

**SKILLS FRAMEWORK FOR TRAINING AND ADULT EDUCATION
SKILLS MAP - LEARNING FACILITATOR**

Sector	Training and Adult Education			
Track	Adult Education			
Occupation	Adult Educator			
Job Role	Learning Facilitator			
Job Role Description	<p>The Learning Facilitator delivers learning products and services in a variety of environments, using multiple learning delivery modes and methods. He/She assesses learning needs and adapts the facilitation approach to reflect desired learning outcomes and learner needs. He is responsible for knowledge and skills transfer by delivering learning content, facilitating group discussions and responding to queries. He drives learner development and commitment to continuous learning by actively providing feedback and learner support. He evaluates curriculum effectiveness and recommends improvement areas by collecting learner feedback as well as analysing learning delivery approaches and materials.</p> <p>He is a strong communicator who builds trusted relationships and creates a cooperative and engaging learning environment. He is adaptable and adept at managing multiple stakeholders.</p> <p>He works in multiple different environments, including different learning venues and client sites, and regularly interacts with digital systems.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Assess learning needs	Key Tasks	Performance Expectations (for legislated/regulated occupations)
			Engage stakeholders to understand desired learning outcomes and business objectives	
			Collect data to facilitate learner profile and learning needs analyses	
			Assess learning environment constraints to inform learning delivery approaches	
			Conduct learning delivery mode feasibility analyses to inform learning delivery approaches	
	Compile learner profile and learning needs analysis report			
	Facilitate learning	Prepare lesson plans in line with client stakeholder requirements and learner needs		
		Analyse courseware materials to ensure alignment with learner needs		
		Facilitate learning across multiple delivery modes in line with lesson plans		
		Deliver lesson content and coursework to learners in line with lesson plans		
		Facilitate group discussions for learners		
		Attend to learner enquiries related to learning programmes and skills application		
		Provide feedback and ongoing support to learners		
	Evaluate curriculum effectiveness	Collect feedback from learners and stakeholders		
		Implement processes to analyse effectiveness of learning delivery methods and materials		
		Analyse assessment data to identify learning gaps and performance issues		
		Collect data to assess impact of curriculum and services on learner's performance		
		Implement review processes to assess compliance with organisation's quality assurance policies		
		Report potential improvement areas based on analyses against objectives and performance standards		
	Manage stakeholders	Analyse stakeholder needs and priorities		
Establish long-term stakeholder relationships				
Implement stakeholder management strategies to drive collaboration				
Manage stakeholder expectations and feedback				
Manage vendors	Design vendor requirements specification			
	Manage vendor selection processes			
	Assess vendor performance and adherence to service level standards			
	Cultivate strong relationships with vendors			
	Manage contractual and performance issues with existing vendors			

	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Skills & Competencies	Accreditation Structure Management	Level 4	Communication
Assessment Design and Implementation		Level 3	Interpersonal Skills	Advanced
Behaviour Change Facilitation		Level 4	Developing People	Intermediate
Business Negotiation		Level 3	Managing Diversity	Intermediate
Coaching and Mentoring		Level 3	Creative Thinking	Intermediate
Competency Framework Development		Level 3		
Contract Development and Management		Level 3		
Customer Relationship Management Operations		Level 3		
Data Collection and Preparation		Level 3		
Data Management		Level 2		
Group Dynamics Facilitation		Level 4		
Learner Profile Analysis		Level 3		
Learning Experience Delivery		Level 3		
Learning Experience Evaluation		Level 4		
Learning Mode Design		Level 4		
Learning Needs Analysis		Level 3		
Learning Space Design		Level 4		
Organisational Impact Analysis		Level 3		
Partnership Management		Level 3		
Project Management		Level 3		
Reflective Practice		Level 3		
Research Data Analysis		Level 3		
Skills Framework Adoption		Level 3		
Stakeholder Engagement and Management		Level 4		
Talent Capability Assessment		Level 3		
Technology-Enabled Learning Delivery		Level 3		
Vendor Management	Level 3			
Workplace Learning Delivery	Level 3			
Programme Listing	For a list of Training Programmes available for the Training and Adult Education sector, please visit: www.skillsfuture.sg/skills-framework/tae			