

**SKILLS FRAMEWORK FOR SEA TRANSPORT  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Human Resource					
<b>TSC</b>	Benefits Management					
<b>TSC Description</b>	Manage the implementation, review and administration of benefits to employees					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>STP-HRM-2011-1.1</b>	<b>STP-HRM-3011-1.1</b>	<b>STP-HRM-4011-1.1</b>		
		Prepare data required for benefits management	Administer benefits to employees	Implement benefits management processes		
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Types of benefits available to employees</li> <li>Benefits system procedures</li> <li>Documentation required for administering benefits management</li> </ul>	<ul style="list-style-type: none"> <li>Statutory benefits and their applications</li> <li>Organisational policies that impact the benefits management processes</li> <li>Legal and ethical considerations related to benefits data</li> <li>Privacy and confidentiality considerations that govern all benefits-related transactions</li> <li>Impact of benefits management on employees and the organisation</li> </ul>	<ul style="list-style-type: none"> <li>Legislations related to employee benefits</li> <li>Organisational policies and procedures impacting benefits requirements</li> <li>Benefits plan design</li> <li>Components of benefits programmes</li> <li>Benefits policies and processes</li> <li>Formulas to calculate benefit payout</li> <li>Models and methods for managing benefits systems</li> <li>Market trends and developments related to benefits strategy</li> <li>Methods and techniques used in evaluating benefits policies, processes and programmes</li> </ul>		
<b>Abilities</b>		<ul style="list-style-type: none"> <li>Gather information required to perform benefits calculation</li> <li>Input data into benefits system to support processing activities</li> <li>Check benefits</li> </ul>	<ul style="list-style-type: none"> <li>Consolidate information required to perform benefits calculation</li> <li>Assign benefits entitlements to employees based on eligibility</li> </ul>	<ul style="list-style-type: none"> <li>Translate benefits design strategies into benefits programmes which reflects organisation and labour market conditions</li> <li>Develop processes and procedures which</li> </ul>		

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		<p>documentation received from employees</p> <ul style="list-style-type: none"> <li>• Track benefits administered to employees</li> <li>• Update records to ensure accuracy and completion of benefits processing</li> <li>• Gather feedback from employees on benefits schemes</li> <li>• Source for external vendors for benefits programmes</li> </ul>	<ul style="list-style-type: none"> <li>• Calculate benefits payout in accordance with organisational policies</li> <li>• Reconcile calculations with benefits allocations to ensure accurate disbursement of benefits</li> <li>• Resolve queries pertaining to benefits eligibility</li> <li>• Ensure legitimate use of benefits systems</li> <li>• Engage authorised parties to obtain approval for benefits claims</li> <li>• Activate payments in accordance with organisational policies and procedures</li> <li>• Analyse employee feedback to share insights with seniors</li> <li>• Prepare contracts with benefits vendors</li> </ul>	<p>support the benefits structure</p> <ul style="list-style-type: none"> <li>• Implement benefits programmes aligned to organisation's total remuneration strategies</li> <li>• Manage in-house benefits administration team to ensure accurate and timely administration of benefits</li> <li>• Verify benefits calculations and documentations to audit anomalies</li> <li>• Approve benefit claims in accordance with organisational policies and procedures</li> <li>• Liaise with benefits vendors to renew or end contracts</li> <li>• Develop processes and systems for gathering data and feedback on benefits programmes effectiveness</li> <li>• Evaluate existing benefits programmes and processes</li> <li>• Recommend improvements to benefits management and administration processes</li> </ul>		
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