

Skills Framework for Human Resource

Programmes that broaden or deepen specific skills and knowledge
for the various job roles in the sector

HR Business Partner

Job Role:
HR Business Partner / HR Manager

Full Qualification Programmes	Providers
HR Graduate Certification	SMU Academy
Specialist Diploma in Human Resource Management - Post-Diploma Certificate in HR and Talent Management	Nanyang Polytechnic
Specialist Diploma in Human Resource Management - Post-Diploma Certificate in Performance and Compensation Management	Nanyang Polytechnic
Specialist Diploma in Human Capital Management - Post-Diploma Certificate in Talent Acquisition and Management (ELP)	Nanyang Polytechnic
Specialist Diploma in Human Capital Management - Post-Diploma Certificate in HR Business Partnering (ELP)	Nanyang Polytechnic
Specialist Diploma in Career Counselling	Republic Polytechnic
Diploma in Business Practice (Human Resources Management)	Republic Polytechnic
Diploma in Business Practice (International Human Resources Management)	Republic Polytechnic
Specialist Diploma in Enhanced HR Skills- Certificate in Positive Psychology	Singapore Polytechnic
Specialist Diploma in Enhanced HR Skills - Certificate in Future Skills in HR	Singapore Polytechnic
WSQ Professional Diploma in Human Resources	Human Capital (Singapore) Pte Ltd
WSQ Professional Diploma in Human Resources (Human Resource Development)	Human Capital (Singapore) Pte Ltd
WSQ Professional Diploma in Human Resources (Management)	Human Capital (Singapore) Pte Ltd

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
General Human Resource	Human Resource Analytics and Insights	4	HR Leaders Programme	Human Capital Leadership Institute
	Stakeholder Engagement and Management	4	Delivering Transformational Change	NTUC LearningHub Pte Ltd
Human Resource Planning	Business Acumen	4	HR Mindsets and Behaviours	Singapore Polytechnic
			HR Business Savvy Skills	NTUC LearningHub Pte Ltd
	Human Resource Strategy Formulation	4	Strategic HR	SMU Academy
			HR Mindsets and Behaviours	Singapore Polytechnic
			Align human resource services with business needs	Human Capital (Singapore) Pte Ltd
			Align human resource services with business needs	Singapore National Employers Federation
			Establish Human Resource Needs of a Small to Medium Enterprise	Singapore National Employers Federation
			HR Business Savvy Skills	NTUC LearningHub Pte Ltd
	Workforce Planning	NTUC LearningHub Pte Ltd		
	Organisational Change Management	4	Delivering Transformational Change	NTUC LearningHub Pte Ltd
Organisational Design	5	Lead Organisational Design	Singapore National Employers Federation	
Strategic Workforce Planning	5	Talent Acquisition	SMU Academy	
Workforce Development	Performance Management	4	Performance Evaluation and Management	SMU Academy
			Implement performance management programme	Human Capital (Singapore) Pte Ltd
			Implement performance management programme	Singapore National Employers Federation
Workforce Engagement	Employee Engagement Management	4	Employee Engagement	NTUC LearningHub Pte Ltd
	Employee Relationship Management	4	Resolve grievances and disputes	Human Capital (Singapore) Pte Ltd
			Resolve grievances and disputes	Ong Teng Cheong Labour Leadership Institute
			Resolve grievances and disputes	Singapore National Employers Federation
			Manage grievances, discipline and disputes	Singapore National Employers Federation

Generic Skills and Competencies (GSC)		Modular Programmes	Providers
Title	Proficiency Level		
Problem Solving	Intermediate	Solve Problems & Make Decisions at Supervisory Level	Absolute Kinetics Consultancy Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Avanta Global Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Capelle Academy Pte Ltd
		Eradicating Problems and Making Effective Decisions	Capelle Academy Pte Ltd
		Solve Problems & Make Decisions at Supervisory level	CBM Pte Ltd
		ES WSQ Solve Problems and Make Decisions at Supervisory Level (Level 3)	Civil Service College
		Solve Problems and Make Decisions at Supervisory Level	Comat Training Services Pte Ltd
		WSQ Solve Problems and Make Decisions at Supervisory Level	Eagle Infotech Consultants Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	E-Square Communication and Management Training Consultancy
		Solve Problems and Make Decisions at Supervisory Level	Ever Safe Consultants Pte Ltd
		Effective Problem Solving and Decision Making'	Everest Innovation Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Greensafe International Pte Ltd
		ES WSQ Systematic Problem Solving & Decision Making (Supervisory Level)	Integrated Learning Systems Pte Ltd
		Solve Problems and Make Decisions for Supervisors	Lighthouse Global Training and Consultancy Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Mendaki Social Enterprise Network Singapore Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Nanyang Polytechnic
		Solve Problems and Make Decisions at Managerial Level (ES-ACE-402G-1)	NTUC Learning Hub Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level (ES-ACE-302G-1)	NTUC LearningHub Pte Ltd
		Solve Problems and Make Decisions at Managerial Level	Service Quality Centre Pte Ltd
		Innovative Problem Solving and Decision Making	Singapore Institute of Management
		Solve Problems and Make Decisions at Supervisory Level	Singapore National Employers Federation
		Solve Problems and Make Decisions at Managerial Level	Singapore National Employers Federation
		Solve Problems and Make Decisions at Supervisory Level	Singapore Polytechnic
		Solve Problems & Make Decisions at Supervisory Level	SSA Consulting Group Pte Ltd
		Solve Problems and Make Decisions at Managerial Level	SSA Consulting Group Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Trillion Training (S) Pte Ltd
Solve Problems and Make Decisions at Supervisory Level	U-Training Centre Pte Ltd		
Service Orientation	Intermediate	Establish Relationships for Customer Confidence	Andalus Corporation Pte Ltd
		UPI! Your Service: Increasing Customer Loyalty (Version B)	Capelle Academy Pte Ltd
		Establish Relationships for Customer Confidence	Capelle Academy Pte Ltd
		Establish Relationships for Customer Confidence	Center for Competency-Based Learning and Development Pte Ltd
		Establish Relationships for Customer Confidence	DSI Academy Pte Ltd
		WSQ Establish Relationships for Customer Confidence	Eagle Infotech Consultants Pte Ltd
		Building Rapport to Create Selling Opportunities	Impact Management Seminars Pte Ltd
		Effective Customer Service Skills (Building Rapport Module)	Impact Management Seminars Pte Ltd
		Establish Relationships for Customer Confidence	Integrated Training Consultants Pte Ltd
		Establish Relationships for Customer Confidence	Kaplan Professional
		Establish Relationships for Customer Confidence	Loyal Reliance Pte Ltd
		Establish Relationships for Customer Confidence	Mendaki Social Enterprise Network Singapore Pte Ltd
		WSQ Establish Relationships for Customer Confidence	NTUC Learning Hub Pte Ltd

		WSQ Establish Relationships for Customer Confidence powered by Disney Institute	NTUC Learning Hub Pte Ltd
		Establish Relationships for Customer Confidence	ROHEI Corporation Pte Ltd
		Establish Relationships for Customer Confidence	Service Quality Centre Pte Ltd
		Role Modelling to Establish Customer Relationship	Singapore Chinese Chamber Institute of Business
		Establish Relationships for Customer Confidence	Singapore Institute of Retail Studies
		WSQ SE: Establish Relationships for Customer Confidence	Singapore National Employers Federation
		Establish Relationships for Customer Confidence	Training Masters Workforce Institute Pte Ltd
		Establish Relationships for Customer Confidence	Training Vision Institute Pte Ltd
		Establish Relationships for Customer Confidence	William Angliss Institute Pte. Ltd.
		Support Team	Bootstrap Pte Ltd
		Facilitate Effective Work Teams (ES-IP302G-1)	Cambrian Academy Pte Ltd
		Synergizing for Success	Capelle Academy Pte Ltd
		Building a Results-Oriented Team	Capelle Academy Pte Ltd
		People Leadership Program	Capelle Academy Pte Ltd
		WSQ Facilitate Effective Work Teams	Eagle Infotech Consultants Pte Ltd
		Facilitate Effective Work Teams	Image Institute of Learning and Development Pte Ltd
		One Dream - One Team: Manage Team Effectively	Image Institute of Learning and Development Pte Ltd
		Support Team	Kaplan Professional
		Lead Team	Kaplan Professional
		Lead Team	Loyal Reliance Pte Ltd
		Facilitate Effective Work Teams	Mendaki Social Enterprise Network Singapore Pte Ltd
		Support Team	Mendaki Social Enterprise Network Singapore Pte Ltd
		Lead Team	Mendaki Social Enterprise Network Singapore Pte Ltd
		Support Team powered by John Maxwell	NTUC LearningHub Pte Ltd
		Lead Team	NTUC LearningHub Pte Ltd
		Building a High Performance Team (I)	ROHEI Corporation Pte Ltd
		Art of Leadership: Influence & Manage your Team for Results	ROHEI Corporation Pte Ltd
		Support Team	SeraphCorp Institute Pte Ltd
		Lead Team	SeraphCorp Institute Pte Ltd
		Support Team	Service Quality Centre Pte Ltd
		Support Team	Singapore Chinese Chamber Institute of Business
		Lead Team	Singapore Chinese Chamber Institute of Business
		Developing and Engaging Your Team for Workplace Success	Singapore Institute of Management
		Dynamic Planning and Execution for Managers	Singapore Institute of Management
		Develop A Work Team	Singapore National Employers Federation
		Support Your Team Creatively	Singapore National Employers Federation
		Facilitate Effective Work Teams	SSA Consulting Group Pte Ltd
		Develop a Work Team	SSA Consulting Group Pte Ltd
		Lead Team Leaders to Develop Business Strategies and Governance Management	Training Masters Workforce Institute Pte Ltd
		Facilitate Effective Work Teams	Trillion Training (S) Pte Ltd
Teamwork	Intermediate		