



From left : USE General Secretary Kalshum Mohamed Ali, NTUC Secretary-General Lim Swee Say, NTUC President Diana Chia, USE Industrial Relations Consultant Nakalingam Silva, USE President Hareenderpal Singh and USE Executive Secretary Steve Tan with Executive Council members.

“2014 must be a year of breakthrough for all these three ‘outsourcing’ sectors of low-wage workers. NTUC alone cannot make it happen. We need the support of our tripartite partners, at the same time we need the support of the service buyers.”

NTUC Secretary-General  
Lim Swee Say

## Working Towards A Breakthrough

By Joshua Joseph

A new dawn awaits in 2014. It will be the year of breakthrough for the cleaning sector where licensing of cleaning contractors will come into effect. Part of this licensing requirement will be to incorporate the Progressive Wage Model (PWM) formulated by the Tripartite Committee on Cleaning which ensures that all cleaners earn a starting salary of \$1,000 to \$1,600 and so on depending on their job functions.

In the same manner, the Labour Movement hopes that breakthroughs will come about for two other sectors, mainly the landscaping and security sectors where most low-wage workers are. This can only be achieved with the support of tripartite partners and industry players. NTUC Secretary-General Lim Swee Say shared this at the Union of Security Employees' (USE) 35th Anniversary Dinner held on 23 November 2013 at Orchard Hotel.

Said SG Lim: “2014 must be a year of breakthrough for all these three ‘outsourcing’ sectors of low-wage workers. NTUC alone

cannot make it happen. We need the support of our tripartite partners, at the same time we need the support of the service buyers.”

SG Lim reaffirmed that the Labour Movement will be working hard with companies, agencies and unions to address concerns they may have. He said: “I’m confident that once we sit down together, once we understand how the Progressive Wage Model together with licensing will work to the advantage of not just the workers but also the agencies, I believe that all of us will fall in line.”

He further urged for strong support in this endeavour. “Many people at NTUC together with USE are working very hard. But I hope that our management partners will give us full support. Let us work together to change Singapore for the better, for the Security Guards, for the Cleaners and for the Landscaping Technicians in the year 2014,” SG Lim said.

Also speaking at the event was USE President Hareenderpal Singh who shared

on three breakthroughs that the union has achieved and will work towards achieving. The first breakthrough came about in 1993 when USE was allowed to sign in-house security officers as members. Starting out with just two in-house branches, the union has worked to have many other in-house branches to date.

A second breakthrough was achieved in 2005 when Premier Security became the first employer in the security industry to fully pay union membership fees for their security officers because it recognised the importance of union membership for the workers, especially in representation of bargainable workers through a Collective Agreement. Shared Mr Singh: “Since then, other companies have come forward to discuss unionisation, collective bargaining and representation.”

Mr Singh also shared his hopes to lead the third breakthrough for USE in his term as President. This third breakthrough would be to see the PWM which is “transparent and representative of the career, wage, skill and productivity needs” for the security industry being implemented. He said: “In my opinion, this would be the best benefit for the workers in the security industry with far-reaching improvements for both union members and non-members alike.”

With the dinner theme focused on better wages and jobs for all, Mr Singh added: “Let us all work towards realising that dream by transforming the security industry to the next level together.”



**3**  
Women Get Tour Of Potential Workplaces



**4**  
Back To School Fair Is Back



**7**  
NTUC Club Bags 216 Service Awards



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# Older PMEs Learn About Employment Matters

By Nicholas Lee

Older employees often worry about employment issues such as re-employment and termination because of age. But these worries and concerns were allayed when a Legal Primer was held on 14 November 2013 at NTUC Centre. More than 180 PMEs (Professionals, Managers and Executives) took part in the sharing and dialogue session where they learnt about issues such as termination of employment because of age, retrenchment benefits under the law as well



as relevant aspects of the Employment Act.

NTUC Director for PME Unit and Legal Services Department Patrick Tay (pictured, left) also shared with participants on the amendments to the Industrial Relations (IR) Act. Organised by the NTUC PME Unit and The Law Society of Singapore, the session

saw lawyer Francis Goh (pictured, right) from Harry Elias Partnership LLP speaking on matters such as termination of older workers, retrenchment benefits under the law and voluntary resignation versus termination.

As with previous sessions, the presentation by the practising expert was followed by a panel dialogue

where participants engaged Mr Goh and Mr Tay in a lively discussion on the topics brought up during the presentation. After the session, participants shared that the session was one that enabled them to be equipped with the relevant knowledge.

Ms Fiona Lim, who is from the Amalgamated Union of Public Employees (AUPE), said that the session allowed her to gain "knowledge of where to seek help and what to look out for in the employment contract". Another participant, Matthew Wong, who works in a hospital, shared that legal primer sessions such as this allows union members to have awareness of their rights as employees. "It was interesting to hear from a legal practitioner who cited cases in Singapore to reflect some of the issues we face when we are not careful with what we have committed in employment," said Mr Wong.

## Next U Provides Paths To Upgrade For Early Childhood Educators

Since early this year, Next U - Institute of Service Excellence (ISE), an executive learning arm of NTUC LearningHub, has seen an increase in the demand for service excellence related training programmes from early childhood operators. With more than 10,000 childcare professionals in Singapore, childcare operators are improving their operations and capability to fulfil the higher expectations.

Next U ISE has an on-going relationship with the Disney Institute for more than two years with the aim to help Singapore companies achieve strong business results through service excellence. In partnership with Disney Institute, Next U ISE worked with companies to develop strategic solutions tailored to suit industry needs.

To meet the high demands of parents, child care providers continue to work hard to provide quality services of which parent engagement is crucial. Thus far, five premium early education providers have seen the need to equip their principals, teachers and helpers with soft skills so that they can engage young ones and their parents, and provide professional and quality services. These early childhood providers are NTUC's My First Skool, Little School House, Kinderland, Modern Montessori International and Agape.

The relationship between the child, parents and child care centres principals and teachers are crucial for the growth of the child. The customised training programmes provides the channel where providers can pick up relevant skills to offer a more personalised service. This exceeds parents expectations to help ensure positive and ongoing interactions with families in their care.



This contextualised WSQ Offer Customised and Personalised Service programme equips childcare professionals with the knowledge and application skills to proactively offer services to engage busy working parents. This includes accessing parents' body language, acting upon opportunities, and making recommendations that will meet their personal needs, and following up professionally.

Principal of Agape Little Uni Mrs Dionne Neo said: "Quality for childcare is not only measured by how much time the provider spends interacting with the children, we strive for excellence to provide a sweet experience for all internal and external stakeholders, anchoring on our core values of love, wisdom, integrity, discipline and passion. As a preschool

Our Disney service excellence programme therefore serves to remind the teachers in the child care centres that they can really make a difference to the children in their centres. They can do the little 'wows' to forge an extraordinary relationship with the children so that they find learning fun and find joy in coming back to the centre the next day, every day. Through service excellence, our teachers can also nurture a strong relationship with the parents and, through this partnership, work together to deliver the best learning outcome for our children."

Next U - Institute of Service Excellence (ISE) Director Paul Neo

that believes in building firm foundation in children, teachers will be a critical role model for the child's character development."

Next U ISE Director Paul Neo said: "As parents, our children are our gems. We want the best for them and one of the biggest presents we can ever give them is for them to grow up embracing learning as a way of life. To that end, a great start at the child care centre is pivotal and teachers at the centres do play a big part in creating that positive learning experience for our children."

# 'A Day At Work' Before Going To Work

By Naseema Banu Maideen

They walked through Fairmont Singapore and Swissôtel The Stamford's laundry department and saw the machine systems and washers at work. Some asked questions while others just observed intently and assessed if they could handle that folding of towels and blankets.

These ladies were a group of 20 job seekers who were invited by NTUC Women's Development Secretariat (WDS) for a tour of the hotel that they could be working for. For one who has stayed out of the workforce for a long time, it may be almost impossible to picture what a job in the retail or hospitality industry means. Or even for one who has been in the workforce but in a different sector, this may be just as challenging.

WDS has taken a step further to partner employers to fill this gap for potential job seekers in various industries. To address their concerns, WDS tapped on successful runs of its mobile recruitment vehicle 'Jobs on Wheels for U' to bring job seekers to selected employers' premises where site tours and briefings were conducted by employers to help them better understand their job scopes and work environment.

Said WDS Director Sylvia Choo: "Many women job seekers who have been out of the workforce for some time are worried that they may not be able



Job seekers took a tour of the hotel's laundry department after they showed their interest in the industry at the job fair.

to fit into their new workplaces or are unable to perform new tasks. By helping them learn more about their possible future work environment, it will help ease worries and help them to better decide if the jobs are suitable."

On 25 October 2013, it brought job seekers who can sign up for positions in the various sectors that encompassed call centre, education, food & beverages, healthcare, hospitality and retail on a tour to some of their potential work places. The other two site tours were conducted at SP Services Private Limited and SATS Limited.

Madam Sharon Yoon, 60, a job seeker who visited Fairmont Singapore and Swissôtel The

**"To enhance our women job seekers' employability, we support them with pre-training to refresh or acquire new knowledge and regain their confidence to return to the workforce. Ultimately, we hope this could also further improve the employment rate of female workers in Singapore."**

NTUC Women's Development Secretariat Director Sylvia Choo

Stamford that day, shared: "For me, it was an eye-opener. While I have some experience in the food and beverage industry, I had no idea how working in a hotel would be like. Besides walking through the laundry department, we also went up into one of the hotel rooms and were briefed on what we can expect to do

as a housekeeping attendant. It helped me decide which of these jobs may suit me."

In addition, both hotels also offered these job seekers a 'Earn As You Learn Scheme', where interested job seekers could work for four days a week at hourly casual labour rates before they decide to take up employment. Madam Yoon was one of the job seekers who signed up for it; although she decided not to take up the job, this avenue was an opportunity for others like her to experience a day at work.

WDS also organised two sessions of the Employability Camp (EC) which spanned across two days prior to the job fair to help these female job seekers better prepare themselves for the job interviews and work at these companies. During these sessions, they were provided with information on the different sectors and given tips on how to do well for job interviews at the job fair.



One of the hotel's oldest employees was also introduced to the ladies on the tour.



# Back To School Fair Returns Once Again!

Children of NTUC members can once again stand to benefit from the activities and deals at the upcoming U Care Back to School Fair. To be held from 14-15 December 2013 at The Plaza, National Library, the annual fair targets to bring greater value to its Back to School voucher recipients as well as to extend the exclusive discounts and special promotions to all its union members. For more information, log on to [www.ntuc.org.sg/btsfair](http://www.ntuc.org.sg/btsfair).

Union members and children can look forward to attending a slew of free talks and workshops on both days to be enriched and educated. The following are just part of an extensive range of talks and workshops for parents and children to attend:

## Emma's Elephant - By David Seow (For ages 5-8)

**14 December 11.30am - 12.15pm**

Award-nominated author David Seow will not only return to tell the story of Emma's Elephant, but will also teach participants how to make your own paper elephant!

## Save & Spend Wisely Skit - By MoneySENSE (For ages 7-10)

**14 December 1.30pm - 2.15pm / 15 December 1pm - 1.45pm**

Learn from the adorable 'Triff Bear' on the importance of saving from young and differentiating needs and wants. Every child who watches the skit will receive a comic handout to take home.

## Behind The Painted Mask - By Central Public Library

(For ages 6-12)

**15 December 3.30pm - 5pm**

Chinese opera masks are used to depict the traits and characteristics of the role each actor is playing. Participants can experience the uniqueness of Chinese culture and learn to appreciate this traditional art as they create their own painted masks!

## Ace Your Math & Science - By POPULAR (Educational Publishing House) (For parents with children ages 7-14)

**15 December 1.30pm - 2.30pm**

Find out how children can change their habits, practices and attitudes to ace their Math and Science with Singapore's academic author Kelvin Tay.

## Parenting Principles - By Chan Hon Shek and Lai Fung Ling

(For parents)

**15 December 4pm - 5.30pm**

Learn from experienced family counsellors Chan Hon Shek and Lai Fung Ling on the important principles of bringing up children. This session will be conducted in Mandarin.

## Not To Be Missed!

Learn from Jazreel Tan, World No. 6 in Women's Bowling, and Matthew Goh, national record holder for Men's Long Jump, on how they ace their studies and sports. Meet them on 14 December (Saturday), 2.30pm.

Plus, get up close and personal with other sports stars from Singapore Sports School from 11am to 6pm on both days.

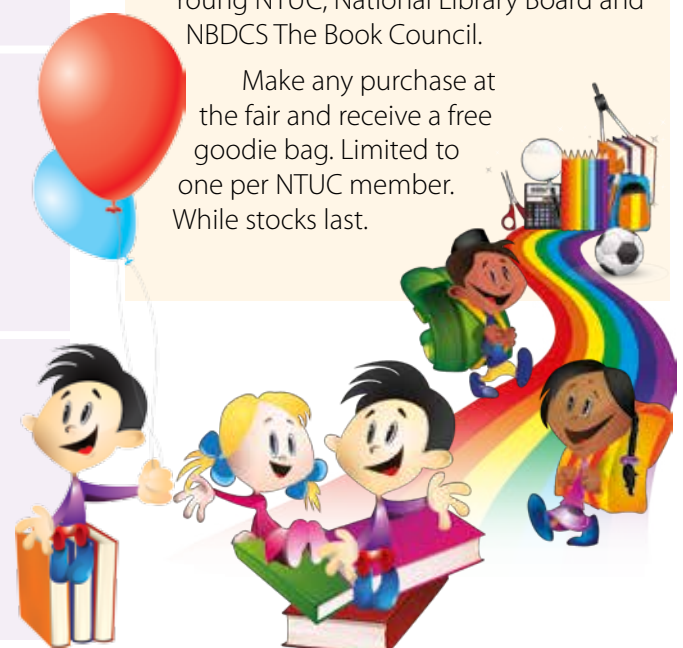


## Exclusive Deals At The Fair

- 15% off Bata school shoes and special buys from \$9.95
- Up to 30% off a wide selection of children's storybooks at Bookaburra
- Up to 40% off Faber-Castell colouring materials
- Impact Spinal protection school bags at special price of \$45 (U.P. \$109)
- Up to 45% off subscriptions and 15% off adventure trails by National Geographic
- Discounts on stationery and other school merchandise from NTUC FairPrice
- 50% off magazine subscription of LIFESTYLE/生活
- Special offer on health products from NTUC Unity Healthcare
- Great savings on assessment books and stationery at POPULAR

Also look out for eXplorerkid, nEbO, Young NTUC, National Library Board and NBDCS The Book Council.

Make any purchase at the fair and receive a free goodie bag. Limited to one per NTUC member. While stocks last.



## Voices For U

Union leaders have always been passionate voices for their members at the workplace. Every moment, they are walking the ground, listening to members' concerns, and voicing out on their behalf. This column brings you stories on how their voices have led to changes and better outcomes for their members.

# Showing Care And Concern To Lead The Way

By Nicholas Lee

When a PME (Professionals, Managers and Executives) member was asked to leave the company at the age of 53 with a compensation of only \$5,000, Union of Power and Gas Employees (UPAGE) Assistant General Secretary T Ravinthiran (pictured, left) together with the union represented the member and managed to help the member get a compensation of about \$40,000.

The 48-year-old unionist who has been with the union for the past 24 years shares that he was particularly moved by this retrenchment case because the member was the sole breadwinner and his child was still in secondary school.

"I thought of this member as my parent and saw the need to help him, because this could easily happen to any parent and I tried to imagine how it would feel like if my parent was laid off," said Mr Ravinthiran who is married with one son.

For Mr Ravinthiran, the motivating factor in this case was the affected member's daughter who was still in secondary school. He shared his concern for the daughter's education which could be affected because of the father's retrenchment. "It will not be easy for the member to get employed elsewhere because



of his age," shared Mr Ravinthiran.

Joining SP PowerGrid Limited as an Assistant Technician with only an 'O' level certificate and a National Technical Certificate (NTC), he later pursued continuous improvement and completed his Diploma in Electrical Engineering through the continuous educational and training programmes provided by his company.

When asked why he came forward to become a union delegate and subsequently an Executive Council member, Mr Ravinthiran says that he wants to be a unique voice

to represent his members and delegates. "There are a lot of voices out there, but your voice must be unique and must be able to reach the right target in order to get specific action done," he shared. To better represent workers on employment issues, Mr Ravinthiran completed his Diploma in Employment Relations in 2006.

When office work and union duties get tough, he shares that time management is the most important for a unionist. He added: "Fortunately, my management has been very supportive in allowing union leaders to perform and be engaged in union activities whenever our service is required. My colleagues also cover my duties whenever I am engaged in union duties during office hours."

Mr Ravinthiran also tries his best to speak with senior workers and members about Re-employment of older workers. He shares that if workers are fit and are able to contribute, they should come forward to be re-employed. "As a unionist, we should encourage them to be re-employed," he added.

Mr Ravinthiran firmly believes that the union should get to know its members. "If the union knows its members, members will know the union. No members means no union," he said.



## Strive Hard To Change The World

"The bursary which my daughter received from NTWU is very helpful to us as it lessens my burden to fund her education. Hopefully with this award, it will encourage her to study hard for her future." Mr Tukijan Binor, a Senior Technician with ComfortDelGro Engineering Private Limited, shared this as his daughter, Farhana, who is now in her first year of university, received a \$600



Bursary Award from the National Transport Workers' Union (NTWU) this year.

On 26 October 2013, a total of 74 scholarship recipients and 442 bursary recipients received assistance and support for their education from the union. Said NTWU President Rosmani Juraini: "I quote the late Nelson Mandela - 'Education is the most powerful weapon which you can use to change the world'. We understand the importance of education in today's society, and

the impact it can have on social mobility.

"NTWU has always placed emphasis on these educational awards in the hope that, on one hand, it will serve as an encouragement for our children to do better and, on the other, to help lessen the financial burden at home. In return, we hope the recipients will appreciate the awards, strive to make learning a life-long process and contribute back to society in whatever ways they can."

Since NTWU started giving out educational awards in 1981, it has given out a total of \$3.35 million. NTUC's Care and Share department has co-funded a portion of the education awards. As the event was held at the Singapore Discovery Centre, union members and their families were encouraged to take part in the activities and spend quality time bonding together.



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# NTUC Club Wins Big At EXSA

NTUC Club has done the Labour Movement proud by bagging a whopping 216 awards in this year's Excellent Service Awards (EXSA) 2013. Managed by the Singapore Hotel Association (SHA) and Association of Singapore Attractions (ASA), the annual national award recognises individuals who have delivered outstanding service. Since 2004, NTUC Club has been a part of EXSA to recognise the efforts of their service staff and raise the prestige of a career in the service line.

There were a total of 83 winners in the Star category, which is the highest level in EXSA, and four of the more impressive winners were further nominated for the SHA EXSA Outstanding Star award and ASA EXSA Super Star award. In the end, Ms Siti Hawa Hussein, an Admin Assistant at Costa Sands Resort (Sentosa), took home the SHA EXSA Outstanding Star award. Their heartfelt stories are told here.

## She Made A Valentine's Wish Come True

**Siti Hawa Hussein, SHA EXSA Outstanding Star Award Winner**



Mr Derek Cheong will never forget the Valentine's Day he celebrated with his new wife at Costa Sands Resort (Sentosa). He had contacted the resort, which is managed by NTUC Club, to request for a specially decorated room to surprise his wife as it was also their first wedding anniversary.

Due to limited resources and manpower, the resort was unable to accommodate his request initially. Hearing about this, Ms Siti Hawa Hussein, 41, an Admin Assistant with the Front Office department, came forward and willingly volunteered to decorate the room so that it would be a memorable experience for the couple.

After settling on artificial flowers for the decorations, she used her own time to source for them. When she could not find suitable flowers at the Daiso at Vivocity and the flower shops at the Geylang Serai, she scouted the whole of Little India by foot and eventually found them at the Verge.

Although Ms Siti had little expertise in room decorations, she went ahead to decorate the room as nicely as she could with the help of Youtube. With the assistance of two other colleagues, Ms Siti managed to do up the room and surprise the couple.

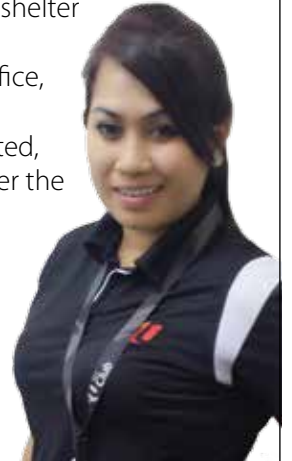
## Equally Outstanding Nominees

**Noorhuda Shamsudin, SHA EXSA Outstanding Star Award Nominee**

As Banquet Supervisor, Noorhuda Shamsudin, 35, oversees the F&B operations for events held at Downtown East. At one particular seminar, she noticed that the sky was dark just as the event was about to end. Afraid that it was going to rain any time soon, Ms Noorhuda decided to source for umbrellas to shelter guests to their departure points.

As she managed to get only three umbrellas from her office, she began searching for more, even requesting them from colleagues of other departments. It rained as she had expected, and Ms Noorhuda and her fellow colleagues helped to shelter the guests to their cars at the open-air car park.

On another occasion, a guest was coughing during a seminar. This caught the attention of Ms Noorhuda who took the initiative to purchase a bottle of cough syrup and some lozenges for the guest using her own money. She gave the items to the guest and mentioned that they were complimentary from NTUC Club. The guest was touched by her genuine concern and kind gesture.



**Ratnawati Timyati, SHA EXSA Outstanding Star Award Nominee**

This is, quite possibly, the mantra of Ms Ratnawati Timyati, 42, a Senior Officer with the Service Quality department of NTUC Club. A guest had booked a room at the chalet, and had requested for a ground floor unit near the entrance to accommodate her spouse who is wheelchair-bound. As chalet occupancy was high, all the units were already occupied.

Instead of leaving things at that, Ms Ratnawati contacted the guests with ground floor units in an attempt to swap their units with the special needs guest. She tried her best to persuade the guests, and after much pleading, she managed to convince one of them to swap the unit.

Upon the couple's check in, Ms Ratnawati personally welcomed them to ensure that everything went smoothly. The guest greatly appreciated her thoughtfulness and was touched by her kind gesture and willingness to go the extra mile in accommodating her request. Due to her pleasant experience, the guest is still in touch with Ms Ratnawati today.



**Susan Wong, ASA EXSA Super Star Nominee**

As a Guest Services (Revenue) Supervisor at Wild Wild Wet, Ms Susan Wong, 56, makes it a point to put on her best smile for her guests and display a positive attitude. One day, a guest was disappointed that he was unable to purchase the photo taken on one of the rides as he had to leave due to bad weather.

The guest called back the next day to check if the photo was still available, and Ms Wong surprised him by personally delivering the photo to his house.

On another occasion, while overseeing its Retail Operations, Ms Wong noticed that a guest had won a keychain in a lucky dip. However, the guest's child seemed unhappy as she was eyeing another toy. Ms Wong then approached the child and gave her another chance to win the toy. Luckily, the child won the toy that she wanted and left happy and smiling.



# Five First Campus Educators Win Inaugural Mother Tongue Teacher Awards

The inaugural Outstanding Pre-school Mother Tongue Language Teacher Award 2013 was launched earlier this year to promote mother tongue languages. It recognises teachers for their passion in making the learning of mother tongue languages come alive. A total of five Chinese language teachers from NTUC First Campus Co-operative Limited were honoured with awards in the Outstanding and Merit categories. Their inspiring stories are told here.

## Lam Lee Lee, The Caterpillar's Cove Child Development and Study Centre

### Outstanding Award

Ms Lam Lee Lee is an attentive teacher who understands that children undergo different stages of learning. With her vast experience in teaching children from the ages of four to six, she is able to customise her lessons with interesting age-appropriate activities to engage them actively.

To stimulate their interest in learning the Chinese language, Ms Lam designs engaging games which provide children the opportunity to hone their oral communication skills. Besides games, Ms Lam also creatively uses music and movements. This has evidently aroused young children's interest in the language, especially for those who do not have a Mandarin-speaking home environment.

To build young children's observation skills, Ms Lam advocates the use of authentic materials in her lessons. The children are then strongly encouraged to explore and discover the materials, hence enhancing and promoting hands-on experiential learning. Ms Lam also ensures that every child has the opportunity to share their new understanding and views, thus increasing their confidence in speaking Mandarin.

She also believes that parents are crucial to effective student learning. Ms Lam conscientiously involves parents to support the holistic development of her pupils by speaking to them on a daily basis on the children's progress.



“Aside from actively thinking about how we can make learning more enjoyable for the children, we also have to think about how to inspire children's interest in learning. I am also aware that there is room for improvement in our teaching; hence we need to constantly upgrade ourselves in order to have a stronger foundation in our expertise and skills.”

Lam Lee Lee, Chinese Teacher, The Caterpillar's Cove Child Development and Study Centre



## Zhou Jie, The Little Skool-House On-The-Green

### Outstanding Award

As young children have limited concentration spans, Ms Zhou has to ensure seamless activities in her lessons to retain their attention. Physical activities are weaved in to arouse the children's learning interest. In day-to-day interactions, Ms Zhou is especially adept in seizing moments to further extend and enhance children's learning.

She respects the children's ideas and would use questioning techniques to develop their thinking. In her lively classes, the children are positive and motivated to learn. Ms Zhou places strong emphasis on education through positive reinforcement. Through praising, encouraging and recognising their good behaviour and performance, she believes that the children would have the confidence and motivation to become boys and girls of good character.

Ms Zhou also works closely with the children's parents and involves them in their children's learning. This also provides an opportunity for parents to understand their children's learning environment and progress.

“In the future, I will have higher expectations of myself and will try to share with my colleagues the expertise I have gained in order to create a better environment for the learning of the Chinese language.”

Zhou Jie, Chinese Teacher, The Little Skool-House On-The-Green



### Tan Seng Siang, My First Skool at Jurong Point

#### Merit Award

Madam Tan Seng Siang has a knack for finding creative ways to teach the Chinese language to children. These include singing songs, playing games and doing outdoor activities. As a result, the children at My First Skool at Jurong Point are always engaged and thinking during her classes.

Her quest to be more creative led her to lead a team of teachers to build a garden in the balcony of the school to grow plants and fruits such as peanuts, sweet potatoes, papayas, bananas and ladies' fingers. The garden acts as a learning platform for children to get a hands-on experience of what they have learnt on paper.

Madam Tan also demonstrates a dedication in helping students learn. For instance, she helped a special needs student pay better attention in class. She provided opportunities for him to learn by catering to his needs such as planning activities to engage him while she conducted the class with the other children.

Madam Tan is also a positive role model in moral and character development. She went all out to help an Indian child assimilate into the majority Chinese environment by encouraging her to participate in activities and verbalise her thoughts and emotions. From initially refusing food and refraining from socialising with her classmates, the child became more receptive and has since made friends.

**“I will continue to improve my inner qualities, participate in professional advancement, engage in more exchanges with fellow colleagues on teaching, and continue to contribute to early childhood education.”**

Tan Seng Siang, Chinese Teacher, My First Skool at Jurong Point

### Wang Yu, The Little Skool-House International at Tampines Junction

#### Merit Award

When she joined the school in 2009, Ms Wang Yu had to teach children from Nursery 2 to Kindergarten 2 levels. Eschewing a one-size-fits-all teaching method, she decided to provide differentiated learning for the children at each level. Since the centre was newly set up, Ms Wang also had to develop her own teaching resources, including word cards.

Her lessons are interesting and very often able to capture the children's attention through games, poems and songs. She is a firm believer in learning beyond the classroom and often organises learning trips to relevant and appropriate venues. She also engages parents in their child's learning journey through regular take-home activity kits and sharing via various platforms such as emails and newsletters.

Ms Wang also makes ongoing observations of the children to understand their individual strengths as well as uncover areas that require her guidance and support. Sensitive to the needs of the children, she knows when to intervene and when to step back to allow them to take the lead.



**“To get more children and parents to love the Chinese language as well as know and understand Chinese culture have always been my goals as an early childhood educator. To reach these goals, I will constantly upgrade myself and apply the knowledge that I've gained towards practical teaching. I hope that this effort will help more children find joy in learning the Chinese language.”**

Wang Yu, Chinese Teacher, The Little Skool-House International at Tampines Junction



### Jia Jing, My First Skool at Jurong West Block 681A

#### Merit Award

Madam Jia Jing is adept at handling children of various age groups and is known for preparing learning centre materials that are always up-to-date. An observant listener, she is quick to tap on opportunities for incidental learning through effective questioning techniques such as using open-ended questions. This enabled the children to express their ideas and experiences freely during lessons.

With her excellent classroom management skills, Madam Jia is able to complete and achieve the learning outcomes set for activities with prior planning. With her pleasant articulation, tone and attractive teaching aids, the children are naturally drawn to her and participative during her lessons.

**“As an early childhood teacher, only if I possess deep professional expertise and make pre-schoolers the main focus of my teaching ideals will I be able to lay down a good foundation for their long-term development. Therefore, I will be a lifelong learner, constantly improve my own professional quality, showcase my strengths, and stimulate the interest in learning the Chinese language in pre-schoolers.”**

Jia Jing, Chinese Teacher, My First Skool at Jurong West Block 681A

# Reaching For The Stars

By Joshua Joseph and Nicholas Lee

They sang their hearts out, danced with joyous glee and brought a smile to the faces of their proud teachers and parents. Yes, it was that time of the year again when schools under the NTUC First Campus Co-operative Limited banner held their year-end concerts cum graduation ceremonies. This year saw a total of 2,279 Kindergarten Two children graduating from My First Skool, Little Skool-House International and The Caterpillar's Cove from a total of 110 centres. NTUC This Week brings you snippets of these graduation ceremonies that mark a happy and memorable occasion in the lives of these precious little ones as they gear up for a bright future ahead.

## Winning Hearts With A Captivating Performance

In celebration of the children's achievements in The Little Skool-House International At-Pandan-Gardens, the story of the lion and the mouse was chosen as the theme for the year-end concert. The concert took place on 23 November 2013 at Ayer Rajah Community Centre with Member of Parliament for West Coast GRC Foo Mee Har in attendance.

The story of the lion and the mouse highlights the idea that a person's worth is not determined by his or her size. The message that was spread to the pre-schoolers as they worked together for the concert was that though they might be small in size, they are the people with the biggest hearts! The concert served to recognise and celebrate the achievements of the pre-schoolers as they won the hearts of guests and parents with their inspiring performances.



## Ready For A Brighter Future Ahead

Parents at My First Skool located in Serangoon Avenue 2 at Block 306 were all smiles as they witnessed their children put up a heartwarming performance at their graduation ceremony this year on 15 November 2013 at the centre. This year's concert theme took the form of a musical revolving around the theme of nurturing positive dispositions in children.

Gracing the occasion was Member of Parliament for Marine Parade GRC Seah Kian Peng who shared with parents on the importance of the two years that the children have spent in My First Skool. He said: "I know the two years that you spent at My First Skool have been very important years because these are the two years that the teachers with their commitment and dedication spent teaching and inculcating in all your children values that will hold them and get them ready throughout their life."

Also speaking at the event was the centre's Principal Shakkilla Uttera Pathy who shared: "These children have by and large been with us since they were toddlers. It has been our pleasure to have the children with us for us to see them grow and develop in front of our very eyes. Their achievements speak very loudly for themselves."





## Working Together To Learn And Grow

22 children from the My First Skool at Block 85 Whampoa graduated on 18 November 2013. The ceremony graced by NTUC Deputy Secretary-General (DSG) Heng Chee How saw the children performing a musical in English and Chinese. In her opening address, Principal Jessica Leo shared: "Our hope for these precious lives is that they will continue to build upon the foundation we have laid in their early years through the quality programme here at My First Skool to become confident and happy individuals in primary school and later on in life."

Speaking to the parents who gathered for the occasion, DSG Heng commended the Whampoa Centre for their efforts in helping the Residents' Committee to take care of the nearby community garden. He said: "When you grow a garden then you realise that everything we do is actually connected to everything else that we do. We're all part of nature just as we are part of one another."

The musical that the children put up was centred around the theme of 'working together', and was well-received from parents and guests alike.



## Young Ones Inspire

The Caterpillar's Cove (The Cove) graduation event took place on 5 November 2013 at Ngee Ann Polytechnic. The Cove's graduation event this year took the form of a music production with a percussion centred play adapted from the stories of Swimmy, Three Little Pigs and The Giant Turnip. The theme of the production was 'Helping One Another'.

During preparation, the children who played a part in the production were encouraged by their teachers to remind each other that "all of us are good at something and all of us need help with

something else". They were also reminded by their teachers to teach, motivate and help their friends should they encounter difficulties. This culture and message had been intentionally embedded in the plot of this year's production that was created by the Kindergarten Two children themselves.

Each class selected their unique ways of representing parts of the storyline using percussion elements which is used as an added feature and accompaniment to the dramatisation of the original plot. All in all, the concert proved to be a rewarding and inspiring experience for the children as well as their teachers.



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# Striking A Balance

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# Dance The Night Away



By Nicholas Lee

The annual U Family Mega Dance event took place once again this year on 16 November 2013. Held at the Azzura Beach Club, it was definitely an evening of partying and dancing for the 1,000 participants who attended the event. The annual event is in its third run this year.

Even before the event started at seven p.m., families had begun to arrive in throngs with children in tow. Those who came prepared had the opportunity to play in the pools and the foam pit. Here's what most of them had to say about the fun evening:

“ Basically, I find this event quite surprising. I didn't know what to expect before I came for the event as this is my first time attending a U Family event. So I really didn't expect this to be so fun and hip. I will definitely come back for more of U Family events as it is a good time to come together for a fun and great time.”

Ms Lin Bee Kew, who brought her three children along

“ I find the event very fun. And it's a time for my family to gather and bond and have a great outing. This is my second time attending a U Family event and we decided to come back because we had a very good time the previous round.”

Mr Kenneth Lee, who came with his family of five

“ We decided to come for this event because my husband and I agreed that since it's the start of school holidays, we will bring the children out for a fun time. It's my first time attending U Family events, and I will definitely be back for more.”

Ruby Ismail, who came with her husband and two children

# 工运偶像诞生了!



U Fame奖的总决赛在2013年10月19日于Downtown East的D' Marquee举行，莫哈默苏菲（22岁，上图左二）以高超的歌艺夺得了冠军荣誉。

**工运U Fame奖**从原本是工会间小规模歌唱比赛，后来扩及整个工运，成为一项展现才华的常年竞赛。今年的U Fame奖吸引了许多才华横溢的会员参与，包括前菲律宾乐团成员及一位歌唱老将，他们脱颖而出，进入12强争取荣誉的总决赛。

U Fame奖的总决赛在2013年10月19日于Downtown East的D' Marquee举行，努阿蒂卡（46岁）和Cissy Yong（64岁）分别在这场由职总俱乐部举办的赛事中获得亚军和季军。亚军得奖者努阿蒂卡在唱出第一句时就证明了她绝佳的实力。努阿蒂卡曾是某菲律宾乐团的成员，歌唱经验丰富。在总决赛中她选的曲目是惠特尼·休斯顿的“I Will Always Love You”。这支耳熟能详的名曲经她的高超演绎，简直让人听出耳油。

努阿蒂卡是食品及饮料业工友联合会的会员。她在2000年皈依伊斯兰教后就暂停了乐团表演活动，但从未停止对歌唱的热爱。三年前，她在榜鹅东的Talentmania比赛

中夺了冠军名衔，之后心中的音乐之火燃烧得愈发旺盛，终于又一次展现了她的音乐才华。

季军Cissy Yong是一名家庭主妇。她演唱的粤剧经典《帝女花-春天》是风格截然不同的作品。

Cissy Yong歌唱20年了。过去这些年来，她先后在马来西亚参加过多场乐龄歌唱比赛，并在百多名参赛者中处于三甲位置。有趣的是，U Fame奖是她首次与年轻参赛者同台竞赛，而她很开心身为乐龄人士还能赢得奖项。

如同努阿蒂卡和Cissy Yong般尽力展现光芒，从7岁开始便在母亲培养之下崭露头角的莫哈默苏菲（22岁）以一曲Michael Buble's的“Feeling Good”，夺下冠军宝座，成为第二位赢得评审青睐的nEbO成员。

莫哈默苏菲过去参加过多场全国选秀比赛，包括Impresario 2011、Project Stardust 2012和STOMP MMsing等。问及参赛的感想，他答道：“我起初唱的是R&B类型的歌曲，后来发现我更适合流行



保健服务雇员联合会再次赢得广受欢迎的“最佳Ra-Ra工会奖”。

摇滚。唱歌是我的最大兴趣，从来都不感到闷。我希望在新加坡以外的地区拓展事业，但需要非常努力才能获得肯定。”

除了歌唱，参赛者的服装也令人惊艳。南洋理工大学会计系学生Boon Hui Lu凭着Christina Perri的“Jar Of Hearts”，勇夺新奖项

“最佳服装奖”。

比赛的尾声，保健服务雇员联合会再次赢得广受欢迎的“最佳Ra-Ra工会奖”。该会会员为支持护士阿玛丽娜和义工管理执行人员杰拉德当可马丁，以一身动画电影《神偷奶爸》中小黄人的打扮，获得如雷的掌声。

# 年长专经执人员 学习雇佣知识

**年长员工** 对于重新雇佣和终止雇佣等问题非常关注，心中总有许多疑问。在2013年11月14日于职总大厦举行的法律入门分享与对话会上，他们的忧虑多少获得了缓解。当天共有180多名专经执人员（专业人士、经理及执行人员）聆听了专人讲述因年龄而被终止雇佣、裁员抚恤金，以及相关的雇佣法令等问题。

职总专经执人员及法律咨询署长郑德源也向在场的与会者分享有关修订工业关系法令的详情。此外，来自Harry Elias合伙律师事务所的Francis Goh律师也是这项由职总专经执人员署和新加坡法律协会联合举办的座谈会主讲人。

与前几次座谈会相同的是，在熟悉情况的主讲人谈话之后，与会者便向Francis Goh和郑德源等主讲人发问。许多参加者在活动结束后纷纷表示这项座谈会令他们掌握了相关的知识。

来自公共雇员联合会的Fiona Lim指出，这项活动让她学习到：“从何寻求援助，以及雇佣合约应注意的事项。”另一名在医院工作的Matthew Wong表示，这类法律入门座谈会有助工会会员提高雇佣权益的意识。他说：“在这项座谈会中法律执业者提出的新加坡案例，反映了我们在雇佣关系中不小心就会犯下的错误。”



职总专经执人员及法律咨询署长郑德源（左）与主讲人Francis Goh律师。

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## 力争上游 改变生活

**“我的女儿** 领取全国交通工友联合会助学金，大大减轻了我们的负担。希望这项助学金能鼓励她继续用功学习。”康福德高工程私人有限公司高级技术人员图其詹比诺表示，他的女儿刚就读大学一年级，今年获得了全国交联的600元助学金。

2013年10月26日，全国交联共颁发74份奖学金和442份助学金给工会会员子女，协助他们完成学业。全国交联会长罗斯马尼表示：“我引用曼德拉的一句话：‘教育是最有力的武器，能用来改变世界’。我们了解教育在今日社会的重要性及其对一个人在社会流动中的重要性。”

“全国交联非常重视颁发奖助学金，因为这能激励学子向上，也能减轻会员的家庭负担。我们也希望得奖者能饮水思源、奋发图强，尽力坚持终身学习，回馈社会。”

全国交联自1981年起就开始颁发奖助学金，这期间他们共发出了335万元。其中，职总关怀与分享署资助了部分费用。这次的颁奖礼在新加坡知新馆举行，工会鼓励会员和家人参与其盛，以便共度美好时光。



## 迈向更大的突破



2013年11月23日，职总秘书长林瑞生在保安业雇员联合会豪晶大酒店举行的35周年晚宴上指出，工运希望保安业乃至景观业这两个以低薪工友居多的行业取得突破，整体实施渐进式薪金制，保障低薪工友的生活。

**有关清洁承包业**必须在符合条件下才能领取或更新执照的法规将在2014年开始生效，为清洁业工友带来了曙光。

当局规定的清洁业领取执照条件包含实施劳资政三方委员会制定的渐进式薪金制，目的是确保所有清洁工的起薪根据工作内容从1000元调高至1600元不等，可谓清洁业的一大突破。

2013年11月23日，职总秘书长林瑞生在保安业雇员联合会豪晶大酒店举行的35周年晚宴上指出，工运也希望在景观业和保安业这两个以低薪工友居多的行业取得突破。然而，这个目标唯有在劳资政伙伴及业界人士的支持下才能实现。他说：“2014年必定是这三个以低薪工友为主的‘外包’领域取得突破的一年。然而，单靠职总的力量是无法做到的，我们须要得到劳资政伙伴及服务买家的支持。”

林瑞生再三肯定工运将竭尽所能与企业、机构和工会携手合作解决他们所面对的问题。他表示：“我有信心只要各方能一起坐下来谈，让各方了解到渐进式薪金制和有关清洁业执照的规定其实是对工人和机构都有好处的，这样大家的步伐就会互相一致了。”

林瑞生也说：“许多职总和保安业雇联的人员都非常努力，希望管理层伙伴给予我们全力支持，在2014年为更美好的新加坡，为保安人员、清洁工和景观业技术人员创造更美好的生活。”

保安业雇联会长哈仁德帕也在活动致辞时分享工会取得及致力取得的三个突破。

首个突破大约在1993年，当时保安业雇联获准招募公司内部的保安人员

“2014年必定是这三个以低薪工友为主的‘外包’领域取得突破的一年。然而，单靠职总的力量是无法做到的，我们须要得到劳资政伙伴及服务买家的支持。”

— 职总秘书长林瑞生

成为会员，自此该会属下分会的规模便从当时的两个扩展至如今的许多个。

第二项突破是2005年，PremierSecurity在业内带头替属下保安人员全额支付工会会费。此举说明该公司肯定了工友加入工会的重要性，尤其在工会代表工友与资方协商集体协约这个方面。哈仁德帕表示：“自此，其他的公司开始积极讨论在公司内部组建工会，以及和工会签署集体协约等课题。”

至于第三个突破，哈仁德帕表示，希望在他任内见到整个保安业实施具有透明性和反映职业、年龄、技术和生产力需求的渐进式薪金制。

哈仁德帕补充说：“让我们携手合作，实现保安业整体转型至另一高阶的理想。”



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