

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

<b>TSC Category</b>	Learning Programme Development and Delivery					
<b>TSC</b>	Learning Programme Design					
<b>TSC Description</b>	Plan and design learning experiences that are intellectually and academically engaging while imparting skills and competencies in students, staff, professionals and the public					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
					<b>SSC-LDD-5022-1.1</b>	<b>SSC-LDD-6022-1.1</b>
					Develop programmes and materials and analyse the range of factors which influence learning and design	Develop mentoring framework, rotational programmes for staff and programmes in specialty areas
<b>Knowledge</b>					<ul style="list-style-type: none"> <li>Principles of the learning environment and organisational learning</li> <li>Best practices in training programme design and development</li> <li>Education frameworks and requirements for students from Institutes of Higher Learning</li> <li>Design principles and the process for developing on-the-job training programmes</li> <li>Methods to design, develop and contextualise on-the-job training programmes</li> <li>Key concepts and theories of adult learning</li> <li>Design and delivery techniques used to diagnose individual learners' needs</li> <li>Training strategies to accommodate culturally diverse learners</li> <li>Ethical decision-making practices in training</li> </ul>	<ul style="list-style-type: none"> <li>Mentoring principles, best practices, guidelines and success factors</li> <li>Process for defining the parameters of on-the-job training programmes based on competency standards</li> <li>Process for designing on-the-job training programmes</li> <li>Styles, formats and language used for development of on-the-job training materials</li> <li>Career development opportunities for staff, through training and sponsorship</li> </ul>
<b>Abilities</b> -					<ul style="list-style-type: none"> <li>Identify the learning outcomes of on-the-job training programmes</li> </ul>	<ul style="list-style-type: none"> <li>Inspire a culture for continuing education within the department, organisation or sector</li> </ul>

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					<ul style="list-style-type: none"> <li>• Gather information required for design, development and contextualisation of the training programme from relevant stakeholders</li> <li>• Design on-the-job training programmes based on relevant adult learning principles as well as ethical and legal requirements</li> <li>• Document appropriate assessment methods and tools</li> <li>• Develop on-the-job training materials in accordance with agreed programme designs</li> <li>• Develop mentoring framework for the department according to department guidelines and policies, best practices and objectives of the mentorship programme</li> </ul>	<ul style="list-style-type: none"> <li>• Transform practice through evidence based education and curriculum development</li> <li>• Initiate and lead collaborative work with Institutes of Higher Learning and training providers</li> <li>• Integrate innovative methodologies into training programmes, courses and curriculum design to enable effective learning</li> <li>• Review the outline and content of on-the-job training programmes with stakeholders</li> <li>• Synergise educational capabilities with external stakeholders to enable access to learning facilities and materials for self-managed learning</li> <li>• Formulate policies for the provision and sponsorship of training to improve and upgrade staff or partner expertise in their respective specialisations</li> <li>• Form strategic collaborations with international educational bodies or institutions for formal education programmes and courses for other professionals</li> </ul>
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