

FACTSHEET ON
THE HUMAN RESOURCE SINGAPORE WORKFORCE SKILLS QUALIFICATIONS

About HR WSQ

The Human Resource Singapore Workforce Skills Qualifications (HR WSQ) framework was first launched in 2008 and subsequently enhanced in end 2010. Developed through a rigorous process of international research and consultation with the HR Manpower Skills and Training Council (MSTC) consisting of HR practitioners, industry associations and economic agencies, the framework comprises a total of 107 competency units across 8 HR functional areas such as *Resourcing, Performance, Remuneration & Benefits, Learning & Development* and *Talent Management*.

HR professionals and people managers, ranging from HR Executives to Chief HR Officers can upgrade themselves through modular training programmes that lead to either Certified HR Professional certifications or HR WSQ qualifications. Tables 1 and 2 below detail the various HR WSQ certifications and qualifications.

Table 1: Certified HR Professional Certifications

No.	Title of HR WSQ Certification Track
1	Certified HR Professional (Industrial Relations)
2	Certified HR Professional (Performance Management)
3	Certified HR Professional (Remuneration and Benefits)
4	Certified HR Professional (Resourcing)
5	Certified HR Professional (Talent Management)

Table 2: HR WSQ Qualifications

WSQ Level	Qualification Title
5	WSQ Specialist Diploma in Human Capital Management
	WSQ Specialist Diploma in Human Capital Management (Human Resource Management)
	WSQ Specialist Diploma in Human Capital Management (Human Resource Development)
4	WSQ Professional Diploma in Human Resources
	WSQ Professional Diploma in Human Resources (Human Resource Management)
	WSQ Professional Diploma in Human Resources (Human Resource Development)
3	WSQ Advanced Certificate in Human Resources
2	WSQ Higher Certificate in Human Resources

Since 2008, 63 HR WSQ modular training programmes have been launched and have led to the following achievements:

- Over 5,700 unique headcounts have been trained
- More than 10,000 statements of attainments issued for training modules taken up;
- Over 500 certified HR professionals achieved certifications in these areas: Remuneration & Benefits, Resourcing, Talent Management, Industrial Relations and Performance Management.

HR WSQ Training Providers

HR WSQ training programmes are available through the following WDA-accredited training organisations:

HR WSQ CET Centre

To ensure HR WSQ training programmes are accessible to both employer-sponsored trainees as well as individual walk-ins, Human Capital Singapore Pte Ltd (HCS) was first appointed as a Continuing Education and Training (CET) Centre in 2009 to deliver HR WSQ training programmes. It was re-appointed in 2012 for another three years. Through HCS, trainees will be able to access over 80 HR WSQ modular training programmes, with 28 new programmes being launched in the next year. Training capacity is also expected to increase by more than 6,000 training places to meet the needs and strengthen local human capital capabilities over the next three years. Interested applicants can contact HCS at enquiry@hcs.com.sg and 6423 0388.

HR WSQ Approved Training Organisations

Employers may also send their HR professionals and people managers to five HR WSQ Approved Training Organisations for upgrading. The following HR WSQ ATOs provide a variety of modular training programmes to meet the industry's needs:

- Hay Group
- The Institute for Adult Learning
- Ong Teng Cheong Labour Leadership Institute
- PACE O.D. Academy
- The Singapore National Employers Federation

For more information, please contact hr_wsq@wda.gov.sg.

WSQ Enhanced Training Support Scheme for SMEs

To further encourage employee training and upgrading, WDA has enhanced the funding rates for SMEs with effect from 1 July 2012, in order to lower training costs and encourage greater training participation.

Under the Enhanced Training Support Scheme, eligible companies will receive up to 90% in course fee subsidies and up to 80% of the basic hourly salary, capped at \$7.50 per hour for certifiable courses supported by WDA. For more information, please visit <http://www.wda.gov.sg> or contact wda_enquiry@wda.gov.sg and 6883 5885.

FACTSHEET ON WDA's HR MASTERCLASSES

Masterclasses bring together learners usually at middle to top management level, to discuss ideas about the chosen topics facilitated by experts in the field. It offers Professionals, Managers and Executives (PMEs) an opportunity to renew and refresh their knowledge of special interest through programmes featuring thought leaders and prominent industry practitioners or leading institutions.

WDA is in collaboration with two international partners to conduct Human Resource Masterclasses, one of which is specifically targeted at Small and Medium Enterprises (SMEs). The two partners are the **Chartered Institute of Personnel and Development (CIPD)** and **Roffey Park**.

a) CIPD

CIPD is the world's largest Chartered HR and development professional body. It is an internationally recognised brand with over 135,000 members across 120 countries. CIPD will launch a masterclass in Q1 2013 on HR practices for SMEs. This is in line with efforts initiated through MOM, WDA and SPRING Singapore to address key gaps in SME's HR and leadership capability building. The masterclass will cater to 25 Professionals, Managers and Executives (PMEs) representing growth-oriented SMEs.

Topics covered during the masterclass include:

- Review how people management can add value to the organisation now and in future.
- Identify opportunities for HR to support and manage organisational performance.
- Establish a framework for supporting transition and development through effective people management activities.
- Ensure clarity about the people management issues that may affect an organisation's performance.
- Develop sustainable yet flexible people management practices appropriate to a SME.

The masterclass will consist of:

- *Pre-Masterclass Activity*
 - Participants will assess their organisations' current stage of development using CIPD's checklist. The assessments will scope the topics to be focused on during the masterclass.
- *Masterclass Workshop*
 - This is a 2-day masterclass workshop.
- *Post-Masterclass Activity*
 - Two 1-hr sessions of one-on-one coaching will be conducted to help participants develop an Action Plan for implementation and provide a channel to consult their dedicated coach should they run into problems.

b) Roffey Park

Roffey Park is an internationally renowned leadership institute based in the UK and Singapore. It has 65 years of experience in leadership, organisational development, human resources and coaching. Roffey Park will launch a masterclass in Q2 2013 on Organisational Development. This topic is deemed important to train local experienced HR professionals at the middle management level to facilitate strategic change management in their organisations. The Masterclass will cater to about 25 PMEs.

Topics covered during the masterclass include:

- Learn the theory of Organisational Development (OD) and its practical applications
- Understand the OD principles and philosophy and how they add value to the organisation
- Question what's happening with OD in your organisation
- Examine the requirements of an expanding business/organisation and the relationship to OD for supporting business growth
- Strategic value of approaching business development through an OD framework
- Discuss ways to develop internal capability in OD and strengthen business and organisational development

The masterclass will consist of:

- *Pre-Masterclass Activity*
 - Participants will be asked to complete a questionnaire on the challenges they are facing in the area of OD as well as strategic issues they would like the facilitators to focus on.
- *Masterclass Workshop*
 - This is a 2-day masterclass workshop.
- *Post-Masterclass Activity*
 - Participants will be divided into 3 groups of 8 where each group will attend two 1-day Action Learning Sets (ALS) sessions 2 months and 4 months after completion of the masterclass workshop. The ALSs are follow-ups where participants will be given the opportunity to share on the progress of the action plans they have developed during the masterclass workshop, as well as to clarify issues with facilitators.