

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 Worker

Full Qualification Programmes	Providers
Specialist Diploma in Applied Drama & Psychology	Singapore Polytechnic

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Professional Practice	Collaborative Practices Across Disciplines and Sectors	4	Introduction to Behavioural Insights	Temasek Polytechnic
	Ethics, Values and Legislation	4	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
			Basic Counselling Skills and Practice	Temasek Polytechnic
	Reflexive Practice	4	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	4	Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators	Temasek Polytechnic	
Programme Development and Implementation	Social Service Programme Development	4	Introduction to Behavioural Insights	Temasek Polytechnic
	Social Service Programme Evaluation	4	Introduction to Behavioural Insights	Temasek Polytechnic
			Analysing Data on Human Behaviour	Temasek Polytechnic
	Social Service Programme Implementation	4	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			
Youth Engagement and Development	Youth Outreach	4	Introduction to Behavioural Insights	Temasek Polytechnic

Generic Skills and Competencies (GSC)		Modular Programmes	Providers
Title	Proficiency Level		
Communication	Intermediate	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

		Work in a Team	SSA Consulting Group Pte Ltd
		Work in a Team	Trillion Training (S) 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
		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		
Problem Solving	Intermediate	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
		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
		Service Innovation Works! (Version B)	Capelle Academy Pte Ltd
		Demonstrate Initiative and Enterprising Behaviors	Capelle Academy Pte Ltd
		ES WSQ Demonstrate Initiative and Enterprising Behaviours (Level 1)	Civil Service College
		WSQ Engage in Service Innovation Initiatives	Eagle Infotech Consultants Pte Ltd
		WSQ Demonstrate Initiative and Enterprising Behaviours	Eagle Infotech Consultants Pte Ltd
		Looking' Beyond Service Excellence to WOW Customers	Impact Management Seminars Pte Ltd
		WSQ Extreme Innovator	Institute of Systems Science, National University of Singapore
		Engage in Service Innovation Initiatives	Kaplan Professional
		WSQ Workplace Training for "Engage in Service Innovation Initiatives"	Leacov Singapore Pte Ltd
		Engage in Service Innovation	Lighthouse Global Training and Consultancy Pte Ltd
		Demonstrate Innovative Behaviours	Lighthouse Global Training and Consultancy Pte Ltd
		Engage in Service Innovation	Loyal Reliance Pte Ltd
		Engage in Service Innovation	Mendaki Social Enterprise Network Singapore Pte Ltd
		WSQ Engage in Service Innovation	NTUC Learning Hub Pte Ltd
		WSQ Engage in Service Innovation by ESSEC	NTUC Learning Hub Pte Ltd
		WSQ Engage in Service Innovation powered by Disney Institute	NTUC Learning Hub Pte Ltd
		Engage in Service Innovation Initiatives (Core)	ROHEI Corporation Pte Ltd
		Engage in Service Innovation	Service Quality Centre Pte Ltd
		Engage in Service Innovation	Singapore Chinese Chamber Institute of Business
		Engage in Service Innovation	Singapore Institute of Retail Studies
		Engage in Service Innovation	Singapore National Employers Federation
		Demonstrate Initiative and Enterprising Behaviours	Singapore National Employers Federation
		Demonstrate Initiative & Enterprising Behaviours	SSA Consulting Group Pte Ltd
		Engage in Service Innovation	Training Vision Institute Pte Ltd
	Creative Thinking		
		Basic	