

**SKILLS FRAMEWORK FOR HUMAN RESOURCE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Workforce Engagement					
TSC	Benefits Management					
TSC Description	Manage the implementation, review and administration of benefits to employees					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		HRS-HRM-2011-1.1	HRS-HRM-3011-1.1	HRS-HRM-4011-1.1	HRS-HRM-5011-1.1	
		Prepare data required for benefits management	Administer benefits to employees	Implement benefits management processes	Develop benefits programmes and processes	
Knowledge		<ul style="list-style-type: none"> Types of benefits available to employees Benefits system procedures Documentation required for administering benefits management 	<ul style="list-style-type: none"> Statutory benefits and their applications Organisational policies that impact the benefits management processes Legal and ethical considerations related to benefits data Privacy and confidentiality considerations that govern all benefits-related transactions Impact of benefits management on employees and the organisation 	<ul style="list-style-type: none"> Legislations related to employee benefits Organisational policies and procedures impacting benefits requirements Benefits plan design Components of benefits programmes Benefits policies and processes Formulas to calculate benefit payout Models and methods for managing benefits systems Market trends and developments related to benefits strategy Methods and techniques used in evaluating benefits policies, processes and programmes 	<ul style="list-style-type: none"> National manpower policies related to benefits management Relationship between benefits and organisational strategies Emerging trends and developments impacting benefits management Types of analysis for evaluating benefits management processes Models and methods for measuring the effectiveness of benefits processes 	
Abilities		<ul style="list-style-type: none"> Gather information required to perform benefits calculation Input data into benefits system to support processing activities Check benefits documentation received from employees Track benefits administered to employees 	<ul style="list-style-type: none"> Consolidate information required to perform benefits calculation Assign benefits entitlements to employees based on eligibility Calculate benefits payout in accordance with organisational policies Reconcile calculations 	<ul style="list-style-type: none"> Translate benefits design strategies into benefits programmes which reflects organisation and labour market conditions Develop processes and procedures which support the benefits structure Implement benefits programmes aligned to 	<ul style="list-style-type: none"> Review emerging benefits trends and processes to understand current market Formulate benefits design strategies and policies Align benefits policies, processes and programmes with prevailing legislation to 	

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		<ul style="list-style-type: none"> Update records to ensure accuracy and completion of benefits processing Gather feedback from employees on benefits schemes Source for external vendors for benefits programmes 	<p>with benefits allocations to ensure accurate disbursement of benefits</p> <ul style="list-style-type: none"> Resolve queries pertaining to benefits eligibility Ensure legitimate use of benefits systems Engage authorised parties to obtain approval for benefits claims Activate payments in accordance with organisational policies and procedures Analyse employee feedback to share insights with seniors Prepare contracts with benefits vendors 	<p>organisation's total remuneration strategies</p> <ul style="list-style-type: none"> Manage in-house benefits administration team to ensure accurate and timely administration of benefits Verify benefits calculations and documentations to audit anomalies Approve benefit claims in accordance with organisational policies and procedures Liaise with benefits vendors to renew or end contracts Develop processes and systems for gathering data and feedback on benefits programmes effectiveness Evaluate existing benefits programmes and processes Recommend improvements to benefits management and administration processes 	<p>ensure compliance</p> <ul style="list-style-type: none"> Ensure benefits programmes and practices are in line with organisational budgets Engage key stakeholders to gain approval on benefits programmes Analyse measurement data and feedback to identify potential improvements Refine benefits management programmes, policies and processes 	
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