

**SKILLS FRAMEWORK FOR SOCIAL SERVICE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Learning Programme Development and Delivery					
TSC	Learning Framework Development					
TSC Description	Design and maintain a framework for identifying and meeting the learning needs of students, staff, professionals and the public.					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
					SSC-LDD-5020-1.1	SSC-LDD-6020-1.1
					Develop and implement frameworks to identify and meet the learning needs of students, staff, professionals and the public	Lead the development and implementation of learning frameworks
Knowledge					<ul style="list-style-type: none"> • Purpose of learning needs analyses in enabling continuous education • Relevant stakeholders involved in the learning needs analyses • Staff's attitude towards training and development • Process for developing learning frameworks • Department's learning and development guidelines and frameworks • Processes for gap analyses 	<ul style="list-style-type: none"> • Organisational guidelines and policies on training and development • Organisation's strategic directions • External stakeholders' attitude towards training and development • Methods and processes for learning needs analyses • Factors impacting performance and learning • Training needs driven by organisational strategies • National and international best practice standards in learning and development • Budget prioritisation procedures and considerations
Abilities					<ul style="list-style-type: none"> • Utilise the learning needs analysis framework to determine skill level and learning needs of staff • Evaluate staff training needs based on the outcomes of the learning 	<ul style="list-style-type: none"> • Develop the learning needs analyses framework using best practice standards, balancing against organisational needs and constraints

SKILLS FRAMEWORK FOR SOCIAL SERVICE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

					<p>needs analysis and in collaboration with other departments</p> <ul style="list-style-type: none"> • Apply latest learning strategies, techniques and technologies to improve the organisation's learning strategy and framework • Educate staff on the use of the learning needs analysis framework • Provide feedback on the efficacy of the learning framework • Determine the appropriate intervention to bridge skills and knowledge gaps of staff • Develop competency models for the skills needs of the organisation • Perform prioritisation of budget for learning needs in partnership with management 	<ul style="list-style-type: none"> • Review the framework with peers and key stakeholders from across the organisation • Apply latest learning strategies, techniques and technologies to improve the organisation's learning strategies and framework • Develop effective relationships with third party learning partners and organisations • Guide the decision making process regarding the outcomes of learning needs analyses and training needs • Perform prioritisation of budget for learning needs for external programmes in partnership with external organisations • Perform service gap analyses to determine the service training programmes needed
--	--	--	--	--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------