

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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| Volunteer Manager | |
| Full Qualification Programmes | Providers |
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| 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 | | | |
| Programme Development and Implementation | 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 | | Modular Programmes | Providers |
|--|-------------------|---|--|
| Programme Development and Implementation | Proficiency Level | | |
| 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 |

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| | | 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 |
| | Leadership | Intermediate | Role Model the Service Vision |
| Support Team | | | Bootstrap Pte Ltd |
| Role Model the Service Vision (Version B) | | | Capelle Academy Pte Ltd |
| People Leadership Program | | | Capelle Academy Pte Ltd |
| Building a Results-Oriented Team | | | Capelle Academy Pte Ltd |
| ONE DREAM - ONE TEAM: Manage Team Effectively | | | Image Institute of Learning and Development Pte Ltd |
| Role Model the Service Vision | | | Kaplan Professional |
| Lead Team | | | Kaplan Professional |
| Support Team | | | Kaplan Professional |
| Lead Team | | | Loyal Reliance Pte Ltd |
| Role Model the Service Vision | | | Mendaki Social Enterprise Network Singapore Pte Ltd |
| Lead Team | | | Mendaki Social Enterprise Network Singapore Pte Ltd |
| Support Team | | | Mendaki Social Enterprise Network Singapore Pte Ltd |
| WSQ Role Model the Service Vision | | | NTUC Learning Hub Pte Ltd |
| WSQ Role Model the Service Vision powered by Disney Institute | | | NTUC Learning Hub Pte Ltd |
| Lead Team | | | NTUC LearningHub Pte Ltd |
| Support Team powered by John Maxwell | | | NTUC LearningHub Pte Ltd |
| Lead Team | | | SeraphCorp Institute Pte Ltd |
| Support Team | | | SeraphCorp Institute Pte Ltd |
| Role Model the Service Vision | | | Service Quality Centre Pte Ltd |
| Support Team | | | Service Quality Centre Pte Ltd |
| Role Modelling to Establish Customer Relationship | | | Singapore Chinese Chamber Institute of Business |
| Lead Team | | | Singapore Chinese Chamber Institute of Business |
| Support Team | Singapore Chinese Chamber Institute of Business | | |
| Dynamic Planning and Execution for Managers | Singapore Institute of Management | | |
| Role Model the Service Vision | Singapore National Employers Federation | | |
| Support Your Team Creatively | Singapore National Employers Federation | | |
| Lead Team Leaders to Develop Business Strategies and Governance Management | Training Masters Workforce Institute Pte Ltd | | |
| Role Model the Service Vision | Training Vision Institute Pte Ltd | | |
| Developing People | Intermediate | Coach for Service Performance | Andalus Corporation Pte Ltd |
| | | Coach for Service Performance (Optimising Performance Through Coaching) | Beacon Consulting Pte Ltd |
| | | Coach for Service Performance | CA International College Pte Ltd |
| | | The Service Coach (Version B) | Capelle Academy Pte Ltd |
| | | 3-D People Development | Capelle Academy Pte Ltd |
| | | Frontline Coach | Capelle Academy Pte Ltd |
| | | Coach & Develop Team Leaders | Everest Innovation Pte Ltd |
| | | Awakening the Real Power: Enable People | Image Institute of Learning and Development Pte Ltd |
| | | 7 Steps to Effective Coaching | Impact Management Seminars Pte Ltd |
| | | Coach for Service Performance | Kaplan Professional |
| | | Enable People | Kaplan Professional |

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| | Encourage People | Kaplan Professional |
| | Enable People | Loyal Reliance Pte Ltd. |
| | Coach for Service Performance | Mendaki Social Enterprise Network Singapore Pte Ltd |
| | Enable People | Mendaki Social Enterprise Network Singapore Pte Ltd |
| | Encourage People | Mendaki Social Enterprise Network Singapore Pte Ltd |
| | WSQ Coach for Service Performance | NTUC Learning Hub Pte Ltd |
| | Enable People | NTUC LearningHub Pte Ltd |
| | Encourage People powered by John Maxwell | NTUC LearningHub Pte Ltd |
| | Leading for Results | ODE Consulting Pte Ltd |
| | Encourage People | Raffles Skills Lab International Training Centre Pte Ltd |
| | Authentic Coaching Strategies to Build Trust and Results | ROHEI Corporation Pte Ltd |
| | Enable People | SeraphCorp Institute Pte Ltd |
| | Encourage People | SeraphCorp Institute Pte Ltd |
| | Coach for Service Performance | Service Quality Centre Pte Ltd |
| | Cultivate and Manage Service Performance | Singapore Chinese Chamber Institute of Business |
| | Enable People | Singapore Chinese Chamber Institute of Business |
| | Encourage People | Singapore Chinese Chamber Institute of Business |
| | Coach for Service Performance | Singapore Institute of Retail Studies |
| | Coach for Service Performance | Singapore National Employers Federation |
| | Power up Your People Through Encouragement | Singapore National Employers Federation |
| | Coach for Service Performance | Singapore Training and Development Association |
| | Develop Team Leaders through Capability Development and Coaching | Training Masters Workforce Institute Pte Ltd |
| | Coach for Service Performance | Training Vision Institute Pte Ltd |
| | Coach for Service Performance | William Angliss Institute Pte Ltd |