

Skills Framework for Social Service

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

Care and Programme

| Job Role: | |
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| Care Staff | |
| Full Qualification Programmes | Providers |
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| Technical Skills and Competencies (TSC) | | | Modular Programmes | Providers |
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| Category | Title | Proficiency Level | | |
| 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 | Basic Counselling Skills and Practice | Temasek Polytechnic |
| | | | 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 | Group Work Intervention | 2 | Elements of Drama | Singapore Polytechnic |
| | | | Facilitation Practices | Singapore Polytechnic |
| | | | Working through Process | Singapore Polytechnic |
| | 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 | | | |

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| | | Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators | Temasek Polytechnic |
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| Generic Skills and Competencies (GSC) | | Modular Programmes | Providers |
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| 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 |
| | | 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 | | |

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| | | 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 |
| 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 | | |
| 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 | 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 |

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| | | 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 |