

## 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:

#### Volunteer 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
	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
	Trends Evaluation and Application	2	Community in Context	Singapore Polytechnic
Current Issues and Trends in Human Development			Singapore Polytechnic	
Programme Development and Implementation	Stakeholder Management	2	Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators	Temasek Polytechnic
	Volunteer Recruitment	2	Introduction to Behavioural Insights	Temasek Polytechnic
Volunteer Partnership	Volunteer Programme Evaluation	2	Introduction to Behavioural Insights	Temasek Polytechnic
	Volunteer Retention and Engagement	2	Introduction to Behavioural Insights	Temasek Polytechnic

Generic Skills and Competencies (GSC)		Modular Programmes	Providers
Programme Development and Implementation	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
<b>Interpersonal Skills</b>	<b>Basic</b>	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
<b>Teamwork</b>	<b>Basic</b>	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
<b>Managing Diversity</b>	<b>Intermediate</b>	Cultivate Workplace Relationships	Alue Singapore Pte Ltd
		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