

## 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:	
Programme Coordinator/Programme Executive	
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	2	Introduction to Behavioural Insights	Temasek Polytechnic
			Collaborative Playbuilding	Singapore Polytechnic
	Diversity Awareness and Management	2	Community in Context	Singapore Polytechnic
			Current Issues and Trends in Human Development	Singapore Polytechnic
			Working through Process	Singapore Polytechnic
			Collaborative Playbuilding	Singapore Polytechnic
	Ethics, Values and Legislation	2	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	
Stakeholder Management	2	Basic Counselling Skills and Practice	Temasek Polytechnic	
		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	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
Trends Evaluation and Application	2	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	
			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		
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		
	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		
	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
Interpersonal Skills	Basic	WSQ Apply Emotional Competence to Manage Self at the Workplace	Eagle Infotech Consultants Pte Ltd
		Apply Emotional Competence to Manage Self at the Workplace	SSA Consulting Group Pte Ltd
		Apply Emotional Competence to Manage Self	Lighthouse Global Training and Consultancy Pte Ltd
		Apply Emotional Competence to Manage Self at the Workplace	NTUC LearningHub 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
		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
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