JAMES COOK INSTITUTE

Skillsfuture for Digital Workplace 2.0 (Transportation Sector)

COURSE DURATION
15 Hrs

COURSE REFERENCE NO.
TGS-2023037499

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 understand and use digital tools to understand customer demands, optimise resources, support food preparation, delivery, handle queries, orders, payments and marketing.

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

$163.50
SME <u>OR</u> Singaporean age 40 and above (Subject to 9% GST)
70% Course Fee Funded

$63.50
Non-SME <u>OR</u> Singaporean age 21 to 39 OR Singapore PR
(Subject to 9% GST)
50% Course Fee Funded

Subsidies Available Individual

SkillsFuture Credit
UTAP

Visit Our Website

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Course Content

Learning Unit 1: Data Analytics

• Introduction to SFDW
• Digital Skills and Jobs Awareness for the Transportation Sector
• Importance of Data Analytics in the current and future digital economy for the Transportation Sector
• Use data analytics and visualisation tools such as Excel PivotTable and Power BI to analyse transportation and travel data

Learning Unit 2: Automation

• Introduction to Automation
• Programmable Automation (3D printing and additive manufacturing tools for fabrication of parts and customised items)
• Using Power Automate to improve office productivity, e.g. fleet management and scheduling
• Artificial Intelligence in transportation sector, e.g. predictive fleet maintenance
• Future trends for automation in the transportation workplace

Learning Unit 3: Cybersecurity Risk

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

Learning Unit 4: In-demand Digital Tools

• Introduction to Industry 4.0
• Generative Artificial Intelligence such as ChatGPT in areas such as generating response to customer queries or complaints, route planning, training plan for drivers, etc.
• Conversational Automation, such as Google Assistant, chatbots in government and corporate websites, e.g. LTA, etc.
• Nationally launched applications
• Using VR and AR as well as autonomous road sweeper, driving simulators, etc.
• Enhancing productivity and efficiency with self-drive vehicles
• Explore upcoming digital technology and impact on how we work, live and interact

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