

## Skills Framework for Human Resource

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

### Employee Experience and Relationships

#### Job Role:

#### Head, Employee Experience and Relations

Full Qualification Programmes	Providers
Graduate Diploma in Human Capital Management	Singapore University of Social Services
Graduate Certificate in Human Capital Management	Singapore University of Social Services

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
HR Planning	Business Acumen	5	Human Capital Strategy and Business Partnering	Singapore University of Social Services
			Develop a business case for new initiatives	Human Capital (Singapore) Pte Ltd
			HR Leaders Programme	Human Capital Leadership Institute
	Human Resource Policies and Legislation Framework Management	5	Employment Law, Policy and Ethics	Singapore University of Social Services
			Develop human resource policy framework	Human Capital (Singapore) Pte Ltd
			Develop Human Resource Policy Framework	Singapore National Employers Federation
	Human Resource Practices Implementation	4	Human Capital Strategy and Business Partnering	Singapore University of Social Sciences
	Human Resource Strategy Formulation	5	Human Capital Strategy and Business Partnering	Singapore University of Social Sciences
			HR Leaders Programme	Human Capital Leadership Institute
	Operational Excellence	5	Driving HR Innovation through Design Thinking, HR Analytics and HR Technology	Singapore Polytechnic
Manage budgets and finances			Human Capital (Singapore) Pte Ltd	
Manage budgets and finances (Blended)			Human Capital (Singapore) Pte Ltd	
Measure human resource functional effectiveness			Human Capital (Singapore) Pte Ltd	
Measure human resource functional effectiveness			Singapore National Employers Federation	
Organisational Change Management	5	Leadership and Change Management	Singapore University of Social Sciences	
		HR Leaders Programme	Human Capital Leadership Institute	
Organisational Strategy Development	5	Human Capital Strategy and Business Partnering	Singapore University of Social Sciences	
Employee Attraction	Employer Branding	5	Develop and communicate employer brand position	Human Capital (Singapore) Pte Ltd
			Develop and communicate employer brand position (Blended)	Human Capital (Singapore) Pte Ltd
Workforce Engagement	Diversity and Inclusion Management	5	Develop strategies for managing diversity	Human Capital (Singapore) Pte Ltd
	Employee Communication Management	4	Employee Engagement	NTUC LearningHub Pte Ltd
	Employee Relationship Management	5	Develop strategies and policies for employee relations	Human Capital (Singapore) Pte Ltd
			Develop and evaluate a framework for managing conflict, grievances and disputes	Singapore National Employers Federation
			Develop strategies and policies for employee relations	Singapore National Employers Federation
Health and Wellness Programme Management	5	Total Rewards Strategy	Singapore University of Social Sciences	
		Develop and evaluate employee health and wellbeing programmes	Human Capital (Singapore) Pte Ltd	
General HR Management	Human Resource Advisory	5	Human Capital Strategy and Business Partnering	Singapore University of Social Services
	Human Resource Analytics and Insights	4	Driving HR Innovation through Design Thinking, HR Analytics and HR Technology	Singapore Polytechnic
HR Leaders Programme			Human Capital Leadership Institute	

Stakeholder Engagement and Management	5	Driving HR Innovation through Design Thinking, HR Analytics and HR Technology	Singapore Polytechnic
Technology Integration	5	Driving HR Innovation through Design Thinking, HR Analytics and HR Technology	Singapore Polytechnic

For Generic Skills and Competencies (GSCs) programme listing, please refer to Section (v) (c) - View the Training Programmes for Generic Skills and Competencies (GSCs). Click this [link](#) to access the section.