GEMSET

GLOBAL EXCELLENCE MODEL FOR SKILLS EDUCATION AND TRAINING

ITE ES

WHAT IS GEMSET?

The **Global Excellence Model for Skills Education and Training (GEMSET)** is a **holistic system of Quality Assurance** for a **Skills Education and Training (*SET*)** institution to embark on a journey of continuous improvements towards *SET* **Excellence**, achieving world-class performance and outcomes.

To accomplish its objective, GEMSET assimilates 'Business Excellence' concept and principles, and the vast knowledge and experience of the Institute of Technical Education (ITE), Singapore.

WHY IS IT IMPORTANT TO EMBARK ON A CONTINUOUS JOURNEY OF *SET* EXCELLENCE?

SET ADDRESSES 3 UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDG)
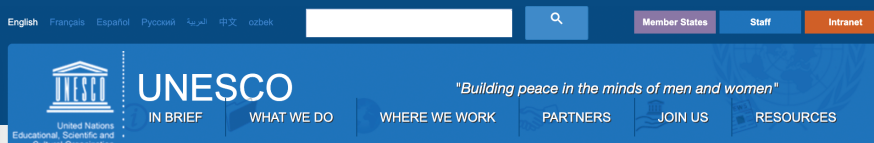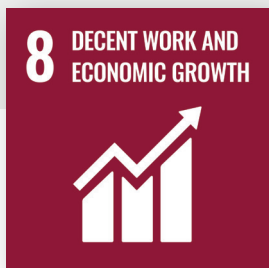
Heads of State and Government, senior UN officials and representatives of civil society gather in September 2015, as part of the 70th session of the UN General Assembly and have adopted the Sustainable Development Goals (SDGs). These objectives form a program of sustainable, universal and ambitious development, a program of the people, by the people and for the people, conceived with the active participation of UNESCO.

SET EXCELLENCE FOR SUSTAINABLE IMPACT AND OUTCOMES

The World Development Report 2019 by World Bank revealed that the nature of work is changing as a result of advances in technology and global economic disruptions. Unless countries embark on a continuous journey of improving their *SET* systems and commit to *SET* excellence, their *SET* institutions will not be able to keep up with the rapid changes at the workforce and risk losing their relevance over time.

SET Excellence will make sure that *SET* delivers on its promise and potential, maintains its relevance and quality, adapts to new realities in the rapidly transforming economy and society and achieve sustainable impact and outcomes.

3

JOURNEY AND OUTCOMES OF *SET* EXCELLENCE

IMPROVED SYSTEMS AND PROCESSES

STRATEGIC PLANNING AND BRANDING

DEMAND-DRIVEN CURRICULUM

AUTHENTIC LEARNING ENVIRONMENT

INNOVATIVE AND APPLIED LEARNING PEDAGOGY

COMPETENT AND PASSIONATE STAFF

MOTIVATED AND ENGAGED STUDENTS

***SET* FOR INDUSTRY, WITH INDUSTRY**

QUALITY ASSURANCE FRAMEWORK

OUTCOMES OF *SET* EXCELLENCE

Through the experience of ITE Singapore, *SET* Excellence can contribute to the following sustainable 'HAILOS' outcomes:

H — **Higher** understanding of your agency/ organisation/ institution's priorities, goals, gaps and opportunities

A — **Alignment** of strategies with purpose, plans, people, programmes and processes to meet stakeholders' and labour market needs

I — **Innovative** and leading teaching and learning practices and programmes for learners

L — **Learning**, capability enhancement and growth among staff

O — **Organisational** comparisons and benchmarking through knowledge creation, sharing and management

S — **Self-assessments** and organisational health checks to identify areas for improvement for better outcomes to support organisation's vision and efforts

OUTSTANDING *SET* OUTCOMES & RESULTS
OUR ACHIEVEMENTS

High
90%
ITE TVET Student Success Rate
(As of 2021)

Close to
100%
of Available Pool
High *SET* Student Capture Rate
(As of 2019)

Top
of BERI Labour Force Evaluation Measure
High Labour Force Rating
(As of 2010)

Low
4.1%
Youth Unemployment Rate
(As of 2019)

US$61,305
Per Capita GDP
(As of 2020)

2nd
Lowest Crime Rate in the World
(As of 2017)

Source(s): ITE Annual Report 2020/2021, Unesco – Unevoc Website, CNBC Article, Department of Statistics.

AWARDS & ACCOLADES

2005 Singapore Quality Award	**2007** Harvard University - IBM Innovations Award in Transforming Government (Top Award)	**2011 & 2018** Singapore Quality Award with Special Commendation	**2016** Public Service Premier Award	**2019** Global Performance Excellence Award (World Class)

1996
Outstanding Innovation & Quality Circles Organisation Award

1999
Corporate Volunteer Award

Singapore Quality Class

2000
People Developer

Public Relations in the Service of Mankind Excellence Award

Best Public Service Campaign

Outstanding Innovation & Quality Circles Organisation Award

2002
People Developer

Public Relations in the Service of Mankind Excellence Award

Best Public Service Campaign

Outstanding Innovation & Quality Circles Organisation Award

2003
Public Service Award for Organisation Excellence

Singapore HEALTH Award

2004
Singapore HEALTH Award

2005
Distinguished Public Service Award for Organisational Excellence

Singapore Quality Award

Outstanding Innovation & Quality Circles Organisation Award

Singapore HEALTH Award

2006
Public Relations in the Service of Mankind Excellence Award
Best Public Service Campaign

2007
President's Social Service Award

Harvard University - IBM Innovations Award in Transforming Government (Top Award)

2008
Public Relations in the Service of Mankind Excellence Award

Outstanding Overall Corporate Reputation Enhancement Programme

Singapore HEALTH Award

2010
Public Service Best Practice Award

Public Service Distinguished Award

Human Capital Corporate Champion Award

Singapore HR Awards

2011
Singapore Premier Award

Singapore Quality Award with Special Commendation

Singapore Service Class

Singapore Innovation Class

Aon Hewitt Best Employers in Singapore

2012
Singapore HR Awards

BCA Green Mark Platinum Award

Singapore HEALTH Award

2013
Minister for Defence Award

Minister of Home Affairs Award

Lee Foundation Singapore Environmental Achievement Award 2013

ISO14001:2004 Environmental Management System

2014
Corporate HR Champion Award

President's Award for the Environment

2015
UNESCO-Wenhui Award for Education Innovation

2016
Public Service Premier Award

National Youth Achievement Award Distinguished Partnership Award

SHARE Programme Award

2017
Singapore HEALTH Award

People's Association Community Partnership Excellence Awards

SHARE Programme Award

ISO 14001

ISO 9001

2018
USA Association for Talent Development Excellence in Practice Award

NTUC Digital Learning Transformation Award

BCA Green Mark Platinum Award

Tripartite Alliance Award 2018

Singapore Quality Award with Special Commendation
(2nd time winner)

2019
Singapore HEALTH Award

Global Performance Excellence Award (World Class)

APQO International Best Practice

GEMSET AS THE PATHWAY TOWARDS *SET* EXCELLENCE

G E M S E T

A gem set is a collection of precious stones incorporated into a piece of jewellery that is highly prized for its Beauty, Quality, Class and Perfection.

Based on the same principle of a gem set and using it as an acronym, ITE Education Services (ITEES) developed GEMSET, which stands for Global Excellence Model for Skills Education and Training.

GEMSET's 7 *SET* Excellence Dimensions

RED which stands for Strength is used for **D1. LEADERSHIP**

BLUE which stands for Stability is used for **D2. PLANNING**

ORANGE which stands for Satisfaction is used for **D3. STUDENT**

GREEN which stands for Growth is used for **D4. PEOPLE**

BROWN which stands for Reliability is used for **D5. PROCESSES**

GOLD which stands for Success is used for **D7. OUTCOMES**

PURPLE which stands for Wisdom is used for **D6. KNOWLEDGE**

7 SET EXCELLENCE DIMENSIONS

D4. PEOPLE
D1. LEADERSHIP
D3. STUDENT
D5. PROCESS
D7. OUTCOMES
D2. PLANNING
D6. KNOWLEDGE

TRANSFORM · · · LEARN
ADD VALUE

ORGANISATIONAL OVERVIEW

GEMSET FRAMEWORK

- **Propels a *SET* institution on an endless journey of continuous improvements, which includes self-assessment, identifying its strengths and weaknesses and getting external validation and recognition.**

- **Contains 7 Excellence Dimensions that integrate holistically to produce results consistent with the embedded beliefs and behaviours found in high-performing *SET* institutions.**

APPLICATION ASSESSMENT AWARD (AAA) CYCLE OF GEMSET

One complete cycle of the GEMSET framework takes about 11/12 months and comprises 3 distinct stages: Application, Assessment and Award (AAA).

APPLICATION ····· **ASSESSMENT** ····· **AWARD**

MONTH 1
Submission of
Application Form

MONTH 6
On-Site
Assessment

MONTH 10
Approval and
Acceptance of Award

MONTH 4
Submission of
Application Report

MONTH 8
Judges'
Summary Report

MONTH 11/12
Presentation
of Award

TIMELINE FOR ONE GEMSET AAA CYCLE

APPLICATION

Any approved *SET* institution in operation for at least 3 years can apply for the GEMSET award.

There are two categories of applicants (from public and private sectors) recognised in the GEMSET Awards:

CAT 1

CATEGORY 1
GEMSET AWARDS FOR Small / Medium-Size Organisations
500 to 2,000 students

CAT 2

CATEGORY 2
GEMSET AWARDS FOR Large Organisations
More than 2,000 students

The Application stage will involve the submission of Application Form to kickstart the GEMSET Award cycle.

Upon the acceptance of GEMSET application, the aspiring *SET* institution will prepare and submit an Application Report.

ASSESSMENT

Assessment of GEMSET application includes:

ASSESSMENT ON APPLICATION REPORT

ASSESSOR INTERVIEW

ON-SITE ASSESSMENT

APPLICANTS ASSESSMENT SUMMARY

AWARD

Judges of GEMSET Governing Council are selected from a range of industry groups and stakeholders, who collectively have a broad range of experience in *SET*, and shall be independent of all submissions.

They will decide on the awards objectively based on the information provided by the Assessment Teams.

Outcome for the different categories of awards will be announced at the awards ceremony.

GEMSET Award Feedback Report will be provided to every applicant one month after the awards ceremony.

SUPPORT FROM ITE EDUCATION SERVICES

Where needed and upon request, ITE Education Services will provide consultancy services to handhold and assist the applicant throughout the entire cycle.

GEMSET EVALUATION CRITERIA

GEMSET evaluation is based on the performance and achievement of the *SET* institution in the 7 Excellence Dimensions with a total of 1,000 points allocated.

LEADERSHIP

D1. LEADERSHIP 100 POINTS

This criterion examines the leadership system that sets and drives the organisation to achieve the mission, vision, values and strategic directions of the *SET* organisation. It also examines how senior management's actions guide and sustain the organisation, fulfils its legal, ethical and mandated responsibilities, and contribute effectively to stakeholders' and societal needs.

PLANNING

D2. PLANNING 90 POINTS

This criterion examines the efficiency and effectiveness in the management of resources, external partnerships, corporate governance, risk management, stakeholder engagement processes, long-term and short-term strategic planning and review on the alignment, *SET* policies, programmes and services.

STUDENT

D3. STUDENT 110 POINTS

This criterion examines how the organisation segments, listens to, engage and satisfy its customers, students or learners and ensure that the programmes and services offered meet their needs and expectations.

PEOPLE

D4. PEOPLE 110 POINTS

This criterion examines the efficiency and effectiveness in the human resource planning, profiling, attraction, management, engagement, retention, recognition, training and development.

D5. PROCESSES 110 POINTS

This criterion examines how the *SET* institution ensures that it is forward-looking and innovative in its policies, programmes and services to meet the changing needs and expectations of students/learners, stakeholders and industry. It examines how the *SET* institution identifies, plans, executes and review its key and supporting processes to meet and satisfy stakeholders and students'/learners' requirements.

PROCESSES

D6. KNOWLEDGE 80 POINTS

This criterion examines how the institution collects, manages, analyses and compares relevant and reliable data and information that interlink key functional areas for planning and decision making. Relevant information includes academic and student data on student/learner outcomes, customer and stakeholder satisfaction, supplier partnership results, staff engagement and performance, and market performance. This criterion also examines how the institution creates, disseminates and uses knowledge to improve its effectiveness, efficiency and performance, aspiring towards better results and outcomes.

KNOWLEDGE

D7. OUTCOMES 400 POINTS

This criterion examines how well the institution has performed in key areas over a period of time in relation to its policies, strategies, systems and programmes versus its targets. It also examines how the results and outcomes compare with internal and external and/or international comparisons and benchmarks, and shows the impact on and the benefits to industry, community and key stakeholders.

OUTCOMES

GEMSET AWARDS

GEMSET accords 4 levels of Awards based on the scores obtained by the *SET* institution.

COMMENDATION AWARD	SILVER AWARD	GOLD AWARD	STAR AWARD
>250 to 399 points	**>400 to 549 points**	**>550 to 699 points**	**700 points and above**
Entry level of performance. Valid for **1 year.** Institution is ready to embark on the journey for *SET* Excellence.	**Good level of performance.** Valid for **2 years.** Institution is committed to make improvements and strive for the *SET* Gold or Star level of performance as a continuing journey towards excellence.	**Very Good level of performance** in managing their institutions and providing high quality *SET* standards and contributing to industry and students outcomes. Recognition validity of **up to 3 years.**	**Excellent level of performance** in providing an outstanding quality *SET* system, with significant positive impact on industry, community and students. Recognition validity of **up to 5 years.**