

## Skills Framework for Hotel and Accommodation Services

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

### Management

Job Role:  
General Manager

Full Qualification Programmes	Providers
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Business Management	Budgeting	6	Financial Analysis and Business Decisions for Non-Finance Managers	NUS School of Continuing and Lifelong Education (SCALE)
Business Development	Business Opportunities Development	6	From Ideas to Assets: Industry 4.0 and Innovation Management in the Digital Economy	NUS School of Continuing and Lifelong Education (SCALE)
			Innovation Management for Leaders in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
Business Management	Business Planning	6	Planning Strategic Vision	ODE Consulting Pte. Ltd.
			Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
			Leadership for Managers in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
Business Development	Business Presentation Delivery	5	Managing Disruption with Future-Proof Workplace Communication Skills	NUS School of Continuing and Lifelong Education (SCALE)
Executive Leadership	Effective Board Member	6	Communicating your Personal Brand Identity Across Professional Contexts	NUS School of Continuing and Lifelong Education (SCALE)
Productivity and Innovation	Innovation Management	6	Innovation Management for Leaders in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
Executive Leadership	Organisation Representative	6	Managing Disruption with Future-Proof Workplace Communication Skills	NUS School of Continuing and Lifelong Education (SCALE)
Executive Leadership	Organisational Vision, Mission and Values Formulation	6	Planning Strategic Vision	ODE Consulting Pte. Ltd.
			Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
People Management	People and Performance Management	6	Monitor Organisational Performance and Develop Reward Strategies to Lead Achievement of Results	Human Capital (Singapore) Pte. Ltd.
People Management	People Development	6	Grow Leaders	Human Capital (Singapore) Pte. Ltd.
Productivity and Innovation	Productivity Improvement	6	Lean Six Sigma Advanced to Expert (Black Belt) Accelerated	NUS School of Continuing and Lifelong Education (SCALE)
Business Management	Property Operations Management	6	Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
Executive Leadership	Vision Leadership	6	Lead Organisation to Develop Organisational Strategic Priorities, Culture and Governance (Blended - Practicum)	Human Capital (Singapore) Pte. Ltd.

For Generic Skills and Competencies (GSCs) programme listing, please refer to Section (v) (c) - View the *Training Programmes for Generic Skills and Competencies (GSCs)* section, or click on this [link](#) to view the GSCs Programme Listing.