

Skills Framework for Social Service

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

Social Work **Job Role:**
Assistant Manager

Full Qualification Programmes	Providers

Technical Skills and Competencies (TSC)			Modular Programmes	Providers	
Category	Title	Proficiency Level			
	Change Management	3	ES WSQ Foster Team Adaptability (Level 3)	Civil Service College	
			WSQ Foster Team Adaptability	Eagle Infotech Consultants Pte Ltd	
			Foster Team Adaptability	Image Institute Of Learning And Development Pte. Ltd.	
			Foster Team Adaptability	Image International (S) Pte. Ltd.	
			ES-PMD-304G-1 Foster Team Adaptability	Kaplan Professional	
			Foster Team Adaptability	Mendaki Social Enterprise Network Singapore Pte. Ltd.	
			Post-diploma Certificate in International Trade and Business	Nanyang Polytechnic	
			Foster Team Adaptability	NTUC LearningHub Pte. Ltd.	
			Foster Team Adaptability	Service Quality Centre Pte. Ltd.	
			Foster Team Adaptability	Singapore National Employers Federation	
	Foster Team Adaptability	SSA Consulting Group Pte. Ltd.			
				Fundamentals of the Personal Data Protection Act (PDPA)	Everest Innovation Pte. Ltd.
				An Introduction to the Fundamentals of the Personal Data Protection Act for Non-Legal Personnel	FY Institute of Technology (Singapore) Pte. Ltd.
				Fundamentals of the Personal Data Protection Act	Institute of Singapore Chartered Accountants
				Fundamentals of the Personal Data Protection Act	Kaplan Professional
				BM WSQ-Fundamentals of The Personal Data Protection Act	Lithan Academy Pte. Ltd.
				An Introduction to the Fundamentals of the Personal Data Protection Act for Non-Legal Personnel	Nanyang Polytechnic
				Fundamentals of the Personal Data Protection Act - Facilitate Compliance with Legislative and Regulatory Requirements	Ngee Ann Polytechnic
				Fundamentals of the Personal Data Protection Act	NTUC Learning Hub Pte. Ltd.

General Management	Corporate Governance	3	Fundamentals of the Personal Data Protection Act	Singapore Academy of Law
			Complying with the Personal Data Protection Act (PDPA) - the Why, What and How (in Chinese)	Singapore Chinese Chamber Institute of Business
			Fundamentals of the Personal Data Protection Act	Singapore Chinese Chamber Institute of Business
			Fundamentals of the Personal Data Protection Act	Singapore Institute of Management
			Comply with Legal Requirements in the Work Place	Singapore Institute of Retail Studies
			WSQ An Introduction to the Fundamentals of the Personal Data Protection Act for Non-Legal Personnel	Singapore Media Academy Private Limited
			Fundamentals of the Personal Data Protection Act	Singapore National Employers Federation
			WSQ Fundamentals of the Personal Data Protection Act	Singapore Polytechnic
	Department Performance Management	3	Perform Evaluation and Management	SMU Academy
			Implement Performance Management Programme	Human Capital (Singapore) Pte Ltd
		Implement Performance Management Programme	Singapore National Employers Federation	
Manpower Planning	4	Implement Manpower Planning Process	Human Capital (Singapore) Pte Ltd	
		Implement Manpower Planning Process	Singapore National Employers Federation	
		Workforce Planning	NTUC LearningHub Pte Ltd	
People Management	3	Prepare Employee Communications	Human Capital (Singapore) Pte Ltd	
		Employee Engagement	NTUC LearningHub Pte Ltd	
Strategy Planning	3	Introduction to Behavioural Insights	Temasek Polytechnic	
		Maintain Workplace Safety and Health Policies and Procedures	Building and Construction Authority	
		Workplace Safety and Health-Supervisory	Center for Competency-Based Learning and Development Pte. Ltd.	
		Maintain Workplace Safety and Health Policies and Procedures	Centre For Urban Greenery And Ecology	
		Workplace Safety and Health - Supervisory Level	E-Square Communication & Management Training Consultancy	
		Maintain Workplace Safety and Health Policies and Procedures	Focus Learning Centre Pte. Ltd.	
		Maintain Workplace Safety and Health Policies and Procedures	Greensafe International Pte. Ltd.	
		Maintain Workplace Safety and Health Policies and Procedures	Integrated Training Consultants Pte. Ltd.	

Workplace Safety and Health	3	ES-JS-301G-1 Maintain Workplace Safety and Health Policies and Procedures	Kaplan Professional	
		Workplace Safety & Health (Supervisory)	Ngee Ann Polytechnic	
		Maintain Workplace Safety and Health Policies and Procedures (ES-JS-301G-1)	NTUC LearningHub Pte. Ltd.	
		WSQ Maintain Workplace Safety and Health Policies and Procedures	NTUC LearningHub Pte. Ltd.	
		Maintain Workplace Safety and Health Policies and Procedures (Supervisory)	Pharmaceutical Society of Singapore	
		Maintain Workplace Safety and Health Policies and Procedures	Service Quality Centre Pte. Ltd.	
		WSQ Maintain Workplace Safety and Health Policies and Procedures	Singapore Media Academy Private Limited	
		Maintain Workplace Safety & Health Policies and Procedures	Singapore National Employers Federation	
		Workplace Safety and Health-Supervisory 1	Singapore Polytechnic	
		Maintain Workplace Safety and Health Policies and Procedures	SSA Consulting Group Pte. Ltd.	
		Maintain Workplace Safety and Health Policies and Procedures	ST Electronics (E-Services) Pte. Ltd.	
		Maintain Workplace Safety and Health Policies and Procedures	The Singapore Contractors Association Limited	
		Maintain Workplace Safety and Health Policies and Procedures	Training Masters Workforce Institute Pte Ltd	
		Maintain Workplace Safety & Health Policies & Procedures	Training Vision Institute Pte. Ltd.	
Professional Practice	3	Diversity Awareness and Management	Current Issues and Trends in Human Development Singapore Polytechnic	
			Community in Context Singapore Polytechnic	
	3	Ethics, Values and Legislation	Analysing Data on Human Behaviour Temasek Polytechnic	
	3	Stakeholder Management	Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators Temasek Polytechnic	
	3	Trends Evaluation and Application	Community in Context	Singapore Polytechnic
			Current Issues and Trends in Human Development	Singapore Polytechnic

Generic Skills and Competencies (GSC)		Modular Programmes	Providers
Title	Proficiency Level		
		Facilitate Effective Communication and Engagement at the Workplace	Absolute Kinetics Consultancy Pte Ltd
		Develop Self	Bootstrap Pte Ltd
		People Leadership Program	Capelle Academy Pte Ltd
		Leading through People	Capelle Academy Pte Ltd
		Manage Self	Charles Mann Training and Consultancy Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	Comat Training Services Pte Ltd

Communication	Intermediate	Lead Workplace Communication and Engagement	Eben Consultants (Far East) Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	E-Square Communication and Management Training Consultancy
		Decision Making & Self Mastery	Everest Innovation Pte Ltd
		Be an Achiever: Manage Self	Image Institute of Learning and Development Pte Ltd
		ES WSQ Effective Interactive and Relationship Management (Supervisory)	Integrated Learning Systems Pte Ltd
		ES-IP-301G-1 Facilitate Effective Communication & Engagement at the Workplace	Kaplan Professional
		ES-IP-401G-1 Lead Workplace Communication and Engagement	Kaplan Professional
		Manage Self	Kaplan Professional
		Develop Self	Kaplan Professional
		Facilitate Effective Communication and Engagement at the Workplace	Mendaki Social Enterprise Network Singapore Pte Ltd
		Manage Self	Mendaki Social Enterprise Network Singapore Pte Ltd
		Develop Self	Mendaki Social Enterprise Network Singapore Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	Nanyang Polytechnic
		Facilitate Effective Communication and Engagement at the Workplace	Ngee Ann Polytechnic
		Lead Workplace Communication and Engagement	Ngee Ann Polytechnic
		Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)	NTUC LearningHub Pte Ltd
		Lead Workplace Communication and Engagement (ES-IP-401G-1)	NTUC LearningHub Pte Ltd
		Manage Self	NTUC LearningHub Pte Ltd
		Develop Self powered by John Maxwell	NTUC LearningHub Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	PSB Corporation Pte Ltd
		Manage Self	Raffles Skills Lab International Training Centre Pte Ltd
		Manage Self	SeraphCorp Institute Pte Ltd
		Develop Self	SeraphCorp Institute Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	Service Quality Centre Pte Ltd
		Lead Workplace Communication and Engagement	Service Quality Centre Pte Ltd
		Manage Self	Singapore Chinese Chamber Institute of Business
		Develop Self	Singapore Chinese Chamber Institute of Business
		Developing Self Effectiveness for Business Performance	Singapore Institute of Management
		The Facilitative Leader of Self-Managed Teams	Singapore National Employers Federation
		Creative Leadership and Self Development Skills	Singapore National Employers Federation
		Facilitate Effective Communication and Engagement at the Workplace	The National University of Singapore Society
		Develop Self to Maintain Professional Competence at Managerial Level	Training Masters Workforce Institute Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	Training Vision Institute Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace (Contextualised)	Training Vision Institute Pte Ltd
		Lead Workplace Communication and Engagement (Contextualised)	Training Vision Institute Pte Ltd
		Lead workplace communication and engagement	Training Vision Institute Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	Trillion Training (S) Pte Ltd
Lead Workplace Communication and Engagement	Trust Management Centre		
		Cultivate Workplace Relationships	Alue Singapore Pte Ltd
		Emotional Intelligence: The Cutting Edge of Leadership	Capelle Academy Pte Ltd
		Enhancing Team Effectiveness	Capelle Academy Pte Ltd
		GROUP Excellence	Capelle Academy Pte Ltd
		Emotional Intelligence (EQ) for Top Performance at Work for Managers & Supervisors	CEQ Asia Pte Ltd
		Build Team Relationships	Charles Mann Training and Consultancy Pte Ltd
		WSQ Apply Emotional Competence to Manage Self and Team	Eagle Infotech Consultants Pte Ltd

Interpersonal Skills	Intermediate	Bond to Excel: Cultivate Workplace Relationship	Image Institute of Learning and Development Pte Ltd		
		Build Team Relationships	Kaplan Professional		
		Cultivate Workplace Relationships	Kaplan Professional		
		Apply Emotional Competence to Manage Self and Team	Mendaki Social Enterprise Network Singapore Pte Ltd		
		Build Team Relationships	Mendaki Social Enterprise Network Singapore Pte Ltd		
		Build Team Relationships powered by John Maxwell	NTUC LearningHub Pte Ltd		
		Cultivate Workplace Relationships powered by John Maxwell	NTUC LearningHub Pte Ltd		
		Leading for Results	ODE Consulting Pte Ltd		
		Cultivate Workplace Relationships	Raffles Skills Lab International Training Centre Pte Ltd		
		WSQ Emotional Intelligence @ Work for Managers	ROHEI Corporation Pte Ltd		
		WSQ Emotional Intelligence @ Work for Managers - 16hr	ROHEI Corporation Pte Ltd		
		Advance your influence & communication skills with Emotional Intelligence (Includes follow-up Group Coaching session)	ROHEI Corporation Pte Ltd		
		Advance Your Influence & Communication Skills with Emotional Intelligence	ROHEI Corporation Pte Ltd		
		Build Team Relationships	SeraphCorp Institute Pte Ltd		
		Cultivate Workplace Relationships	SeraphCorp Institute Pte Ltd		
		Build Team Relationships	Service Quality Centre Pte Ltd		
		Build Team Relationships	Singapore Chinese Chamber Institute of Business		
		Cultivate Workplace Relationships	Singapore Chinese Chamber Institute of Business		
		Mastering Personal Effectiveness and Emotional Competence	Singapore Institute of Management		
		The Job of the Manager (JOMAN): Essential Managerial Techniques	Singapore Institute of Management		
		Apply emotional competence to manage self & others in business context (SD)	Singapore Institute Of Retail Studies (SIRS)		
		Apply Emotional Competence to Manage Self and Others in a Business Context	Singapore National Employers Federation		
		Build Positive Team Relationships	Singapore National Employers Federation		
		Cultivate Workplace Relationships to Optimise Team Performance	Singapore National Employers Federation		
		Apply Emotional Competence to Manage Self and Team	SSA Consulting Group Pte Ltd		
		Apply Emotional Competence to Manage Self and Others in a Business Context	SSA Consulting Group Pte Ltd		
		Cultivate Workplace Relationships and Diversity	Training Masters Workforce Institute Pte Ltd		
		Service Orientation	Intermediate	Establish Relationships for Customer Confidence	Andalus Corporation Pte Ltd
				UP! Your Service: Increasing Customer Loyalty (Version B)	Capelle Academy Pte Ltd
				Establish Relationships for Customer Confidence	Capelle Academy Pte Ltd
				Establish Relationships for Customer Confidence	Center for Competency-Based Learning and Development Pte Ltd
				Establish Relationships for Customer Confidence	DSI Academy Pte Ltd
WSQ Establish Relationships for Customer Confidence	Eagle Infotech Consultants Pte Ltd				
Building Rapport to Create Selling Opportunities	Impact Management Seminars Pte Ltd				
Effective Customer Service Skills (Building Rapport Module)	Impact Management Seminars Pte Ltd				
Establish Relationships for Customer Confidence	Integrated Training Consultants Pte Ltd				
Establish Relationships for Customer Confidence	Kaplan Professional				
Establish Relationships for Customer Confidence	Loyal Reliance Pte Ltd				
Establish Relationships for Customer Confidence	Mendaki Social Enterprise Network Singapore Pte Ltd				
WSQ Establish Relationships for Customer Confidence	NTUC Learning Hub Pte Ltd				
WSQ Establish Relationships for Customer Confidence powered by Disney Institute	NTUC Learning Hub Pte Ltd				
Establish Relationships for Customer Confidence	ROHEI Corporation Pte Ltd				
Establish Relationships for Customer Confidence	Service Quality Centre Pte Ltd				
Role Modelling to Establish Customer Relationship	Singapore Chinese Chamber Institute of Business				
Establish Relationships for Customer Confidence	Singapore Institute of Retail Studies				

		WSQ SE: Establish Relationships for Customer Confidence	Singapore National Employers Federation
		Establish Relationships for Customer Confidence	Training Masters Workforce Institute Pte Ltd
		Establish Relationships for Customer Confidence	Training Vision Institute Pte Ltd
		Establish Relationships for Customer Confidence	William Angliss Institute Pte. Ltd.
Teamwork	Intermediate	Support Team	Bootstrap Pte Ltd
		Facilitate Effective Work Teams (ES-IP302G-1)	Cambrian Academy Pte Ltd
		Synergizing for Success	Capelle Academy Pte Ltd
		Building a Results-Oriented Team	Capelle Academy Pte Ltd
		People Leadership Program	Capelle Academy Pte Ltd
		WSQ Facilitate Effective Work Teams	Eagle Infotech Consultants Pte Ltd
		Facilitate Effective Work Teams	Image Institute of Learning and Development Pte Ltd
		One Dream - One Team: Manage Team Effectively	Image Institute of Learning and Development Pte Ltd
		Support Team	Kaplan Professional
		Lead Team	Kaplan Professional
		Lead Team	Loyal Reliance Pte Ltd
		Facilitate Effective Work Teams	Mendaki Social Enterprise Network Singapore Pte Ltd
		Support Team	Mendaki Social Enterprise Network Singapore Pte Ltd
		Lead Team	Mendaki Social Enterprise Network Singapore Pte Ltd
		Support Team powered by John Maxwell	NTUC LearningHub Pte Ltd
		Lead Team	NTUC LearningHub Pte Ltd
		Building a High Performance Team (I)	ROHEI Corporation Pte Ltd
		Art of Leadership: Influence & Manage your Team for Results	ROHEI Corporation Pte Ltd
		Support Team	SeraphCorp Institute Pte Ltd
		Lead Team	SeraphCorp Institute Pte Ltd
		Support Team	Service Quality Centre Pte Ltd
		Support Team	Singapore Chinese Chamber Institute of Business
		Lead Team	Singapore Chinese Chamber Institute of Business
		Developing and Engaging Your Team for Workplace Success	Singapore Institute of Management
		Dynamic Planning and Execution for Managers	Singapore Institute of Management
		Develop A Work Team	Singapore National Employers Federation
		Support Your Team Creatively	Singapore National Employers Federation
		Facilitate Effective Work Teams	SSA Consulting Group Pte Ltd
		Develop a Work Team	SSA Consulting Group Pte Ltd
		Lead Team Leaders to Develop Business Strategies and Governance Management	Training Masters Workforce Institute Pte Ltd
		Facilitate Effective Work Teams	Trillion Training (S) Pte Ltd
		Creative Thinking	Intermediate
ES WSQ Foster Team Adaptability (Level 3)	Civil Service College		
WSQ Foster Team Adaptability	Eagle Infotech Consultants Pte Ltd		
Foster Team Adaptability	Image Institute of Learning and Development Pte Ltd		
WSQ Service Design	Institute of Systems Science, National University of Singapore		
Foster Service Innovation	Kaplan Professional		
Foster Team Adaptability	Mendaki Social Enterprise Network Singapore Pte Ltd		
Foster Team Adaptability	NTUC LearningHub Pte Ltd		
WSQ Foster Service Innovation	NTUC LearningHub Pte Ltd		
WSQ Foster Service Innovation powered by ESSEC	NTUC LearningHub Pte Ltd		

	WSQ Foster Service Innovation powered by Disney Institute	NTUC LearningHub Pte Ltd
	Foster Service Innovation	Service Quality Centre Pte Ltd
	Foster Service Innovation	Singapore Chinese Chamber Institute of Business
	Foster Team Adaptability	Singapore National Employers Federation
	Foster Service Innovation	Singapore National Employers Federation
	Foster Team Adaptability	SSA Consulting Group Pte Ltd
	Foster Service Innovation	Training Vision Institute Pte Ltd