

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:

Manager, Employee Experience and Relations

Full Qualification Programmes	Providers
HR Graduate Certification	SMU Academy

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
HR Planning	Business Acumen	4	HR Mindsets and Behaviours	Singapore Polytechnic
			HR Business Savvy Skills	NTUC LearningHub Pte Ltd
	Human Resource Analytics and Insights	3	Driving HR Innovation through Design Thinking, HR Analytics and HR Technology	Singapore Polytechnic
	Human Resource Policies and Legislation Framework Management	4	Labour Policies and Legislation	Singapore Polytechnic
			Employment Legislation and Industrial Relations	SHRI Academy
	Human Resource Practices Implementation	3	Driving HR Innovation through Design Thinking, HR Analytics and HR Technology	Singapore Polytechnic
	Human Resource Strategy Formulation	4	HR Mindsets and Behaviours	Singapore Polytechnic
			Align human resource services with business needs	Human Capital (Singapore) Pte Ltd
			HR Business Savvy Skills	NTUC LearningHub Pte Ltd
			Workforce Planning	NTUC LearningHub Pte Ltd
			Strategic HR	Ong Teng Cheong Labour Leadership Institute
			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		
Operational Excellence	4	Driving HR Innovation through Design Thinking, HR Analytics and HR Technology	Singapore Polytechnic	
Organisational Change Management	4	Delivering Transformational Change	NTUC LearningHub Pte Ltd	
Organisational Cultural Development	4	Driving HR Innovation through Design Thinking, HR Analytics and HR Technology	Singapore Polytechnic	
Organisational Diagnosis	4	Driving HR Innovation through Design Thinking, HR Analytics and HR Technology	Singapore Polytechnic	
Workforce Engagement	Employee Communication Management	3	Employee Engagement	NTUC LearningHub Pte Ltd
	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
	Health and Wellness Programme Management	4	Develop and evaluate employee health and wellbeing programmes	Human Capital (Singapore) Pte Ltd
Labour Relations Management	3	Manage industrial relations processes	Human Capital (Singapore) Pte Ltd	
		Manage industrial relations processes	Ong Teng Cheong Labour Leadership Institute	
General HR Management	Data Collection and Management	4	Driving HR Innovation through Design Thinking, HR Analytics and HR Technology	Singapore Polytechnic
	Project Management	4	Driving HR Innovation through Design Thinking, HR Analytics and HR Technology	Singapore Polytechnic

Stakeholder Engagement and Management	4	Driving HR Innovation through Design Thinking, HR Analytics and HR Technology	Singapore Polytechnic
		Delivering Transformational Change	NTUC LearningHub Pte Ltd
Techonology Integration	4	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.