

Skills Framework for Social Service

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

Social Work **Job Role:**
Policy Officer

Full Qualification Programmes	Providers

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Professional Practice	Collaborative Practices Across Disciplines and Sectors	3	Introduction to Behavioural Insights	Temasek Polytechnic
	Diversity Awareness and Management	3	Current Issues and Trends in Human Development	Singapore Polytechnic
			Community in Context	Singapore Polytechnic
	Ethics, Values and Legislation	3	Analysing Data on Human Behaviour	Temasek Polytechnic
	Stakeholder Management	3	Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators	Temasek Polytechnic
	Trends Evaluation and Application	3	Community in Context	Singapore Polytechnic
Current Issues and Trends in Human Development			Singapore Polytechnic	
Social Policy	Social Policy Development	2	Introduction to Behavioural Insights	Temasek Polytechnic
	Social Policy Evaluation	3	Introduction to Behavioural Insights	Temasek Polytechnic
	Social Policy Formulation	3	Introduction to Behavioural Insights	Temasek Polytechnic
	Social Policy Implementation	2	Introduction to Behavioural Insights	Temasek Polytechnic

Generic Skills and Competencies (GSC)		Modular Programmes	Providers
Title	Proficiency Level		
		Project a Positive and Professional Image (Impress Like a Pro)	Beacon Consulting Pte Ltd
		UP! Your Service: Achieving Superior Service (Version B)	Capelle Academy Pte Ltd
		Winning Service (Version B)	Capelle Academy Pte Ltd
		Workplace Training for Project a Positive and Professional Image	Caretech168 LLP
		Project a Positive and Professional Image	DSI Academy Pte Ltd
		WSQ Project a Positive and Professional Image	Eagle Infotech Consultants Pte Ltd
		Project a Positive and Professional Image (SVCF-CS-102C-1)	Eben Consultants (Far East) Pte Ltd
		Communicate & Relate Effectively at the Workplace	E-Square Communication and Management Training Consultancy
		Effective Customer Service Skills (Module 1)	Impact Management Seminars Pte Ltd
		3 Secrets to Establish Confidence and Professionalism	Impact Management Seminars Pte Ltd
		ES WSQ Effective Interaction & Relationship Management (Operational)	Integrated Learning Systems Pte Ltd

Communication	Basic	Project a Positive and Professional Image	Kaplan Professional
		ES-IP-101G-1 Communicate & Relate Effectively at the Workplace	Kaplan Professional
		WSQ Workplace Training for "Project A Positive & Professional Image"	Leacov Singapore Pte Ltd
		Communicate and Relate Effectively at the Workplace	Lighthouse Global Training and Consultancy Pte Ltd
		Communicate and Negotiate Effectively at the Workplace (Operations)	Mendaki Social Enterprise Network Singapore Pte Ltd
		Communicate and Relate Effectively at the Workplace	Mendaki Social Enterprise Network Singapore Pte Ltd
		ES-IP-101G-1 Communicate and Relate Effectively at the Workplace	NATC Institute Pte Ltd
		WSQ Project a Positive and Professional Image	NTUC Learning Hub Pte Ltd
		Communicate and Relate Effectively at the Workplace (ES-IP-101G-1)	NTUC LearningHub Pte Ltd
		Communicate and Relate Effectively at the Workplace	PSB Corporation Pte Ltd
		Extra Mile Professionalism	ROHEI Corporation Pte Ltd
		Communicate and Relate Effectively at the Workplace	RSVP PROGUIDE PTE. LTD.
		Project a Positive and Professional Image	Service Quality Centre Pte Ltd
		Communicate and Relate Effectively at the Workplace	Service Quality Centre Pte Ltd
		Deliver Personalised Service	Singapore Institute of Hospitality
		Project a Positive and Professional Image	Singapore Institute of Retail Studies
		Project a Positive and Professional Image	Singapore National Employers Federation
		Communicate and Relate Effectively at the Workplace	Singapore National Employers Federation
		Communicate and Relate Effectively at the Workplace	SSA Consulting Group Pte Ltd
		Project a Positive and Professional Image	Studyworks Pte Ltd
		Communicate and Relate Effectively at the Workplace	The National University of Singapore Society
		Project a Positive and Professional Image	Training Vision Institute Pte Ltd
		Communicate and Relate Effectively at the Workplace	Training Vision Institute Pte Ltd
		Communicate and Relate Effectively at the Workplace	Trillion Training (S) Pte Ltd
Project a Positive and Professional Image	Xperienz Pte Ltd		
Sense Making	Intermediate	Manage Service Performance	Andalus Corporation Pte Ltd
		The Service Coach (Version B)	Capelle Academy Pte Ltd
		Manage Service Performance	Kaplan Professional
		Manage Service Performance	Mendaki Social Enterprise Network Singapore Pte Ltd
		WSQ Manage Service Performance	NTUC Learning Hub Pte Ltd
		Manage Service Performance	Service Quality Centre Pte Ltd
		Manage Service Operations and Performance	Singapore Chinese Chamber Institute of Business
		Manage Service Performance	Training Vision Institute Pte Ltd
		Manage Service Performance	William Angliss Institute Pte Ltd
		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

Interpersonal Skills	Intermediate	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)	ROHEI Corporation Pte Ltd
		Advance Your Influence & Communication Skills with Emotional Intelligence	ROHEI Corporation Pte Ltd
		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		
Creative Thinking	Basic	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
Managing Diversity	Basic	Work In A Team	AGB Education Centre Pte Ltd
		Strength in Diversity (Version B)	Capelle Academy Pte Ltd
		Workplace Training for Work in a Diverse Service Environment	Caretech168 LLP
		WSQ Work in a Team.	Eagle Infotech Consultants Pte Ltd
		Applying Emotional Intelligence at the Workplace	Impact Management Seminars Pte Ltd
		Effective Customer Service Skills (Module 1)	Impact Management Seminars Pte Ltd
		Work in a Diverse Service Environment	Kaplan Professional
		WSQ Workplace Training for "Work in a Diverse Service Environment"	Leacov Singapore Pte Ltd
		Work in a Team	Lighthouse Global Training and Consultancy Pte Ltd
		Work in A Team	Mendaki Social Enterprise Network Singapore Pte Ltd
		Work in a Diverse Service Environment	Mendaki Social Enterprise Network Singapore Pte Ltd
		ES-IP-102G-1 Work In A Team	NATC Institute Pte Ltd
		WSQ Work in a Diverse Service Environment	NTUC Learning Hub Pte Ltd
		Work in a Team	NTUC LearningHub Pte Ltd
		WSQ Work in a Diverse Service Environment powered by John Maxwell	ROHEI Corporation Pte Ltd
		Work in a Diverse Service Environment	Service Quality Centre Pte Ltd
		Optimise Performance in a Diverse Service Environment	Singapore Chinese Chamber Institute of Business
		Working Together for Professional Service	Singapore Institute of Hospitality
		Work in a Diverse Service Environment	Singapore Institute of Retail Studies
		Work in a Diverse Service Environment	Singapore National Employers Federation
		Work in a Team	SSA Consulting Group Pte Ltd
		Work in a Diverse Service Environment	Studyworks Pte Ltd
Work in a Diverse Service Environment	Training Vision Institute Pte Ltd		
Work in a Team	Trillion Training (S) Pte Ltd		