12 January 2023

National Youth Council and Nanyang Polytechnic deepen digital transformation partnership with new Skills Accelerator Programme
*Renewal of three-year Memorandum of Understanding
expected to save up to 1,000 manhours annually*

In the past three years from December 2019 to November 2022, the National Youth Council (NYC) has benefitted from solutions by Nanyang Polytechnic (NYP) to save 3,000 manhours through the automation of repetitive administrative work. The partnership has also enabled 150 NYC officers to focus on higher value job roles, 45 of whom were also trained to become UiPath[1] Citizen Developers. Another eight NYP School of Information Technology (SIT) students were given the opportunity to solve industry transformation challenges[2] with Robotic Process Automation (RPA) solutions through internships across NYC's divisions. The implementation of RPA solutions across work processes in NYC was facilitated through a three-year Memorandum of Understanding (MOU) with NYP's SIT – a UiPath Academic Alliance partner – signed in 2019.

MOU renewal will focus on workforce transformation

2   With a focus of building the workforce of tomorrow and a strong belief that people are at the heart of digital transformation, the MOU between NYP and NYC has been renewed for another three years in November 2022, with a new Skills-Up Accelerator programme for three NYC staff as a pilot run.

3   Aligned to NYP's strategic goal to further deepen industry partnerships, NYP will work in tandem with NYC to further strengthen NYC officers' digital capabilities. NYP lecturers will coach selected NYC staff to help them build deep RPA skills, based on their unique business project needs. These NYC staff will also receive individualised training plans to learn more about the UiPath tools and design of RPA solutions. On top of a capstone project that will improve existing processes in NYC, the six-month on-the-job attachment will also prepare participants for the UiPath certification.

Profiles and proposed projects of the three NYC staff can be found in Annex B.

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[1] UiPath is a leading enterprise automation software company.
[2] Please see Annex A for more information about the projects.

4   Under the new MOU, RPA solutioning will expand to NYC's sub-divisions, Youth Corps Singapore (YCS[3]) and Outward Bound Singapore (OBS[4]), to improve process efficiencies and staff up-skilling in 10 areas of grant processing and programme management. Around 700 and 1,000 man-hours respectively are expected to be saved annually in the next three years as NYC presses on with its digital and workforce transformation efforts. Up to five internship opportunities for NYP's students will be available as well.

5   "Digital transformation has enabled NYC to focus on our mission, and to empower youths in Singapore to achieve their goals and contribute back to society meaningfully. The time saved with digital solutions has allowed us to expeditiously address the needs and aspirations of youths, and be more involved in understanding young people better. I look forward to another successful partnership with Nanyang Polytechnic for our staff and students." said Chief Executive of the National Youth Council, Mr David Chua.

6   Ms Jeanne Liew, Principal & Chief Executive Officer of Nanyang Polytechnic, said, "Nanyang Polytechnic works closely with our industry partners on digitalisation projects to optimise work processes and increase efficiency. We are glad that our partnership with NYC has enabled the organisation to save substantial manhours and create higher value-added jobs for existing employees. The invaluable hands-on experience gained by our learners on these projects will also give them an added competitive edge post-graduation, whether academically, or as they enter the workforce."

7   Martin Janse van Rensburg, Senior Director for Global Education Alliances & Certifications at UiPath, said, "We are proud to support NYP's continued partnership with NYC to up-skill NYC's staff through training and education. The Skills-Up Accelerator programme is aligned with the UiPath aim to democratize information, access, and learning around the formative era of automation. As we transition into the future of work, we hope to support more organisations like NYP and NYC through our Academic Alliance programme and empower employees through automation."

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[3] Youth Corps Singapore website: https://www.youthcorps.gov.sg/
[4] Outward Bound Singapore website: https://www.nyc.gov.sg/en/obs

About the National Youth Council

At NYC, we believe in a world where young people are respected and heard and have agency to make a difference. Together with our partners, we develop future-ready youth who are committed to Singapore by instilling in them a heart for service, resilience, and an enterprising spirit. We acknowledge the diverse needs and aspirations of young Singaporeans and ensure our youth have opportunities to develop self-awareness, deepen community spirit, and be future-ready. We hear youth, we empower youth and are **HERE FOR YOUTH**.

About Nanyang Polytechnic

Established as an institution of higher learning in 1992, Nanyang Polytechnic's (NYP) academic schools offer quality education and training through 40 full-time diploma courses and common entry programmes. NYP also has a full suite of Continuing Education and Training (CET) options for lifelong learning, ranging from specialist and advanced diplomas to SkillsFuture-supported modules and courses.

NYP's Asian Culinary Institute Singapore and the Singapore Institute of Retail Studies are CET institutes set up in partnership with SkillsFuture Singapore (SSG) to champion and transform Singapore's F&B and retail sectors respectively. A third NYP CET institute – the National Centre of Excellence for Workplace Learning – also set up in collaboration with SSG, will spearhead the development of progressive workplace learning strategies and programmes for companies here.

For more information, visit www.nyp.edu.sg

ANNEX A

Examples of high-impact RPA projects achieved by NYC

Project Title & Description	Project Impact
Processing Grant Disbursement for National Youth Fund To process weekly grant for National Youth Fund	Reduces the risk of human error by validating each supporting submission and saves hours by automatically routing each submission for approval. Staff will continue to have central oversight over the project status in terms of payment advice submission.
E-invoice routing & processing Route e-invoices to requesting officer and processing of invoices	Saves time and decreases human error by coordinating routing of e-invoices to the respective officers involved.
Staff Onboarding for HR To simplify the onboarding process by automating steps that require high volumes of repetitive administrative tasks such as account generation for various systems including LEARN and Workplace, activate sub-task to various parties such as Finance, IT (for computing assets), facilities (for card access and telephone number), updating Vital on various admin needs, dispatching reminders to RO and Senior Management on the incoming staff and keeping track of Green Harvesting cases.	Reduces repetitive manual work that allows HR staff to focus on other aspects of HR work.

Annex B

**Selected NYC Staff and Proposed Projects for the
Skills-Up Accelerator Programme**

NYC Staff	Project Title and Description
Jaslyn Pang (Partnership Lab)	**Accruals for Grant Project Closure** Validate open cases at the end of each Financial Year, consolidate missing documents and updating the finance report.
Chee Tong (Youth Corps Singapore)	**Data transformation for External Organisations that are supporting Youth Change Makers Volunteering Programmes** To consolidate survey findings from various YCS volunteering programmes that are managed by external organisations, clean based on user preference and request, and email a report to their respective email addresses.
Yi Wei (Asia-Ready Exposure Programme)	**Filing and updating of Grant Application Database** To consolidate, create folder directories, and update Grant Application Database.