

## Skills Framework for Social Service

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

### Youth Work

| Job Role:  |                       |
|--|-----------------------|
| Youth Work Associate                             |                       |
| Full Qualification Programmes                    | Providers             |
| Specialist Diploma in Applied Drama & Psychology | Singapore Polytechnic |
|  |                       |

| Technical Skills and Competencies (TSC)  |  |  | Modular Programmes   | Providers             |
|--|--|--|--|-----------------------|
| Category   | Title  | Proficiency Level  |  |                       |
| Group Work   | Group Work Intervention                                | 2  | Elements of Drama  | Singapore Polytechnic |
|  |  |  | Facilitation Practices   | Singapore Polytechnic |
|  |  |  | Working through Process  | Singapore Polytechnic |
| Professional Practice  | Collaborative Practices Across Disciplines and Sectors | 2  | Introduction to Behavioural Insights   | Temasek Polytechnic   |
|  | Diversity Awareness and Management                     | 2  | Collaborative Playbuilding   | Singapore Polytechnic |
|  |  |  | Community in Context   | Singapore Polytechnic |
|  |  |  | Current Issues and Trends in Human Development   | Singapore Polytechnic |
|  |  |  | Working through Process  | Singapore Polytechnic |
|  | Ethics, Values and Legislation                         | 2  | Collaborative Playbuilding   | Singapore Polytechnic |
|  |  |  | Community in Context   | Singapore Polytechnic |
|  |  |  | Current Issues and Trends in Human Development   | Singapore Polytechnic |
|  |  |  | Facilitation Practices   | Singapore Polytechnic |
|  |  |  | Working through Process  | Singapore Polytechnic |
|  |  |  | Analysing Data on Human Behaviour  | Temasek Polytechnic   |
|  | Reflexive Practice                                     | 2  | Collaborative Playbuilding   | Singapore Polytechnic |
|  |  |  | 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  |                       |
| Stakeholder Management   | 2  | Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators | Temasek Polytechnic  |                       |
| Trends Evaluation and Application  | 2  | Community in Context   | Singapore Polytechnic  |                       |
|  |  | Current Issues and Trends in Human Development   | Singapore Polytechnic  |                       |
| Programme Development and Implementation   | Social Service Programme Development                   | 2  | Introduction to Behavioural Insights   | Temasek Polytechnic   |
|  |  |  | Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators | Temasek Polytechnic   |
|  | Social Service Programme Evaluation                    | 2  | Introduction to Behavioural Insights   | Temasek Polytechnic   |
|  |  |  | Analysing Data on Human Behaviour  | Temasek Polytechnic   |
|  | Social Service Programme Implementation                | 2  | Collaborative Playbuilding   | Singapore Polytechnic |
|  |  |  | 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  |                       |
| Introduction to Behavioural Insights   | Singapore Polytechnic                                  |  |  |                       |
| Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators | Temasek Polytechnic                                    |  |  |                       |

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|----------------------------------|-------------------|---|--|-----------------------|
| Youth Engagement and Development | Youth Development | 2 | Community in Context                           | Singapore Polytechnic |
|                                  |                   |   | Current Issues and Trends in Human Development | Singapore Polytechnic |
|                                  |                   |   | Introduction to Behavioural Insights           | Temasek Polytechnic   |
|                                  | Youth Outreach    | 2 | Introduction to Behavioural Insights           | Temasek Polytechnic   |

| Generic Skills and Competencies (GSC)               |                                   | Modular Programmes   | Providers  |
|---|-----------------------------------|--|--|
| Title   | Proficiency Level                 |  |  |
| Communication                                       | Basic                             | Project a Positive and Professional Image (Impress Like a Pro)                     | Beacon Consulting Pte Ltd                                  |
|   |                                   | UP! Your Service: Achieving Superior Service (Version B)                           | Capelle Academy Pte Ltd                                    |
|   |                                   | Winning Service (Version B)  | Capelle Academy Pte Ltd                                    |
|   |                                   | Workplace Training for Project a Positive and Professional Image                   | Caretech168 LLP  |
|   |                                   | Project a Positive and Professional Image  | DSI Academy Pte Ltd  |
|   |                                   | WSQ Project a Positive and Professional Image                                      | Eagle Infotech Consultants Pte Ltd                         |
|   |                                   | Project a Positive and Professional Image (SVCF-CS-102C-1)                         | Eben Consultants (Far East) Pte Ltd                        |
|   |                                   | Communicate & Relate Effectively at the Workplace                                  | E-Square Communication and Management Training Consultancy |
|   |                                   | Effective Customer Service Skills (Module 1)                                       | Impact Management Seminars Pte Ltd                         |
|   |                                   | 3 Secrets to Establish Confidence and Professionalism                              | Impact Management Seminars Pte Ltd                         |
|   |                                   | ES WSQ Effective Interaction & Relationship Management (Operational)               | Integrated Learning Systems Pte Ltd                        |
|   |                                   | Project a Positive and Professional Image  | Kaplan Professional  |
|   |                                   | ES-IP-101G-1 Communicate & Relate Effectively at the Workplace                     | Kaplan Professional  |
|   |                                   | WSQ Workplace Training for "Project A Positive & Professional Image"               | Leacov Singapore Pte Ltd                                   |
|   |                                   | Communicate and Relate Effectively at the Workplace                                | Lighthouse Global Training and Consultancy Pte Ltd         |
|   |                                   | Communicate and Negotiate Effectively at the Workplace (Operations)                | Mendaki Social Enterprise Network Singapore Pte Ltd        |
|   |                                   | Communicate and Relate Effectively at the Workplace                                | Mendaki Social Enterprise Network Singapore Pte Ltd        |
|   |                                   | ES-IP-101G-1 Communicate and Relate Effectively at the Workplace                   | NATC Institute Pte Ltd                                     |
|   |                                   | WSQ Project a Positive and Professional Image                                      | NTUC Learning Hub Pte Ltd                                  |
|   |                                   | Communicate and Relate Effectively at the Workplace (ES-IP-101G-1)                 | NTUC LearningHub Pte Ltd                                   |
|   |                                   | Communicate and Relate Effectively at the Workplace                                | PSB Corporation Pte Ltd                                    |
|   |                                   | Extra Mile Professionalism   | ROHEI Corporation Pte Ltd                                  |
|   |                                   | Communicate and Relate Effectively at the Workplace                                | RSVP PROGUIDE PTE. LTD.                                    |
|   |                                   | Project a Positive and Professional Image  | Service Quality Centre Pte Ltd                             |
|   |                                   | Communicate and Relate Effectively at the Workplace                                | Service Quality Centre Pte Ltd                             |
|   |                                   | Deliver Personalised Service   | Singapore Institute of Hospitality                         |
|   |                                   | Project a Positive and Professional Image  | Singapore Institute of Retail Studies                      |
|   |                                   | Project a Positive and Professional Image  | Singapore National Employers Federation                    |
|   |                                   | Communicate and Relate Effectively at the Workplace                                | Singapore National Employers Federation                    |
|   |                                   | Communicate and Relate Effectively at the Workplace                                | SSA Consulting Group Pte Ltd                               |
|   |                                   | Project a Positive and Professional Image  | Studyworks Pte Ltd   |
|   |                                   | Communicate and Relate Effectively at the Workplace                                | The National University of Singapore Society               |
|   |                                   | Project a Positive and Professional Image  | Training Vision Institute Pte Ltd                          |
| Communicate and Relate Effectively at the Workplace | Training Vision Institute Pte Ltd |  |  |
| Communicate and Relate Effectively at the Workplace | Trillion Training (S) Pte Ltd     |  |  |
| Project a Positive and Professional Image           | Xperienz Pte Ltd                  |  |  |
| 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   |

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|-----------------------------|---|---|--|---------------------|------------------------------------|
|                             |   | 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 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             |                     |                                    |
|                             |   | Teamwork  | Basic  | Work In A Team      | AGB Education Centre Pte Ltd       |
|                             |   |   |  | WSQ Work in a Team. | Eagle Infotech Consultants Pte Ltd |
| Work in a Team              | Lighthouse Global Training and Consultancy Pte Ltd  |   |  |                     |                                    |
| Work in A Team              | Mendaki Social Enterprise Network Singapore Pte Ltd |   |  |                     |                                    |
| ES-IP-102G-1 Work In A Team | NATC Institute Pte Ltd                              |   |  |                     |                                    |
| Work in a Team              | NTUC LearningHub Pte Ltd                            |   |  |                     |                                    |
| Work in a Team              | SSA Consulting Group Pte Ltd                        |   |  |                     |                                    |
| Work in a Team              | Trillion Training (S) Pte Ltd                       |   |  |                     |                                    |
| Problem Solving             | Basic   | Solve Problems and Make Decisions at Operations Level   | AGB Education Centre Pte Ltd                             |                     |                                    |
|                             |   | Solve Problems and Make Decisions at Operations Level   | Avanta Global Pte Ltd                                    |                     |                                    |
|                             |   | Solve Problems and Make Decisions   | Capelle Academy Pte Ltd                                  |                     |                                    |
|                             |   | ES WSQ Solve Problems and Make Decisions at Operations Level (Level 1)  | Civil Service College                                    |                     |                                    |
|                             |   | Solve Problems and Make Decisions at Operations Level   | Compas Management Consulting Pte Ltd                     |                     |                                    |
|                             |   | WSQ Solve Problems and Make Decisions at Operations Level   | Eagle Infotech Consultants Pte Ltd                       |                     |                                    |
|                             |   | Solve Problems and Make Decisions at Operational Level  | Eben Consultants (Far East) Pte Ltd                      |                     |                                    |
|                             |   | Solve Problem and Make Decisions at Operations Level  | Lighthouse Global Training and Consultancy Pte Ltd       |                     |                                    |
|                             |   | Solve Problem and Make Decision at Operations Level   | Mendaki Social Enterprise Network Singapore Pte Ltd      |                     |                                    |
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|                                   |                                   | ES-ACE-102G-1 Solve Problems and Make Decisions at Operations Level                | NATC Institute Pte Ltd                              |
|                                   |                                   | Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)              | NTUC LearningHub Pte Ltd                            |
|                                   |                                   | Solve Problems and Make Decisions at Operations Level                              | Singapore National Employers Federation             |
|                                   |                                   | Solve Problems and Make Decisions at Operations Level                              | Singapore Polytechnic                               |
|                                   |                                   | Solve Problems and Make Decisions at Operations Level                              | SSA Consulting Group Pte Ltd                        |
|                                   |                                   | Solve Problems and Make Decisions at Operations Level                              | Trillion Training (S) Pte Ltd                       |
| Service Orientation               | Basic                             | Workplace Training for Contribute to Customer Service over Various Platforms       | Caretech168 LLP                                     |
|                                   |                                   | Effective Customer Service Skills (Module 2)                                       | Impact Management Seminars Pte Ltd                  |
|                                   |                                   | WSQ Workplace Training for "Contribute to Customer Service over Various Platforms" | Leacov Singapore Pte Ltd                            |
|                                   |                                   | Contribute to Customer Service over Various Platforms                              | Loyal Reliance Pte Ltd                              |
|                                   |                                   | Contribute to Customer Service over Various Platforms                              | Mendaki Social Enterprise Network Singapore Pte Ltd |
|                                   |                                   | Contribute to Customer Service over Various Platforms                              | ROHEI Corporation Pte Ltd                           |
|                                   |                                   | Contribute to Customer Service over Various Platforms                              | Service Quality Centre Pte Ltd                      |
|                                   |                                   | Provide Value-added Customer Service   | Singapore Chinese Chamber Institute of Business     |
|                                   |                                   | Working Together for Professional Service  | Singapore Institute of Hospitality                  |
|                                   |                                   | Contribute to Customer Service over Various Platforms                              | Singapore National Employers Federation             |
|                                   |                                   | Contribute to Customer Service over Various Platforms                              | Training Vision Institute Pte Ltd                   |
|                                   |                                   | Provide Go-the-Extra-Mile Service  | Ascendo Consulting Pte Ltd                          |
|                                   |                                   | Provide Go-the-Extra-Mile Service (Engage to Delight)                              | Beacon Consulting Pte Ltd                           |
|                                   |                                   | Winning Service (Version B)  | Capelle Academy Pte Ltd                             |
|                                   |                                   | UP! Your Service: Achieving Superior Service (Version B)                           | Capelle Academy Pte Ltd                             |
|                                   |                                   | Workplace Training for Provide Go-the-Extra-Mile Service                           | Caretech168 LLP                                     |
|                                   |                                   | Provide Go-the-Extra-Mile Service  | DSI Academy Pte Ltd                                 |
|                                   |                                   | WSQ Provide Go-the-Extra-Mile Service  | Eagle Infotech Consultants Pte Ltd                  |
|                                   |                                   | Provide Go-the-Extra-Mile Service  | Eben Consultants (Far East) Pte Ltd                 |
|                                   |                                   | Provide Go-the-Extra-Mile Service  | Eduquest International Institute Pte Ltd            |
|                                   |                                   | Effective Customer Service Skills (Module 2)                                       | Impact Management Seminars Pte Ltd                  |
|                                   |                                   | Provide Go-the-Extra-Mile Service  | Kaplan Professional                                 |
|                                   |                                   | WSQ Workplace Training for "Provide Go-the-Extra-Mile Service"                     | Leacov Singapore Pte Ltd                            |
|                                   |                                   | Provide Go-the-Extra-Mile Service  | Lighthouse Global Training and Consultancy Pte Ltd  |
|                                   |                                   | WSQ Provide Go-the-Extra-Mile Service  | NTUC Learning Hub Pte Ltd                           |
|                                   |                                   | WSQ Provide Go-the-Extra-Mile Service powered by Disney Institute                  | NTUC Learning Hub Pte Ltd                           |
|                                   |                                   | Extra Mile Professionalism   | ROHEI Corporation Pte Ltd                           |
|                                   |                                   | Provide Go-the-Extra-Mile Service  | Service Quality Centre Pte Ltd                      |
|                                   |                                   | Provide Go-the-Extra-Mile Service  | Serviceworks Pte Ltd                                |
|                                   |                                   | Deliver Personalised Service   | Singapore Institute of Hospitality                  |
|                                   |                                   | Provide Go-the-Extra-Mile Service  | Singapore Institute of Retail Studies               |
|                                   |                                   | WSQ SE: Provide Go-the-Extra-Mile Service  | Singapore National Employers Federation             |
|                                   |                                   | Provide Excellent Customer Service   | Singapore National Employers Federation             |
|                                   |                                   | Provide Go-the-Extra-Mile Service  | Studyworks Pte Ltd                                  |
| Provide Go-the-Extra-Mile Service | Training Vision Institute Pte Ltd |  |   |
| Provide Go-the-Extra-Mile Service | Xperienz Pte Ltd                  |  |   |