

Skills Framework for Social Service

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

**Youth
Work**

Job Role:	
Assistant Manager	
Full Qualification Programmes	Providers

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
General Management	Change Management	3	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.
			Foster Team Adaptability	Image International (S) Pte Ltd.
			ES-PMD-304G-1 Foster Team Adaptability	Kaplan Professional
			Foster Team Adaptability	Mendaki Social Enterprise Network Singapore Pte Ltd.
			Post-diploma Certificate in International Trade and Business	Nanyang Polytechnic
			Foster Team Adaptability	NTUC LearningHub Pte Ltd.
			Foster Team Adaptability	Service Quality Centre Pte Ltd.
			Foster Team Adaptability	Singapore National Employers Federation
	Foster Team Adaptability	SSA Consulting Group Pte Ltd.		
	Corporate Governance	3	Fundamentals of the Personal Data Protection Act (PDPA)	Everest Innovation Pte Ltd.
			An Introduction to the Fundamentals of the Personal Data Protection Act for Non-Legal Personnel	FY Institute of Technology (Singapore) Pte Ltd.
			Fundamentals of the Personal Data Protection Act	Institute of Singapore Chartered Accountants
			Fundamentals of the Personal Data Protection Act	Kaplan Professional
			BM WSQ-Fundamentals of The Personal Data Protection Act	Lithan Academy Pte Ltd.
			An Introduction to the Fundamentals of the Personal Data - Protection Act for Non-Legal Personnel	Nanyang Polytechnic
			Fundamentals of the Personal Data Protection Act - Facilitate Compliance with Legislative and Regulatory Requirements	Ngee Ann Polytechnic
			Fundamentals of the Personal Data Protection Act	NTUC Learning Hub Pte Ltd.
			Fundamentals of the Personal Data Protection Act	Singapore Academy of Law
			Complying with the Personal Data Protection Act (PDPA) - the Why, What and How (in Chinese)	Singapore Chinese Chamber Institute of Business
			Fundamentals of the Personal Data Protection Act	Singapore Chinese Chamber Institute of Business
			Fundamentals of the Personal Data Protection Act	Singapore Institute of Management
			Comply with Legal Requirements in the Work Place	Singapore Institute of Retail Studies
			WSQ An Introduction to the Fundamentals of the Personal Data Protection Act for Non-Legal Personnel	Singapore Media Academy Private Limited
			Fundamentals of the Personal Data Protection Act	Singapore National Employers Federation
	WSQ Fundamentals of the Personal Data Protection Act	Singapore Polytechnic		
Department Performance Management	3	Perform Evaluation and Management	SMU Academy	
		Implement Performance Management Programme	Human Capital (Singapore) Pte Ltd	
		Implement Performance Management Programme	Singapore National Employers Federation	
Manpower Planning	4	Implement Manpower Planning Process	Human Capital (Singapore) Pte Ltd	

		Implement Manpower Planning Process	Singapore National Employers Federation		
		Workforce Planning	NTUC LearningHub Pte Ltd		
People Management	3	Prepare Employee Communications	Human Capital (Singapore) Pte Ltd		
		Employee Engagement	NTUC LearningHub Pte Ltd		
Strategy Planning	3	Introduction to Behavioural Insights	Temasek Polytechnic		
Workplace Safety and Health	3	Maintain Workplace Safety and Health Policies and Procedures	Building and Construction Authority		
		Workplace Safety and Health-Supervisory	Center for Competency-Based Learning and Development Pte Ltd.		
		Maintain Workplace Safety and Health Policies and Procedures	Centre For Urban Greenery And Ecology		
		Workplace Safety and Health - Supervisory Level	E-Square Communication & Management Training Consultancy		
		Maintain Workplace Safety and Health Policies and Procedures	Focus Learning Centre Pte Ltd.		
		Maintain Workplace Safety and Health Policies and Procedures	Greensafe International Pte Ltd.		
		Maintain Workplace Safety and Health Policies and Procedures	Integrated Training Consultants Pte Ltd.		
		ES-JS-301G-1 Maintain Workplace Safety and Health Policies and Procedures	Kaplan Professional		
		Workplace Safety & Health (Supervisory)	Ngee Ann Polytechnic		
		Maintain Workplace Safety and Health Policies and Procedures (ES-JS-301G-1)	NTUC LearningHub Pte Ltd.		
		WSQ Maintain Workplace Safety and Health Policies and Procedures	NTUC LearningHub Pte Ltd.		
		Maintain Workplace Safety and Health Policies and Procedures (Supervisory)	Pharmaceutical Society of Singapore		
		Maintain Workplace Safety and Health Policies and Procedures	Service Quality Centre Pte Ltd.		
		WSQ Maintain Workplace Safety and Health Policies and Procedures	Singapore Media Academy Private Limited		
		Maintain Workplace Safety & Health Policies and Procedures	Singapore National Employers Federation		
		Workplace Safety and Health-Supervisory 1	Singapore Polytechnic		
		Maintain Workplace Safety and Health Policies and Procedures	SSA Consulting Group Pte Ltd.		
		Maintain Workplace Safety and Health Policies and Procedures	ST Electronics (E-Services) Pte Ltd.		
		Maintain Workplace Safety and Health Policies and Procedures	The Singapore Contractors Association Limited		
		Maintain Workplace Safety and Health Policies and Procedures	Training Masters Workforce Institute Pte Ltd		
Maintain Workplace Safety & Health Policies & Procedures	Training Vision Institute Pte Ltd.				
Professional Practice	3	Diversity Awareness and Management	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

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	
Interpersonal Skills	Basic	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
Decision Making	Intermediate	Develop Self	Bootstrap Pte Ltd
		Leading through People	Capelle Academy Pte Ltd
		Develop Self	Kaplan Professional
		Develop Self	Mendaki Social Enterprise Network Singapore Pte Ltd
		Develop Self powered by John Maxwell	NTUC LearningHub Pte Ltd
		Develop Self	SeraphCorp Institute Pte Ltd
		Develop Self	Singapore Chinese Chamber Institute of Business
		Developing Self Effectiveness for Business Performance	Singapore Institute of Management
		Creative Leadership and Self Development Skills	Singapore National Employers Federation

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
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