

## 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:**  
Senior Manager / Manager

Full Qualification Programmes	Providers

Technical Skills and Competencies (TSC)			Modular Programmes	Providers	
Category	Title	Proficiency Level			
General Management	Change Management	4	Contribute towards a Learning Organisation	Kaplan Professional	
			Delivering Transformational Change	NTUC LearningHub Pte Ltd	
			Contribute Towards a Learning Organisation	Service Quality Centre Pte. Ltd.	
			Contribute towards a Learning Organisation	Singapore National Employers Federation	
			Contribute Towards a Learning Organisation	SSA Consulting Group Pte. Ltd.	
			Contribute Towards a Learning Organisation	Training Vision Institute Pte. Ltd.	
	Department Performance Management	4	Perform Evaluation and Management	SMU Academy	
			Implement Performance Management Programme	Human Capital (Singapore) Pte Ltd	
			Implement Performance Management Programme	Singapore National Employers Federation	
	Financial Management	4	Manage Budgeting and Forecasting Process for the Business Units	Kaplan Professionals	
			Finance Management Skills for Non-Accountants	Nanyang Polytechnic	
			Manage Budgeting and Forecasting Process for the Business Units	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	4	Employee Engagement	NTUC LearningHub Pte Ltd	
			Labour Policies and Legislation	Singapore Polytechnic	
			Employment Legislation and Industrial Relations	SHRI Academy	
	Risk Management	4	Manage Risk in the Business Units	William Angliss Institute Pte/ Ltd.	
	Strategy Implementation	4	Dynamic Planning and Execution for Managers	Singapore Institute of Management (SIM)	
			Introduction to Behavioural Insights	Temasek Polytechnic	
	Strategy Planning	4	Strategic Stakeholders Engagement	Capelle Academy Pte Ltd.	
				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.	
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.	

Workplace Safety and Health	3	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	4	Collaborative Playbuilding
Community in Context	Singapore Polytechnic			
Current Issues and Trends in Human Development	Singapore Polytechnic			
Elements of Drama	Singapore Polytechnic			
Facilitation Practices	Singapore Polytechnic			
Working through Process	Singapore Polytechnic			
Ethics, Values and Legislation	4		Analysing Data on Human Behaviour	Temasek Polytechnic
			Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators	Temasek Polytechnic
Trends Evaluation and Application	4		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		
Interpersonal Skills	Intermediate	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
		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)	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
		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
		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
		Develop Self	Bootstrap Pte Ltd
		Leading through People	Capelle Academy Pte Ltd
		Develop Self	Kaplan Professional
		Develop Self	Mendaki Social Enterprise Network Singapore Pte Ltd
		Develop Self powered by John Maxwell	NTUC LearningHub Pte Ltd
		Develop Self	SeraphCorp Institute Pte Ltd
		Develop Self	Singapore Chinese Chamber Institute of Business
		Developing Self Effectiveness for Business Performance	Singapore Institute of Management
		Creative Leadership and Self Development Skills	Singapore National Employers Federation
		Solve Problems & Make Decisions at Supervisory Level	Absolute Kinetics Consultancy Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Avanta Global Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Capelle Academy Pte Ltd
		Eradicating Problems and Making Effective Decisions	Capelle Academy Pte Ltd
		Solve Problems & Make Decisions at Supervisory level	CBM Pte Ltd
		ES WSQ Solve Problems and Make Decisions at Supervisory Level (Level 3)	Civil Service College
		Solve Problems and Make Decisions at Supervisory Level	Comat Training Services Pte Ltd
		WSQ Solve Problems and Make Decisions at Supervisory Level	Eagle Infotech Consultants Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	E-Square Communication and Management Training Consultancy
		Solve Problems and Make Decisions at Supervisory Level	Ever Safe Consultants Pte Ltd

Problem Solving	Intermediate	Effective Problem Solving and Decision Making	Everest Innovation Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Greensafe International Pte Ltd
		ES WSQ Systematic Problem Solving & Decision Making (Supervisory Level)	Integrated Learning Systems Pte Ltd
		Solve Problems and Make Decisions for Supervisors	Lighthouse Global Training and Consultancy Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Mendaki Social Enterprise Network Singapore Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Nanyang Polytechnic
		Solve Problems and Make Decisions at Managerial Level (ES-ACE-402G-1)	NTUC Learning Hub Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level (ES-ACE-302G-1)	NTUC LearningHub Pte Ltd
		Solve Problems and Make Decisions at Managerial Level	Service Quality Centre Pte Ltd
		Innovative Problem Solving and Decision Making	Singapore Institute of Management
		Solve Problems and Make Decisions at Supervisory Level	Singapore National Employers Federation
		Solve Problems and Make Decisions at Managerial Level	Singapore National Employers Federation
		Solve Problems and Make Decisions at Supervisory Level	Singapore Polytechnic
		Solve Problems & Make Decisions at Supervisory Level	SSA Consulting Group Pte Ltd
		Solve Problems and Make Decisions at Managerial Level	SSA Consulting Group Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Trillion Training (S) Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	U-Training Centre Pte Ltd
		Managing Diversity	Intermediate
Manage a Diverse Service Environment	Andalus Corporation Pte Ltd		
Facilitate Effective Work Teams (ES-IP302G-1)	Cambrian Academy Pte Ltd		
Harness Diversity for Service Excellence (Version B)	Capelle Academy Pte Ltd		
GROUP Excellence	Capelle Academy Pte Ltd		
Synergizing for Success	Capelle Academy Pte Ltd		
WSQ Facilitate Effective Work Teams	Eagle Infotech Consultants Pte Ltd		
Bond to Excel: Cultivate Workplace Relationship	Image Institute of Learning and Development Pte Ltd		
Facilitate Effective Work Teams	Image Institute of Learning and Development Pte Ltd		
Manage a Diverse Service Environment	Kaplan Professional		
Cultivate Workplace Relationships	Kaplan Professional		
Manage A Diverse Service Environment	Loyal Reliance Pte Ltd		
Manage A Diverse Service Environment	Mendaki Social Enterprise Network Singapore Pte Ltd		
Facilitate Effective Work Teams	Mendaki Social Enterprise Network Singapore Pte Ltd		
WSQ Manage A Diverse Service Environment	NTUC Learning Hub Pte Ltd		
WSQ Manage a Diverse Service Environment powered by John Maxwell	NTUC Learning Hub Pte Ltd		
Cultivate Workplace Relationships powered by John Maxwell	NTUC LearningHub Pte Ltd		
Cultivate Workplace Relationships	Raffles Skills Lab International Training Centre Pte Ltd		
Diversity Star Coach	ROHEI Corporation 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		
Cultivate Workplace Relationships	SeraphCorp Institute Pte Ltd		
Manage A Diverse Service Environment	Service Quality Centre Pte Ltd		
Cultivate and Manage Service Performance	Singapore Chinese Chamber Institute of Business		
Cultivate Workplace Relationships	Singapore Chinese Chamber Institute of Business		
Developing and Engaging Your Team for Workplace Success	Singapore Institute of Management		
Manage A Diverse Service Environment	Singapore Institute of Retail Studies		
Cultivate Workplace Relationships to Optimise Team Performance	Singapore National Employers Federation		
Develop A Work Team	Singapore National Employers Federation		
Develop a Work Team	SSA Consulting Group Pte Ltd		
Facilitate Effective Work Teams	SSA Consulting Group Pte Ltd		
Cultivate Workplace Relationships and Diversity	Training Masters Workforce Institute Pte Ltd		
Manage A Diverse Service Environment	Training Vision Institute Pte Ltd		
Facilitate Effective Work Teams	Trillion Training (S) Pte Ltd		