

**SKILLS FRAMEWORK FOR TRAINING AND ADULT EDUCATION
SKILLS MAP - LEARNING SUPPORT EXECUTIVE**

Sector	Training and Adult Education					
Track	Learning Management					
Occupation	Learning Support Executive					
Job Role	Learning Support Executive					
Job Role Description	<p>The Learning Support Executive performs routine learning administration-related activities. He/She facilitates the coordination of the organisation's products and services by liaising with vendors and relevant stakeholders, managing learner records and updating learning management systems. He consolidates the learning data collected and conducts data analysis for compilation of data reporting. He assists with the creation of the desired learning environment and the management of logistics and equipment. He assists and supports business development activities by executing marketing activities.</p> <p>He enjoys working in a team environment and interacts proactively with various internal and external stakeholders. He is eager to serve others, has excellent organisation and administrative skills and can adapt to using various systems and forms of technology.</p> <p>He typically works in an office environment, often interacts with digital systems, but can also be required to provide support at specific learning venues or client sites.</p>					
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions		Key Task	Performance Expectations (for legislated/regulated occupations)		
					Coordinate logistics and resources across the organisation and products and services	
					Maintain training facilities and equipment	
					Coordinate learner registration and attendance tracking	
					Implement learner record and database management processes	
					Consolidate data to monitor take-up and completion rates for the organisation's products and services	
					Distribute learning materials to learners	
					Collate budgetary and financial information relating to the organisation's products and services	
	Support external funding application processes					
	Manage operations and learning administration					
						Identify data sources across the organisation to facilitate data measurement and analysis
						Collect and consolidate data from identified data sources
						Conduct initial data analysis and report findings
	Conduct data measurement and analysis					
						Compile data analysis reports to present findings
						Document stakeholder feedback and queries
	Manage stakeholders					
						Attend to stakeholder management issues
						Communicate with stakeholders to provide relevant updates
	Manage vendors					
Prepare documentations for vendor selection processes						
Track vendor performance						
Develop marketing plans						
					Escalate contractual and performance issues with existing vendors	
					Support curation of the organisation's marketing content based on defined marketing objectives and strategy	
					Liaise with vendors or services providers in the creation of the organisation's multi-channel marketing campaigns	
					Support the implementation of the organisation's multi-channel marketing campaigns in line with organisation's marketing objectives and strategy	
					Monitor marketing outcomes to track return on investment based on the organisation's marketing and business objectives	
	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)			
	Budgeting	Level 3	Teamwork	Intermediate		
	Contract Development and Management	Level 3	Communication	Intermediate		
	Customer Acquisition Management	Level 2	Interpersonal Skills	Intermediate		
	Customer Relationship Management Operations	Level 2	Computational Thinking	Basic		
	Data Collection and Preparation	Level 2	Lifelong Learning	Basic		
	Data Management	Level 2				

Skills & Competencies	Digital Marketing	Level 3	
	Financial Planning and Analysis	Level 3	
	Knowledge Management	Level 3	
	Marketing Campaign Management	Level 2, Level 3	
	Marketing Communications Plan Development	Level 3	
	Programme Management	Level 2	
	Research Data Analysis	Level 3	
	Stakeholder Engagement and Management	Level 3	
	Vendor Management	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		