

Skills Framework for Human Resource

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

Operations & Technology

Job Role:

Manager, Operations and Technology

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 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	
General HR Management	Data Collection and Preparation	4	Driving HR Innovation through Design Thinking, HR Analytics and HR Technology	Singapore Polytechnic
	Data Management	4	Driving HR Innovation through Design Thinking, HR Analytics and HR Technology	Singapore Polytechnic
	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	4	Delivering Transformational Change	NTUC LearningHub Pte Ltd	

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.