

## 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:**  
**Manager / Assistant Manager**

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	3	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

Generic Skills and Competencies (GSC)		Modular Programmes	Providers
Title	Proficiency Level		
		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

Communication	Intermediate	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		
Creative Thinking	Intermediate	Foster Service Innovation	Capelle Academy Pte Ltd
		ES WSQ Foster Team Adaptability (Level 3)	Civil Service College
		WSQ Foster Team Adaptability	Eagle Infotech Consultants Pte Ltd
		Foster Team Adaptability	Image Institute of Learning and Development Pte Ltd
		WSQ Service Design	Institute of Systems Science, National University of Singapore
		Foster Service Innovation	Kaplan Professional
		Foster Team Adaptability	Mendaki Social Enterprise Network Singapore Pte Ltd
		Foster Team Adaptability	NTUC LearningHub Pte Ltd
		WSQ Foster Service Innovation	NTUC LearningHub Pte Ltd
		WSQ Foster Service Innovation powered by ESSEC	NTUC LearningHub Pte Ltd
		WSQ Foster Service Innovation powered by Disney Institute	NTUC LearningHub Pte Ltd
		Foster Service Innovation	Service Quality Centre Pte Ltd
		Foster Service Innovation	Singapore Chinese Chamber Institute of Business
		Foster Team Adaptability	Singapore National Employers Federation

		Foster Service Innovation	Singapore National Employers Federation
		Foster Team Adaptability	SSA Consulting Group Pte Ltd
		Foster Service Innovation	Training Vision Institute 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
Service Orientation	Intermediate	Establish Relationships for Customer Confidence	Andalus Corporation Pte Ltd
		UPI! Your Service: Increasing Customer Loyalty (Version B)	Capelle Academy Pte Ltd
		Establish Relationships for Customer Confidence	Capelle Academy Pte Ltd
		Establish Relationships for Customer Confidence	Center for Competency-Based Learning and Development Pte Ltd
		Establish Relationships for Customer Confidence	DSI Academy Pte Ltd
		WSQ Establish Relationships for Customer Confidence	Eagle Infotech Consultants Pte Ltd
		Building Rapport to Create Selling Opportunities	Impact Management Seminars Pte Ltd
		Effective Customer Service Skills (Building Rapport Module)	Impact Management Seminars Pte Ltd
		Establish Relationships for Customer Confidence	Integrated Training Consultants Pte Ltd
		Establish Relationships for Customer Confidence	Kaplan Professional
		Establish Relationships for Customer Confidence	Loyal Reliance Pte Ltd
		Establish Relationships for Customer Confidence	Mendaki Social Enterprise Network Singapore Pte Ltd
		WSQ Establish Relationships for Customer Confidence	NTUC Learning Hub Pte Ltd
		WSQ Establish Relationships for Customer Confidence powered by Disney Institute	NTUC Learning Hub Pte Ltd
		Establish Relationships for Customer Confidence	ROHEI Corporation Pte Ltd
		Establish Relationships for Customer Confidence	Service Quality Centre Pte Ltd
		Role Modelling to Establish Customer Relationship	Singapore Chinese Chamber Institute of Business
		Establish Relationships for Customer Confidence	Singapore Institute of Retail Studies
		WSQ SE: Establish Relationships for Customer Confidence	Singapore National Employers Federation
		Establish Relationships for Customer Confidence	Training Masters Workforce Institute Pte Ltd
Establish Relationships for Customer Confidence	Training Vision Institute Pte Ltd		
Establish Relationships for Customer Confidence	William Angliss Institute Pte. Ltd.		
Problem Solving	Advanced	IMPACT: Advanced Problem Solving & Decision Making Workshop	Capelle Academy Pte Ltd
		Apply Systems Thinking in Problem Solving and Decision Making	Service Quality Centre Pte Ltd
		Apply Systems Thinking in Problem Solving & Decision Making	Singapore National Employers Federation
		Apply Systems Thinking in Problem Solving and Decision Making	SSA Consulting Group Pte Ltd