



OFFICE OF
THE CABINET



HR SHARED SERVICES CENTRE TECHNICAL LEARNING PATHWAYS AT A GLANCE



REQUIRED COURSES/ PROGRAMMES



OPTIONAL COURSES/ PROGRAMMES



REQUIRED LEVEL OF COMPETENCE

LEVEL 1 FOUNDATIONAL

- Recruitment and Selection
- Foundations of Digital HR and Data Integrity
- Foundational Payroll, Benefits & Cost Administration
- Learning & Development Administration and Support Fundamentals



- Introduction to Computers and Computer Applications
- Research Methodologies



Demonstrates basic knowledge and understanding of key concepts. Performs tasks under supervision, follows established procedures, and actively seeks opportunities to learn and develop skills.

LEVEL 2 INTERMEDIATE

- Quantitative Research for HR Practitioners
- Compensation and Rewards Management
- Cost Control and Budgeting for HR Operations
- Organisational Development
- Emotional Intelligence and Professional Communication
- HRSSC Service Recovery and Stakeholder Management
- Applied HR Policy Interpretation and Compliance
- HRIS Functional Support and User Enablement



- Performance Coaching
- Transforming HR Leadership
- Report Writing
- Negotiation
- Problem Solving
- Systems and Procedures
- Regional or International Certification in HRM&D or related sub-specialty



Applies knowledge and skills independently to complete tasks and solve routine problems. Contributes to team objectives through collaboration and demonstrates confidence in adapting knowledge to different situations with minimal supervision.

LEVEL 3 ADVANCED

- Compensation and Benefits Administration
- Strategic Human Resource Planning
- Managing Transitions and Employee Engagement
- Strategic HR Technology & Data Analytics
- Advanced Compensation & Workforce Cost Management
- Strategic Organisational Development & Change Leadership
- Transforming HR Leadership
- Regional or International Certification in HRM&D or related



- Strategic HR



Leads initiatives, mentors others, and solves complex problems within the area of expertise. Demonstrates the ability to analyse challenges, make informed decisions, and implement effective solutions while influencing others to achieve results.

LEVEL 4 EXPERT

- Enterprise-level HR Analytics Strategy and Governance
- The Fiscal HR Leader: Strategic Compensation & Workforce Cost Management
- Architecture of the Future: HR Technology Strategy and Infrastructure
- Strategic HR Leadership
- Advanced Regional or International Certification in HRM&D or related sub-specialty



- Advanced Negotiation Skills



Shapes organisational strategy by aligning initiatives with long-term goals and vision. Drives innovation to create value and lead transformation within the field. Influences senior leadership, acts as a thought leader, and mentors others to build organisational capability.