

ELIZABETH CHAN

FOUNDER & CEO

Center For Competency-Based
Learning and Development

- MASTER OF MANAGEMENT (HRM)
- MASTER TRAINER - ACTA
- CERTIFIED PRACTISING MANAGEMENT CONSULTANT (PMC)
- MORE THAN 40 YEARS OF EXPERIENCE IN OFFICE ADMINISTRATION, HUMAN RESOURCE, TRAINING & CONSULTANCY
- AWARD WINNER FOR BEST CONSULTANT FOR THE NATIONAL SKILLS RECOGNITION SYSTEM BY SPRING SINGAPORE (2002)



Elizabeth holds a Master of Management (major in Human Resources Management) from Macquarie University. She brings with her more than 40 years of working experience in office administration, human resource management and development, as well as training and consultancy. In 2000, she left her job as a Human Resource Practitioner to be one of the pioneer consultants for the National Skills Recognition System (NSRS), then a new initiative by the Ministry of Manpower. She developed functional maps, skills standards and assessment plans for about 30 different industries which led to her earning an award in 2002 from SPRNG Singapore (under ministry of industry) for her contribution towards national workforce development, the only NSRS consultant to be awarded that year.

She was also featured in the Straits Times for her active involvement in the NSRS. Later, Elizabeth was appointed by SPRING Singapore, the implementing agency of NSRS, as Industry Supervisor and Supervising Assessor to supervise assessments for various industries.

She was also appointed as an auditor for NSRS approved training centers & programs and trainer for the NSRS Consultant, Manager and Assessor Courses. In addition to her involvement with NSRS, Elizabeth developed on-the-job training blueprints for various industries for SPRING Singapore and was an approved trainer for this series of On-the-Job Training (OJT) programs.

Elizabeth's extensive work in NSRS eventually led to her training and consultancy work with the Singapore Workforce Development Agency (WDA), a statutory board of Ministry of Manpower, which was established in 2003.

She was involved in the development and implementation of the Singapore Continuing Education and Training Framework, later known as The Singapore Workforce Skills Qualifications (WSQ) Framework by developing Industry Competency Maps, Competency Standards and Assessment Plans. Some of the WSQ frameworks, which she had managed/developed, which earned her recognition, include Retail; Meeting, Incentive, Conventions & Exhibitions (MICE); Training (Advanced Certificate in Training & Assessment); and Employability Skills. Till date, Elizabeth is still actively involved in such consultancy work, which makes her one of the very few individuals with expertise in the full spectrum of the competency framework.

Elizabeth also helps companies from different industries in adopting and implementing the WSQ Frameworks, including developing training programmes and assessment plans, and providing training to course developers, trainers and assessors who come from a variety of occupations such as CEOs, directors, lecturers, managers, new trainers and training administrators.



"Elizabeth presented her rich experience in HR, in a useful & systematic framework. Definitely one of the best trainers I have ever met."

- Christina (NUS)



In 2004, Elizabeth successfully completed the **Advanced Certificate in Training and Assessment (ACTA)**, then a new programme initiated by **WDA and conducted by Challenger TAFE, Australia**. This certified her to be a competent trainer and assessor, and qualified her as master trainer of this same programme that was later implemented in Singapore for WSQ course developers, trainers and assessors. When the pilot run of ACTA rolled out in November 2004, Elizabeth conducted training for one of its core modules, “Competency-Based Assessment” for the first batch of ACTA-certified trainers in Singapore. She was also involved in the pilot run of the ACTA Recognition of Prior Learning (RPL) assessment as one of the lead assessors.

To date, **Elizabeth has trained and assessed many trainers, course developers and industry assessors under the NSRS and WSQ Frameworks and remains actively involved in the competency-based learning scene in Singapore**. Those who have attended her training are convinced of and are able to appreciate the goodness and benefits of the competency framework.



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"Elizabeth did a great job in making the class relevant and interesting with real-life examples and making sure the class understood the objectives."

- ACTA classes

She founded the Community of Practice in Assessment (COPA) in 2005 while conducting training with the Singapore Training & Development Association (STADA). **When she started her own company, Center for Competency-Based Learning & Development (CBLD Center) in 2007, she re-activated the COPA**, which is now a platform for developers, trainers and assessors to come together to exchange the latest ideas and best practices in the training industry. Guided by her vision and passion, **Elizabeth has grown CBLD Center to be a front runner in competency-based training and consultancy.**

In 2011, she started a new business to provide consultancy services in competency-based human capital management. Through her leadership, the Company has established itself to be a reputed training and consultancy firm providing high quality competency-based training programs and consultancy services.

Elizabeth has served as a Council Member with the Training and Adult Education (TAE) Manpower Skills and Training Council formed by WDA from 2011-2013. She is also certified as a Practicing Management Consultant by the Singapore Business Advisors and Consultant Council in 2012, which qualifies her company, CBLD Center to offer HR consultancy services to companies, riding on grants from SPRING Singapore.

TRACK RECORD

These are the following industries that Elizabeth has worked with under the NSRS and WSQ frameworks:

- Aerospace
- Automobile
- Bakery
- Biomedical Science
- Call Centre
- Creative
- Early Childhood Care and Education
- Education
- Eldercare Services
- Electronics
- Entertainment
- Environmental Cleaning
- Finance
- Food & Beverage
- Floral
- Healthcare
- Human Resource
- Insurance (General, Life)
- ICT (Infocomm Technology)
- Land Transport (Bus, Taxi)
- Landscaping / Horticulture
- Logistics
- Manufacturing
- Nursing Homes
- Patient Care
- Pest Management
- Petroleum
- Precision Engineering (Machine Tools)
- Real Estate
- Retail
- Shipping
- Tourism (Accommodation, Attractions, Travel, MICE, SPA)
- Training
- Waste Management

Awards:



TRAINING SPECIALIZATION

- Develop Industry Competency Map and Standards
- Develop Competency Standards
- Develop a Competency-Based Assessment Plan
- Conduct Competency-based Assessment
- Interpret the Singapore Workforce Skills Qualification Framework
- Apply Adult Learning Principles and Code of Ethics Relating to Training
- Design and Develop a WSQ Training Programme
- Prepare and Facilitate Classroom Learning
- Conduct Competency-Based Interviews and Make Hiring Decisions
- Develop and Implement in-house Competency and Career Pathing Framework
- Define Job Profiles and Develop Competency-Based Job Descriptions
- Develop and Implement Competency-Based Performance Management Program



**Center For Competency-Based
Learning & Development**



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