door, delivering bento boxes and festive hampers to over 500 households to help ensure that they could safely celebrate Ramadan. Although the deliveries were exhausting, Rini greatly enjoyed the satisfaction that came from her safely-distanced interactions with the beneficiaries. Thankful for these little reminders to always be grateful in life, Rini encourages her fellow youths to contribute back to society, starting from something as simple as helping their peers with schoolwork.

Whichever way that you choose to embark on, always be kind. Only then, would you be able to have a clear and sincere intention to help others."

RP Alumna, **Ms Rini Shazwani Roslan**, advising fellow RP students and alumni on caring and giving from the heart



Fresh ingredients for the special Meat-for-Eid festive hampers (Photo credit: Jamiyah Singapore)

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## SPARKING SMILES WITH GIC



Numerous individuals around the globe have been impacted by the COVID-19 situation. Closer to home, RP students who come from lower income families have also been affected, from facing financial difficulties in their daily lives to the loss of internship opportunities.

During this time, we have been helping and encouraging students to look forward, overcome challenges, and seize future opportunities. In support, GIC Private Limited has also graciously donated to RP, with funds going towards the RP Needy Student Fund and Skills Development Programme — a new programme that aids students affected by the pandemic.

#### **RP Needy Student Fund**

#### Who it Helps

Students from low-income families or who are facing emergency situations

#### How it Helps

- Provides students with immediate emergency and pocket money assistance
- Consisting of the Student Pocket Money Scheme and the Student Emergency Money Scheme, it helps students from low-income families sustain their daily expenses and tide over immediate financial or emergency situations

#### **Skills Development Programme**

Students from low-income families, whose internships were affected by the pandemic

- Covers the cost of training and skills upgrading programmes
- Student beneficiaries are given opportunities to participate in structured entrepreneurship development programmes offered by RP School of Management and Communication

GIC's donation towards RP Needy Student Fund has helped close to 170 students during this period, while the Skills Development Programme will benefit up to 40 students by March 2021.



## GIC SPARKS & SMILES

Apart from donating to aid students affected by the pandemic, GIC has also been supporting our students through the GIC Sparks & Smiles programme. Launched in 2015, GIC Sparks & Smiles is a social impact programme that seeks to foster a more caring and gracious society, by inspiring and enabling youths from low-income families — through a community service grant — to volunteer and play positive and active roles in their communities. RP has been collaborating with GIC since Academic Year (AY) 2016 and a total of 40 RP students have benefitted from the grant till date.

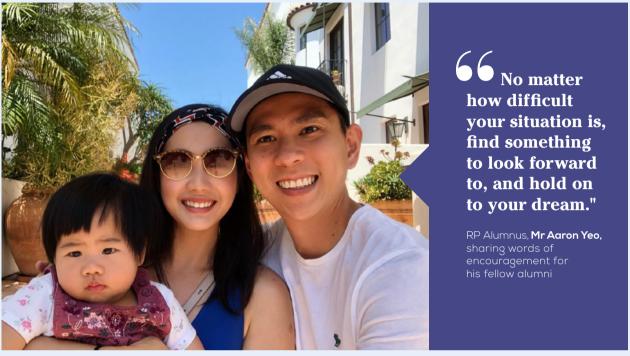


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## GIVING BACK TO STUDENTS IN NEED



RP Alumnus, Aaron Yeo (first from right), stepped up to help his juniors at RP tide through the pandemic (Photo taken before COVID-19)

During this time of uncertainty, it is heartening to see more individuals stepping up to help others in their communities. Whether it is through volunteering their time and services or through providing aid in the form of monetary support, food or daily necessities, their help is certainly welcomed.

In the midst of this stressful and daunting global situation, RP alumnus, Mr Aaron Yeo, recalled how some of his peers had to leave school due to financial difficulties. Wanting to help his alma mater in any way he could during this trying period, he donated four bursaries to the RP School of Applied Science (SAS) student bursaries.

Aaron, who holds a Diploma in Biomedical Sciences (now known as Diploma in Biomedical

Science), was part of RP's second batch of graduates in 2007. He is currently a Regional Director at the Singapore Economic Development Board (EDB) based in San Francisco, USA. Aaron attributes his successes today to the friendships made, as well as the guidance and opportunities he received during his time at RP. He hopes that his contribution can reduce the burdens of students in need, and allow these bright minds to continue with their education without worries. Aaron also encourages his fellow alumni

to join him in supporting their juniors and paying forward the kindness they received at RP.

While the circumstances might not be the most favourable today, Aaron has some encouraging words for recent graduates and RP alumni: "No matter how difficult your situation is, find something to look forward to, and hold on to your dream. Even if it is difficult for you to pursue your goal right away, hang on to that aspiration and find alternative ways to get there eventually."







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