



# ASSETS BEST EMPLOYER AWARD (2014)



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## Objective of the Award

To recognise employers who have demonstrated commitment to their staff through excellent workplace practices, programme and operations management and service excellence

## Eligibility

This award is open to all licensed childcare and registered kindergarten operators in Singapore.

## Award Categories

**Category A:** Company/Business with 50 employees or more

**Category B:** Company/Business with less than 50 employees

Franchised units will not be considered in the computation of the number of employees for the Franchisor. Franchisees can enter the competition based on their registration with ECDA.

There will be one winner and one runner-up for each category.

## Judging criteria

### 1. HR Policies and Practices (50%)

We will be looking for policies and practices which support a positive workplace environment for employees including:

- Staff appraisals
- Induction
- Staff development practices – including training, mentorship, leadership development
- Staff well being
- Staff turnover rates
- Rewards and benefits
- Systems to enable feedback from staff
- Fair and clear distribution of roles and responsibilities amongst staff

### 2. Operational Excellence (30%)

We will be looking at ways in which you have worked towards enabling the efficient running of the centre, including:

- The systems used in communication, administration and curriculum development and retrieval
- Insurance policies in place for students, staff and environment
- The SOPs in place for different situations
- Management of annual, medical and urgent leave
- Assessment of resources and programmes

### 3. Service Excellence (20%)

We will be looking at how you are able to maintain a high level of service excellence within your centre, including:

- Ways in which feedback is captured from parents and how that is acted on
- Involvement of parents in preschool programme
  - Ways in which teachers are encouraged to develop positive relationships with children and families

## Judging

Submissions will be deliberated by a Panel of Judges comprising representatives from ASSETS, ECDA and an independent organisation.

The top 3 outstanding submissions short-listed from each of the two categories (Cat A & Cat B) will proceed to the Final Judging Round. Site visits will be conducted if necessary. Shortlisted operators will be required to participate in all publicity pertaining to the Best Employer Award.

## Award Ceremony

Award winners will receive the Award at ECDA Early Childhood Conference 2014.

# APPLICATION FORM

## SECTION 1

Company / Business Name : \_\_\_\_\_  
Company / Business Registration number : \_\_\_\_\_  
Company Business Address : \_\_\_\_\_  
\_\_\_\_\_ Postal Code \_\_\_\_\_  
Website : \_\_\_\_\_  
Tel : \_\_\_\_\_ Fax : \_\_\_\_\_  
Number of branches (not including franchisees) : \_\_\_\_\_  
Number of employees : \_\_\_\_\_  
Application Fee : Nil  
Prizes : **SGD \$5000 (Winner) & SGD \$2000 (Runner-Up)**  
Closing Date : 31 July 2014 (Thursday) before 6pm

## SECTION 2 *(Please use attach additional sheets if necessary)*

### 1. HR Policies and Practices

Please tell us what HR practices are instituted in your organisation with regard to the professional development of your staff, performance management of staff and productive deployment . Please share with us how your company's values are reflected through policies and practices related to staff. Please elaborate with supporting documents such as staff handbook, employee satisfaction survey results, statistics on employee turnover and other evidence that demonstrate the effectiveness of policies and practices in your centre/s.

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### 2. Operational Excellence

Please tell us how you achieve operational efficiency at your centre/s (e.g through the use of IT, operational procedures, methods of communication etc.). Please provide supporting documents where applicable, including your licensing history.

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### 3. Service Excellence

Please tell us how you ensure service excellence to both your internal (teachers and staff) and external



customers (children and parents). Please elaborate on practices instituted in your centre/s and attach supporting documents such as feedback and surveys to highlight the effectiveness of your centre's practices. Please share how you manage to both support staff and meet/exceed the expectations of your students and parents.

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### **SECTION 3 (To be completed by Owners, Managing Director or CEO)**

Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Email : \_\_\_\_\_

### **DECLARATION**

1. I hereby warrant that I have full right to submit the application on behalf of the company/business and that the information in the application is true and correct.
2. Submission cannot be withdrawn without the prior approval and decision of ASSETS.
3. The judges' decision on all aspects of this award is final.
4. I agree to notify ASSETS in the event of any changes to my company/business's eligibility for the Award.
5. I agree to provide relevant company information should ASSETS needs to verify the information provided in the application for upon request.
6. I agree to facilitate any interview or site visit as requested by ASSETS.
7. ASSETS reserves the right to change any of the terms and conditions in this application form at any time and without prior notice.

Please sign and affix company/business stamp

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Name:

Date:

All completed Application Forms and supporting documents must be submitted in a sealed envelope to:

**Secretariat**  
**Association of Early Childhood and Training Services**  
**72 South Bridge Road, MMI Building, Singapore 058702.**

Enquiry Line : 6220 8200 | Email : [secretariat@assets.org.sg](mailto:secretariat@assets.org.sg)



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