JAMES COOK INSTITUTE

Skillsfuture for Digital Workplace 2.0 (Food Service Sector)

COURSE DURATION
15 Hrs

COURSE REFERENCE NO.
TGS-2023037503

MODE OF TRAINING
Classroom

FUNDING VALIDITY
Till 30 Jun 2025

This course is targeted towards those in the Food Services sector. We will cover all the technological advances in IT that is impacting or will impact the sector. In this course, we will help learners to understand the implication of various technology advancement and digital tools that will affect how the food services sector will operate and how it will affect the service delivery and the manpower skills required.

Learners will be able to apply Generative AI tools such as Copilot and Gemini to streamline tasks, analyse data in Excel and create intelligent and novel content in Word and PowerPoint.
Learners will also be able to apply analytics to gain business insights, use automation to enhance productivity, and understand security risks associated with using emerging technologies and how to mitigate those risks

Course Objectives

By the end of this course, learners will be able to:
- State the jobs and digital skills required in the current and future digital economy
- Describe the work requirements in a technology-rich environment and know the associated cybersecurity risks
- Identify various digital applications and tools in work applications, including widely applicable national and sectoral platforms
- Suggest how data and information can be used
- Perform functional outcomes such as the use of digital tools and software to access various learning paths and content
- Develop a post-course action plan to continue learning (i.e., to identify courses that would allow participants to further deepen their skills in the four key areas).

FULL FEE
$500
(Subject to 9% GST)

NETT FEE AFTER FUNDING
$63.50
SME OR Singaporean age 40 and above (Subject to 9% GST)
70% Course Fee Funded

$163.50
Non-SME OR Singaporean age 21 to 39 OR Singapore PR
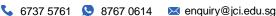(Subject to 9% GST)
50% Course Fee Funded

Subsidies Available Individual

SkillsFuture Credit
UTAP

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Course Content

In-demand Digital Tools
· Introduction to SFDW and digital skills and jobs awareness in the current and future digital economy
· The world of Industry 4.0, extended reality and additive manufacturing
· Basic concepts of Generative Artificial Intelligence
· Identify risks associate with and responsible use of

Generative AI
· How to design prompt
· Generative Artificial Intelligence Sandbox initiative by Infocomm Media Development Authority (IMDA)
· Hands-on practice of Generative AI such as Gemini and Copilot in areas such as generating response to customer queries or complaints, create course outlines, etc
· Autonomous Robots and Internet of Things and their impact across sectors
· Nationally launched applications
· Develop a learning plan to take ownership of own skills upgrading

Cybersecurity Risk
· Introduction to Cybersecurity Risk
· Areas of cybersecurity risk and its implication and effect to the individual and organization
· How to mitigate cybersecurity risks? (physical, software, policy and regulatory)

Automation
· Introduction to Automation
· Types of automation tools such as Robotic Process Automation (RPA)

Data Analytics
· Introduction to Data Analytics
· Data visualisation tools

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