

## Skills Framework for Training and Adult Education

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

Learning Management

Job Role:  
Product Development Manager

Full Qualification Programmes	Providers

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Learning Design	Learning Needs Analysis	4	DACE CM3: Conduct a training needs analysis	Institute for Adult Learning Singapore
Learning Management	Quality Assurance Management	4	SDEQM QM2: Design and develop an education quality system	Institute for Adult Learning Singapore
			SDEQM QM3: Implement and sustain an education quality system	Institute for Adult Learning Singapore

Generic Skills and Competencies (GSC)		Modular Programmes	Providers
Title	Proficiency Level		
Problem Solving	Advanced	IMPACT: Advanced Problem Solving & Decision Making Workshop	Capelle Academy Pte Ltd
		Apply Systems Thinking in Problem Solving and Decision Making	Service Quality Centre Pte Ltd
		Apply Systems Thinking in Problem Solving & Decision Making	Singapore National Employers Federation
		Apply Systems Thinking in Problem Solving and Decision Making	SSA Consulting Group Pte Ltd
Sense Making	Advanced	WSQ Service Analytics	Institute of Systems Science, National University of Singapore
		Analyse Service Quality and Customer Satisfaction	Kaplan Professional
		Analyse Service Quality and Customer Satisfaction	Service Quality Centre Pte Ltd
		Analyse Service Quality and Customer Satisfaction	Training Vision Institute Pte Ltd
Creative Thinking	Advanced	WSQ Innovate The Customer Experience	At-Sunrice Globalchef Academy Pte Ltd
		WSQ Leading Service Innovation	Institute of Systems Science, National University of Singapore
		Innovate the Customer Experience	Service Quality Centre Pte Ltd
		Innovate the Customer Experience (24 HRS)	Training Vision Institute Pte Ltd
Global Mindset	Intermediate	ES WSQ Foster Team Adaptability (Level 3)	Civil Service College
		WSQ Foster Team Adaptability	Eagle Infotech Consultants Pte Ltd
		Foster Team Adaptability	Image Institute of Learning and Development Pte Ltd
		Foster Team Adaptability	Mendaki Social Enterprise Network Singapore Pte Ltd
		Foster Team Adaptability	NTUC LearningHub Pte Ltd
		Foster Team Adaptability	Singapore National Employers Federation
		Contribute Towards a Learning Organisation	Singapore National Employers Federation
		Foster Team Adaptability	SSA Consulting Group Pte Ltd
Contribute Towards a Learning Organisation	SSA Consulting Group Pte Ltd		