

Skills Framework for Social Service

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

Early Intervention Teaching

Job Role:

Beginning Early Intervention Teacher

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

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Early Intervention Care and Education	Care-giving	2	Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators	Temasek Polytechnic
	Classroom Management	2	Collaborative Playbuilding	Singapore Polytechnic
			Facilitation Practices	Singapore Polytechnic
			Working through Process	Singapore Polytechnic
			Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators	Temasek Polytechnic
	Natural Learning Environment Design	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
			Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators	Temasek Polytechnic
	Professional Practice	Collaborative Practices Across Disciplines and Sectors	2	Introduction to Behavioural Insights
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	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	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
Social Service Programme Implementation	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	

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
		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
		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
Creative Thinking	Basic		
Interpersonal Skills	Basic		

Service Orientation	Basic	Workplace Training for Contribute to Customer Service over Various Platforms	Caretech168 LLP
		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		
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