

SINGAPORE WORKFORCE SKILLS QUALIFICATIONS

Employability Skills Competency Map *(effective 11 May 2020)*

Occupational Level Descriptor

Complexity Level Descriptor

MANAGERIAL

A person with responsibilities for the operation and performance of an organisational unit(s). S/He exhibits personal mastery to stay resilient and adaptive in trying times while keeping relevant and aligned with organizational goals. S/He can interpret and write documents, speak to others and perform mathematical calculations to acceptable workplace standards. S/He is also savvy to typical workplace ICT tools and able to generate feasible, efficient and innovative solutions to solve work problems, enhance productivity and capitalize on new opportunities. In a team, s/he is able to communicate, negotiate and work effectively with diverse counterparts while taking care of the safety of self and others in the workplace.

SUPERVISORY

A person with some responsibilities for the work of others, usually related to an organisational sub-set of functions. S/He exhibits personal mastery to stay resilient and adaptive in trying times while keeping relevant and aligned with organizational goals. S/He can interpret and write documents, speak to others and perform mathematical calculations to acceptable workplace standards. S/He is also savvy to typical workplace ICT tools and able to generate feasible, efficient and innovative solutions to solve work problems, enhance productivity and capitalize on new opportunities. In a team, s/he is able to communicate, negotiate and work effectively with diverse counterparts while taking care of the safety of self and others in the workplace.

OPERATIONS

A person with no supervisory responsibilities for others and who work under direction to perform a specific set of work activities. S/He exhibits personal mastery to stay resilient and adaptive in trying times while keeping relevant and aligned with organizational goals. S/He can interpret and write documents, speak to others and perform mathematical calculations to acceptable workplace standards. S/He is also savvy to typical workplace ICT tools and able to generate feasible, efficient and innovative solutions to solve work problems, enhance productivity and capitalize on new opportunities. In a team, s/he is able to communicate, negotiate and work effectively with diverse counterparts while taking care of the safety of self and others in the workplace.

OBJECTIVE OF EMPLOYABILITY SKILLS WSQ FRAMEWORK

The Employability Skills (ES) WSQ Framework aims to equip the workforce with generic and portable skills to adapt and be resilient to challenges posed by a globalised and dynamic working environment. It enables employers to access and maintain a skilled workforce which provides a competitive edge for sustaining organisation success. It also equips workers with skills required to gain employment, progress within an organisation and contribute successfully to the organisation's strategic directions.

Career Readiness Certificate (Operations)

- Workplace Literacy at WPL level 5 or above (any 2 from the 4 WPL SOAs); &
- Workplace Numeracy at WPN level 5 or above; &
- Minimum of 5 modules (English or Chinese) from Workplace Skills Series at Operations level; Maximum of 2 modules at Operations level from any WSQ framework (Maximum 1 out of the 7 WSQ modules can be taken at Supervisory OR Managerial Level)

Career Readiness Certificate (Supervisory)

- Workplace Literacy at WPL level 6 or above (any 2 from the 4 WPL SOAs); &
- Workplace Numeracy at WPN level 6 or above; &
- Minimum of 5 modules (English or Chinese) from Workplace Skills Series at Supervisory level; Maximum of 2 modules at Supervisory level from any WSQ framework (Maximum 1 out of the 7 WSQ modules can be taken at Operations OR Managerial Level)

Career Readiness Certificate (Managerial)

- Workplace Literacy at WPL level 7 or above (any 2 from the 4 WPL SOAs); &
- Workplace Numeracy at WPN level 7 or above; &
- Minimum of 5 modules (English or Chinese) from Workplace Skills Series at Managerial level; Maximum of 2 modules at Managerial level from any WSQ framework (Maximum 1 out of the 7 WSQ modules can be taken at Supervisory Level)

Competency Category	Operations	Supervisory	Managerial
<p>Information and Communication Technologies (ICT)</p> <p>Descriptor Introduces common terminologies used in computing; imparts skills and knowledge to use basic ICT tools, equipment and software to process information and generate different types of documents at the workplace.</p>	<ul style="list-style-type: none"> • ES-FSI-103G-1 Perform Word Processing Functions <i>(Level 1)</i> • ES-FSI-104G-1 Perform Spreadsheet Functions <i>(Level 1)</i> • ES-FSI-105G-1 Perform Database Functions <i>(Level 1)</i> • ES-FSI-106G-1 Perform Presentation Functions <i>(Level 1)</i> • ES-FSI-107G-2 Perform Essential Online Functions <i>(Level 1)</i> • ES-FSI-108G-1 Demonstrate Secure Use of IT <i>(Level 1)</i> • ES-FSI-109G-1 Use Essential Features of a Computer <i>(Level 1)</i> 	<ul style="list-style-type: none"> • ES-FSI-301G-1 Perform Advanced Word Processing Functions <i>(Level 3)</i> • ES-FSI-302G-1 Perform Advanced Spreadsheet Functions <i>(Level 3)</i> • ES-FSI-303G-1 Perform Advanced Database Functions <i>(Level 3)</i> • ES-FSI-304G-1 Perform Advanced Presentation Functions <i>(Level 3)</i> • ES-FSI-305G-1 Perform Image Editing Functions <i>(Level 3)</i> • ES-FSI-306G-1 Perform Web Editing Functions <i>(Level 3)</i> • ES-FSI-307G-1 Perform Project Planning Functions <i>(Level 3)</i> • ES-FSI-308G-1 Manage Online Information <i>(Level 3)</i> • ES-FSI-309G-1 Perform Online Collaboration <i>(Level 3)</i> 	<ul style="list-style-type: none"> • ES-FSI-401G-1 Use ICT for Knowledge Management <i>(Level 4)</i> • ES-FSI-402G-1 Apply Workplace ICT <i>(Level 4)</i>

Level 5

Nature of Skills and Knowledge:

- Ability to **apply, integrate** and **contextualise** skills and knowledge in a **range of complex technical and professional/ specialist** work activities in a **wide variety of work contexts, some of which are unpredictable.**
- **Strategic** and **critical understanding** of current developments in a field of study and a number of related disciplines.

Nature of Work Activities:

- **Substantial organisational and resource** management
- Performed under **very minimal supervision**
- Requires a significant degree of **strategic thinking and judgment**
- **Full accountability** and **significant autonomy** for own processes and outputs within defined boundaries.
- Apply a range of fundamental principles to address **complex, non-routine and multi-faceted** problems

Level 4

Nature of Skills and Knowledge:

- Able to **apply** and **contextualise** skills and knowledge in a **broad range of high level technical or professional work activities** in a **wide variety of contexts.**
- **Sound understanding** of theoretical concepts in a field of study.

Nature of Work Activities:

- **Significant organisational and resource** management
- Performed under **minimal supervision**
- Requires a significant degree of **judgment and decision-making**
- **Substantial** degree of **individual accountability** and **autonomy** within broad boundaries.
- **Pre-empts** and/or **addresses emergent and non-routine** problems through **well-deliberated** guidelines

Level 3

Nature of Skills and Knowledge:

- Able to **apply** and **contextualise** skills and knowledge in a **range of complex and non-routine** work activities in a **variety** of work contexts.
- **Procedural** with elements of **abstraction and theory.**

Nature of Work Activities:

- Some **planning** and **resource** management
- Performed under **general supervision**
- Requires a significant degree of **judgment**
- **Considerable accountability** and **autonomy.**
- **Addresses** problems through **new or adapted guidelines** developed individually or collaboratively.

Level 1

Nature of Skills and Knowledge:

- For performing a **narrow range of basic and routine** work activities under a **predictable** work context.
- Mainly **factual** and **procedural**

Nature of Work Activities:

- Performed under **clearly specified boundaries** and **close supervision**
- Requires **minimal judgement**
- **Some accountability**
- Rely on **standard operating procedures** to solve problems

SINGAPORE WORKFORCE SKILLS QUALIFICATIONS

Employability Skills Competency Map *(effective 11 May 2020)*

Occupational Level Descriptor

Complexity Level Descriptor

MANAGERIAL

A person with responsibilities for the operation and performance of an organisational unit(s). S/He exhibits personal mastery to stay resilient and adaptive in trying times while keeping relevant and aligned with organizational goals. S/He can interpret and write documents, speak to others and perform mathematical calculations to acceptable workplace standards. S/He is also savvy to typical workplace ICT tools and able to generate feasible, efficient and innovative solutions to solve work problems, enhance productivity and capitalize on new opportunities. In a team, s/he is able to communicate, negotiate and work effectively with diverse counterparts while taking care of the safety of self and others in the workplace.

SUPERVISORY

A person with some responsibilities for the work of others, usually related to an organisational sub-set of functions. S/He exhibits personal mastery to stay resilient and adaptive in trying times while keeping relevant and aligned with organizational goals. S/He can interpret and write documents, speak to others and perform mathematical calculations to acceptable workplace standards. S/He is also savvy to typical workplace ICT tools and able to generate feasible, efficient and innovative solutions to solve work problems, enhance productivity and capitalize on new opportunities. In a team, s/he is able to communicate, negotiate and work effectively with diverse counterparts while taking care of the safety of self and others in the workplace.

OPERATIONS

A person with no supervisory responsibilities for others and who work under direction to perform a specific set of work activities. S/He exhibits personal mastery to stay resilient and adaptive in trying times while keeping relevant and aligned with organizational goals. S/He can interpret and write documents, speak to others and perform mathematical calculations to acceptable workplace standards. S/He is also savvy to typical workplace ICT tools and able to generate feasible, efficient and innovative solutions to solve work problems, enhance productivity and capitalize on new opportunities. In a team, s/he is able to communicate, negotiate and work effectively with diverse counterparts while taking care of the safety of self and others in the workplace.

OBJECTIVE OF EMPLOYABILITY SKILLS WSQ FRAMEWORK	Career Readiness Certificate (Operations)	Career Readiness Certificate (Supervisory)	Career Readiness Certificate (Managerial)
The Employability Skills (ES) WSQ Framework aims to equip the workforce with generic and portable skills to adapt and be resilient to challenges posed by a globalised and dynamic working environment. It enables employers to access and maintain a skilled workforce which provides a competitive edge for sustaining organisation success. It also equips workers with skills required to gain employment, progress within an organisation and contribute successfully to the organisation's strategic directions.	<ul style="list-style-type: none"> Workplace Literacy at WPL level 5 or above (any 2 from the 4 WPL SOAs); & Workplace Numeracy at WPN level 5 or above; & Minimum of 5 modules (English or Chinese) from Workplace Skills Series at Operations level; Maximum of 2 modules at Operations level from any WSQ framework (Maximum 1 out of the 7 WSQ modules can be taken at Supervisory OR Managerial Level) 	<ul style="list-style-type: none"> Workplace Literacy at WPL level 6 or above (any 2 from the 4 WPL SOAs); & Workplace Numeracy at WPN level 6 or above; & Minimum of 5 modules (English or Chinese) from Workplace Skills Series at Supervisory level; Maximum of 2 modules at Supervisory level from any WSQ framework (Maximum 1 out of the 7 WSQ modules can be taken at Operations OR Managerial Level) 	<ul style="list-style-type: none"> Workplace Literacy at WPL level 7 or above (any 2 from the 4 WPL SOAs); & Workplace Numeracy at WPN level 7 or above; & Minimum of 5 modules (English or Chinese) from Workplace Skills Series at Managerial level; Maximum of 2 modules at Managerial level from any WSQ framework (Maximum 1 out of the 7 WSQ modules can be taken at Supervisory Level)
Competency Category	Operations	Supervisory	Managerial
PERSONAL MANAGEMENT AND DEVELOPMENT SKILLS (PMD) Descriptor Develops personal mastery competence to stay resilient and adaptive in trying times while keeping relevant and aligned with organizational goals	<ul style="list-style-type: none"> ES-PMD-101G-1 Develop Personal Effectiveness at Operations Level (Level 1) ES-PMD-102G-1 Maintain Personal Presentation and Employability at Operations Level (Level 1) ES-PMD-103G-1 Apply Emotional Competence to Manage Self at the Workplace (Level 1) ES-PMD-104G-1 Adapt to Change (Level 1) 	<ul style="list-style-type: none"> ES-PMD-301G-1 Develop Personal Effectiveness at Supervisory Level (Level 3) ES-PMD-302G-1 Maintain Personal Presentation and Employability at Supervisory Level (Level 3) ES-PMD-303G-1 Apply Emotional Competence to Manage Self and Team (Level 3) ES-PMD-304G-1 Foster Team Adaptability (Level 3) 	<ul style="list-style-type: none"> ES-PMD-401G-1 Develop Personal Effectiveness at Managerial Level (Level 4) ES-PMD-501G-1 Develop Professional Image and Competence to Achieve Personal Career Goals (Level 5) ES-PMD-403G-1 Apply Emotional Competence to Manage Self and Others in a Business Context (Level 4) ES-PMD-404G-1 Contribute Towards a Learning Organisation (Level 4) ES-PMD-405G-1 Manage Workplace Challenges with Resilience (Level 4)
ANALYTICAL, CONCEPTUAL AND EVALUATIVE SKILLS (ACE) Descriptor Develops ability to generate feasible, efficient and innovative solutions to solve work problems, enhance productivity and capitalize on new opportunities	<ul style="list-style-type: none"> ES-ACE-101G-1 Demonstrate Initiative & Enterprising Behaviors (Level 1) ES-ACE-102G-1 Solve Problems & Make Decisions at Operations Level (Level 1) MF-PIM-102E-1 Perform Basic Productivity Practices (Level 1) MF-COM-101C-2 Apply 5S Techniques (Level 1) MF-COM-102C-1 Apply Quality Systems (Level 1) 	<ul style="list-style-type: none"> ES-ACE-301G-1 Foster Initiative & Enterprise in Teams (Level 3) ES-ACE-302G-1 Solve Problems & Make Decisions at Supervisory Level (Level 3) MF-COM-303E-1 Supervise Work Improvement Processes (Level 3) MF-COM-301C-1 Supervise Quality Procedures (Level 3) 	<ul style="list-style-type: none"> ES-ACE-401G-1 Support the Establishment of a Framework for Initiative and Enterprise (Level 4) ES-ACE-402G-1 Solve Problems & Make Decisions at Managerial Level (Level 4) ES-ACE-501G-1 Apply Systems Thinking in Problem Solving & Decision Making (Level 5) MF-COM-403C-1 Manage Process Improvement (Level 4) MF-COM-401C-1 Manage Quality System and Processes (Level 4) MF-PIM-401E-1 Implement Lean Six-Sigma (Level 4) MF-PIM-401C-1 Implement Business Process Reengineering (Level 4) ES-ACE-502G-1 Contribute to the Design and Development of a Productivity Framework (Level 5) ES-ACE-503G-1 Facilitate the Implementation of a Productivity Framework (Level 5)

Level 5

Nature of Skills and Knowledge:

- Ability to **apply, integrate and contextualise** skills and knowledge in a **range of complex technical and professional/ specialist** work activities in a **wide variety of work contexts, some of which are unpredictable.**
- Strategic and critical understanding** of current developments in a field of study and a number of related disciplines.

Nature of Work Activities:

- Substantial organisational and resource management
- Performed under **very minimal supervision**
- Requires a significant degree of **strategic thinking and judgment**
- Full accountability and significant autonomy for own processes and outputs within defined boundaries.
- Apply a range of fundamental principles to address **complex, non-routine and multi-faceted** problems

Level 4

Nature of Skills and Knowledge:

- Able to **apply and contextualise** skills and knowledge in a **broad range of high level technical or professional work activities in a wide variety of contexts.**
- Sound understanding of theoretical concepts in a field of study.

Nature of Work Activities:

- Significant organisational and resource management
- Performed under **minimal supervision**
- Requires a significant degree of **judgment and decision-making**
- Substantial degree of **individual accountability and autonomy** within broad boundaries.
- Pre-empt and/or addresses **emergent and non-routine** problems through **well-deliberated** guidelines

Level 3

Nature of Skills and Knowledge:

- Able to **apply and contextualise** skills and knowledge in a **range of complex and non-routine** work activities in a **variety** of work contexts.
- Procedural with elements of **abstraction and theory.**

Nature of Work Activities:

- Some **planning and resource** management
- Performed under **general supervision**
- Requires a significant degree of **judgment**
- Considerable **accountability and autonomy.**
- Addresses problems through **new or adapted guidelines** developed individually or collaboratively.

Level 1

Nature of Skills and Knowledge:

- For performing a **narrow range of basic and routine** work activities under a **predictable** work context.
- Mainly **factual and procedural**

Nature of Work Activities:

- Performed under **clearly specified boundaries and close supervision**
- Requires **minimal judgment**
- Some **accountability**
- Rely on **standard operating procedures** to solve problems

SINGAPORE WORKFORCE SKILLS QUALIFICATIONS

Employability Skills Competency Map *(effective 11 May 2020)*

Competency Category	Operations	Supervisory	Managerial
INTERPERSONAL SKILLS (IP) Descriptor Develops ability to work and communicate effectively in a diverse team environment and negotiate for mutually beneficial outcomes	<ul style="list-style-type: none"> •ES-IP-101G-1 Communicate and Relate Effectively at the Workplace <i>(Level 1)</i> • ES-IP-102G-1 Work in a Team <i>(Level 1)</i> 	<ul style="list-style-type: none"> •ES-IP-301G-1 Facilitate Effective Communication and Engagement at the Workplace <i>(Level 3)</i> • ES-IP-302G-1 Facilitate Effective Work Teams <i>(Level 3)</i> 	<ul style="list-style-type: none"> •ES-IP-401G-1 Lead Workplace Communication and Engagement <i>(Level 4)</i> • ES-IP-402G-1 Develop a Work Team <i>(Level 4)</i> • ES-IP-403G-1 Lead a Virtual Team <i>(Level 4)</i> • ES-IP-501G-1 Manage Cross Functional and Culturally Diverse Teams <i>(Level 5)</i>
JOB SAFETY SKILLS (JS) Descriptor Develops knowledge and skills to apply health and safety practices in the workplace to maintain a safe working environment	<ul style="list-style-type: none"> •ES-JS-101G-1 Comply with Workplace Safety and Health Policies and Procedures <i>(Level 1)</i> 	<ul style="list-style-type: none"> •ES-JS-301G-1 Maintain Workplace Safety and Health Policies and Procedures <i>(Level 3)</i> 	<ul style="list-style-type: none"> •ES-JS-401G-1 Manage Workplace Safety and Health System <i>(Level 4)</i>
OTHER EMPLOYABILITY SKILLS Descriptor Comprises both WSQ and non-WSQ skills that are relevant to framework objectives.	<ul style="list-style-type: none"> •Operate a Motor Vehicle at Class 3 Level <i>(Level 1) – Non-WSQ</i> • Appreciate Common Automation Devices at the Workplace <i>(Level 1) – Non-WSQ</i> 		

MANAGERIAL

A person with responsibilities for the operation and performance of an organisational unit(s). S/He exhibits personal mastery to stay resilient and adaptive in trying times while keeping relevant and aligned with organizational goals. S/He can interpret and write documents, speak to others and perform mathematical calculations to acceptable workplace standards. S/He is also savvy to typical workplace ICT tools and able to generate feasible, efficient and innovative solutions to solve work problems, enhance productivity and capitalize on new opportunities. In a team, s/he is able to communicate, negotiate and work effectively with diverse counterparts while taking care of the safety of self and others in the workplace.

SUPERVISORY

A person with some responsibilities for the work of others, usually related to an organisational sub-set of functions. S/He exhibits personal mastery to stay resilient and adaptive in trying times while keeping relevant and aligned with organizational goals. S/He can interpret and write documents, speak to others and perform mathematical calculations to acceptable workplace standards. S/He is also savvy to typical workplace ICT tools and able to generate feasible, efficient and innovative solutions to solve work problems, enhance productivity and capitalize on new opportunities. In a team, s/he is able to communicate, negotiate and work effectively with diverse counterparts while taking care of the safety of self and others in the workplace.

OPERATIONS

A person with no supervisory responsibilities for others and who work under direction to perform a specific set of work activities. S/He exhibits personal mastery to stay resilient and adaptive in trying times while keeping relevant and aligned with organizational goals. S/He can interpret and write documents, speak to others and perform mathematical calculations to acceptable workplace standards. S/He is also savvy to typical workplace ICT tools and able to generate feasible, efficient and innovative solutions to solve work problems, enhance productivity and capitalize on new opportunities. In a team, s/he is able to communicate, negotiate and work effectively with diverse counterparts while taking care of the safety of self and others in the workplace.

Level 5

Nature of Skills and Knowledge:

- Ability to **apply, integrate and contextualise** skills and knowledge in a **range of complex technical and professional/ specialist** work activities in a **wide variety of work contexts**, some of which are **unpredictable**.
- **Strategic and critical understanding** of current developments in a field of study and a number of related disciplines.

Nature of Work Activities:

- **Substantial organisational and resource** management
- Performed under **very minimal supervision**
- Requires a significant degree of **strategic thinking and judgment**
- **Full accountability and significant autonomy** for own processes and outputs within defined boundaries.
- Apply a range of fundamental principles to address **complex, non-routine and multi-faceted** problems

Level 4

Nature of Skills and Knowledge:

- Able to **apply and contextualise** skills and knowledge in a **broad range of high level technical or professional work activities** in a **wide variety of contexts**.
- **Sound understanding** of the theoretical concepts in a field of study.

Nature of Work Activities:

- **Significant organisational and resource** management
- Performed under **minimal supervision**
- Requires a significant degree of **judgment and decision-making**
- **Substantial** degree of **individual accountability and autonomy** within broad boundaries.
- **Pre-empt**s and/or **addresses emergent and non-routine** problems through **well-deliberated** guidelines

Level 3

Nature of Skills and Knowledge:

- Able to **apply and contextualise** skills and knowledge in a **range of complex and non-routine** work activities in a **variety** of work contexts.

• **Procedural** with elements of **abstraction and theory**.

Nature of Work Activities:

- Some **planning and resource** management
- Performed under **general supervision**
- Requires a significant degree of **judgment**
- **Considerable accountability and autonomy**.
- **Addresses** problems through **new or adapted guidelines** developed individually or collaboratively.

Level 1

Nature of Skills and Knowledge:

- For performing a **narrow range of basic and routine** work activities under a **predictable** work context.

• Mainly **factual and procedural**

Nature of Work Activities:

- Performed **under clearly specified boundaries and close supervision**
- Requires **minimal judgement**
- **Some accountability**
- Rely on **standard operating procedures** to solve problems