## Skills Framework for Infocomm Technology

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

### Full Qualification Programmes

<table>
<thead>
<tr>
<th>Category</th>
<th>Title</th>
<th>Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nanyang Polytechnic</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Specialist Diploma in Information Systems Development

<table>
<thead>
<tr>
<th>Proficiency Level</th>
<th>Modular Programmes</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Exam Only) CBAP - Certified Business Analysis Professional</td>
<td>EPM Training Services Pte Ltd</td>
</tr>
<tr>
<td>NICF - Business Analysis Fundamentals - Requirements Development</td>
<td>Institute of Systems Science, National University of Singapore</td>
</tr>
<tr>
<td>NICF - ERP Application</td>
<td>Lithan Academy Pte Ltd</td>
</tr>
</tbody>
</table>

### Technical Skills and Competencies (TSC)

<table>
<thead>
<tr>
<th>Category</th>
<th>Title</th>
<th>Proficiency Level</th>
<th>Modular Programmes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Management</td>
<td>Business Needs Analysis</td>
<td>3</td>
<td>Ngee Ann Polytechnic</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Nanyang Polytechnic</td>
</tr>
</tbody>
</table>

### Operations and User Support

<table>
<thead>
<tr>
<th>Title</th>
<th>Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem Management</td>
<td>Ngee Ann Polytechnic</td>
</tr>
</tbody>
</table>

### Development and Implementation

<table>
<thead>
<tr>
<th>Title</th>
<th>Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software Testing</td>
<td>Ngee Ann Polytechnic</td>
</tr>
</tbody>
</table>

### Generic Skills and Competencies (DSC)

<table>
<thead>
<tr>
<th>Title</th>
<th>Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilitate Effective Communication and Engagement at the Workplace</td>
<td>NTUC Learninghub Pte Ltd</td>
</tr>
<tr>
<td>Develop Self</td>
<td>Service Quality Centre Pte Ltd</td>
</tr>
<tr>
<td>People Leadership Program</td>
<td>Ngee Ann Polytechnic</td>
</tr>
<tr>
<td>Leading through People</td>
<td>Raffles Skills Lab International Training Centre Pte Ltd</td>
</tr>
<tr>
<td>Manage Self</td>
<td>Mendaki Social Enterprise Network Singapore Pte Ltd</td>
</tr>
<tr>
<td>Facilitate Effective Communication and Engagement at the Workplace</td>
<td>Mendaki Social Enterprise Network Singapore Pte Ltd</td>
</tr>
<tr>
<td>Develop Self</td>
<td>PSB Corporation Pte Ltd</td>
</tr>
<tr>
<td>Facilitate Effective Communication and Engagement at the Workplace</td>
<td>NTUC Learninghub Pte Ltd</td>
</tr>
<tr>
<td>Develop Self</td>
<td>SUSS SkillsLab International Training Centre Pte Ltd</td>
</tr>
<tr>
<td>Manage Self</td>
<td>NTUC Learninghub Pte Ltd</td>
</tr>
<tr>
<td>Manage Self</td>
<td>SeraphCorp Institute Pte Ltd</td>
</tr>
<tr>
<td>Develop Self</td>
<td>NTUC Learninghub Pte Ltd</td>
</tr>
</tbody>
</table>

### Communication

<table>
<thead>
<tr>
<th>Title</th>
<th>Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpersonal and Team Skills</td>
<td>NTUC Learninghub Pte Ltd</td>
</tr>
<tr>
<td>Problem Solving</td>
<td>NTUC Learninghub Pte Ltd</td>
</tr>
<tr>
<td>Leadership</td>
<td>NTUC Learninghub Pte Ltd</td>
</tr>
<tr>
<td>Facilitate Effective Communication and Engagement at the Workplace</td>
<td>NTUC Learninghub Pte Ltd</td>
</tr>
<tr>
<td>Develop Self</td>
<td>NTUC Learninghub Pte Ltd</td>
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<tr>
<td>Manage Self</td>
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<tr>
<td>Develop Self</td>
<td>NTUC Learninghub Pte Ltd</td>
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### Project Management

<table>
<thead>
<tr>
<th>Job Role: Senior Software Quality Assurance Engineer</th>
</tr>
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<tbody>
<tr>
<td>Full Qualification Programmes</td>
</tr>
<tr>
<td>Specialist Diploma in Information Systems Development</td>
</tr>
<tr>
<td>Creative Thinking</td>
</tr>
<tr>
<td>-------------------</td>
</tr>
<tr>
<td>Foster Service Innovation</td>
</tr>
<tr>
<td>ES WSG Foster Team Adaptability (Level 3)</td>
</tr>
<tr>
<td>WSG Foster Team Adaptability</td>
</tr>
<tr>
<td>Foster Team Adaptability</td>
</tr>
<tr>
<td>WSG Service Design</td>
</tr>
<tr>
<td>Foster Service Innovation</td>
</tr>
<tr>
<td>Foster Team Adaptability</td>
</tr>
<tr>
<td>Foster Team Adaptability</td>
</tr>
<tr>
<td>WSG Foster Service Innovation</td>
</tr>
<tr>
<td>WSG Foster Service Innovation powered by ESSEC</td>
</tr>
<tr>
<td>WSG Foster Service Innovation powered by Disney Institute</td>
</tr>
<tr>
<td>Foster Service Innovation</td>
</tr>
<tr>
<td>Foster Service Innovation</td>
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<tr>
<td>Foster Service Innovation</td>
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<table>
<thead>
<tr>
<th>Problem Solving</th>
<th>Advanced</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMPACT: Advanced Problem Solving &amp; Decision Making Workshop</td>
<td>Capelle Academy Pte Ltd</td>
</tr>
<tr>
<td>Apply Systems Thinking in Problem Solving and Decision Making</td>
<td>Service Quality Centre Pte Ltd</td>
</tr>
<tr>
<td>Apply Systems Thinking in Problem Solving &amp; Decision Making</td>
<td>Singapore National Employers Federation</td>
</tr>
<tr>
<td>Apply Systems Thinking in Problem Solving and Decision Making</td>
<td>SSA Consulting Group Pte Ltd</td>
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