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**SINGAPORE  
WORKFORCE SKILLS  
QUALIFICATIONS**

# WSQ AI IN HR

## TRANSFORMING TALENT ACQUISITION & WORKFORCE MANAGEMENT

up to  
**70%**  
SkillsFuture  
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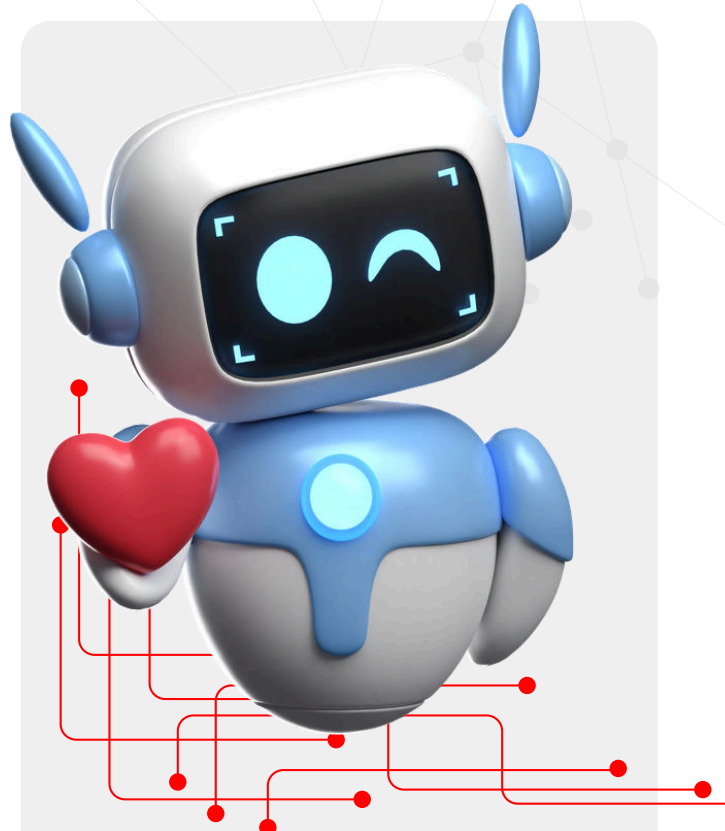
### Course Synopsis

This WSQ course empowers HR professionals, managers, and SME owners with practical skills to transform workforce planning and people management using a blend of **Generative and Agentic AI technologies**. Specifically designed for the evolving Singapore landscape, the course introduces powerful tools such as **ChatGPT, Microsoft Copilot, and DeepSeek**, alongside autonomous agents like **OpenClaw**, to move beyond basic automation toward strategic HR leadership.

Participants will learn to optimise high-impact hiring strategies - including **Zero-Ghosting recruitment and Rapid-Fire sourcing** - while utilising **agentic AI** to execute autonomous candidate outreach and workflow mapping. The curriculum dives deep into data-led strategies, teaching participants to forecast manpower needs, conduct **precision upskilling** aligned with the **Singapore Green Plan 2030**, and perform sentiment analysis to stop attrition before it happens.

Crucially, the course addresses immediate local mandates, including Workplace Fairness Act (WFA) readiness and evolving family-friendly workplace requirements. Participants will gain mastery in meta-prompting and AI governance, ensuring PDPA-compliant data handling and ethical adoption that protects the human-centric value of HR.

Through a blend of real-world case studies, live agentic AI demonstrations, and an **Innovation Lab**, participants will develop the ability to architect future-ready HR blueprints. By the end of the course, participants will be equipped to design smarter, data-informed strategies that balance human empathy with AI efficiency, fostering a resilient, fair, and high-performance workforce. This hands-on, outcome-oriented experience ensures participants leave with practical, "day-one" solutions for modern HR challenges.



### Prerequisites

- 1 GCE 'O' level or equivalent ( $\geq 21$  years old); or
- NITEC/Higher NITEC ( $\geq 21$  years old); or
- Mature candidates ( $\geq 30$  years old with 8 years of work experience); or
- Candidates with other qualifications will be considered on a case-by-case basis
- Experience with human resources: Nil to minimal one year of work experience with knowledge of human resources

### Total Training Hours:

- 24-hour training course including a 2-hour assessment
- Written Assessment

**Course Code:** TGS-2026062745

# Learning Units



## Learning Unit 1

Foundations of Smarter Hiring and Candidate Experience with AI



## Learning Unit 2

Understanding Workforce Trends and Ethical AI Practices



## Learning Unit 3

Techniques for Identifying Skills Gaps and Optimising Learning Paths



## Learning Unit 4

Data-Driven Performance Reviews and Forecasting Accuracy



## Learning Unit 5

Applying Statistical Analysis to Workforce Engagement and Capacity



## Learning Unit 6

Strategic HR Planning through Elasticity and Workforce Flexibility

# Course Objectives

*By the end of this course, learners should be able to:*

- ✔ Utilise AI to review and refine hiring-related workforce execution plans by aligning recruitment stages, role requirements, volumes, and timelines with project and/or functional objectives.
- ✔ Review workforce execution plans by considering workforce trend signals affecting future manpower demand, including market conditions, business direction, attrition, automation, and ethical AI requirements, in relation to project and/or functional objectives
- ✔ Adapt mathematical models using AI-supported analysis to conduct statistical analyses of manpower demand to identify projected skills gaps by role.
- ✔ Develop manpower forecasts for required job roles and positions using performance evidence such as KPIs, competencies, and potential as parameters to assess role readiness and succession coverage.
- ✔ Adapt mathematical models for statistical analysis of engagement, capacity, and capability indicators of the existing workforce to identify patterns, outliers, and trends.
- ✔ Review workforce execution plans and contractor productivity metrics (RCs and CCs) to assess substitution options such as skills mix changes, automation, redeployment, and outsourcing, using elasticity principles to support project and functional objectives while enhancing workforce flexibility and resilience


# Programme Fee

**S\$1,800**  
(exclusive of 9% GST)


## PROGRAMME FEE AFTER ELIGIBLE SSG SUBSIDIES:

From **S\$702.00**

(inclusive of 9% GST) after 70% SSG Subsidies

 Self-Sponsored	Course Fee <small>before Subsidy and GST</small>	Eligible Funding	Nett Fees Payable <small>incl. 9% GST</small>
Singapore Citizens ≥ <b>40 years old</b>	S\$1,800.00	<b>70%</b> SkillsFuture Funding	S\$702.00
Singapore Citizens, PRs or LTVP+ Holders ≥ <b>21 years old</b>		<b>50%</b> SkillsFuture Funding	S\$1,062.00

SkillsFuture Credits can be used on top of existing subsidies

 Company-Sponsored	Course Fee <small>before Subsidy and GST</small>	Eligible Funding	Nett Fees Payable <small>incl. 9% GST</small>
<b>Small-to-Medium Enterprise (SME)</b> Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old	S\$1,800.00	<b>70%</b> SkillsFuture Funding	S\$702.00
<b>Non-SME</b> Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old		<b>50%</b> SkillsFuture Funding	S\$1,062.00
<b>Non-SME</b> Singaporean Citizens ≥ 40 years old		<b>70%</b> SkillsFuture Funding	S\$702.00

Trainees are entitled to the training grant when they meet 75% of the training attendance and pass the requisite assessment.



### Contact Us

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