

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:	
Lead Youth Worker	
Full Qualification Programmes	Providers

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Advocacy	Advocacy and Representation	5	Introduction to Behavioural Insights	Temasek Polytechnic
Professional Practice	Collaborative Practices Across Disciplines and Sectors	5	Introduction to Behavioural Insights	Temasek Polytechnic
	Ethics, Values and Legislation	5	Analysing Data on Human Behaviour	Temasek Polytechnic
Programme Development and Implementation	Social Service Programme Development	5	Introduction to Behavioural Insights	Temasek Polytechnic
	Social Service Programme Evaluation	5	Introduction to Behavioural Insights	Temasek Polytechnic
	Social Service Programme Implementation	5	Introduction to Behavioural Insights	Temasek Polytechnic
Youth Engagement and Development	Youth Outreach	5	Introduction to Behavioural Insights	Temasek Polytechnic

Generic Skills and Competencies (GSC)		Modular Programmes	Providers
Title	Proficiency Level		
Developing People	Intermediate	Coach for Service Performance	Andalus Corporation Pte Ltd
		Coach for Service Performance (Optimising Performance Through Coaching)	Beacon Consulting Pte Ltd
		Coach for Service Performance	CA International College Pte Ltd
		The Service Coach (Version B)	Capelle Academy Pte Ltd
		3-D People Development	Capelle Academy Pte Ltd
		Frontline Coach	Capelle Academy Pte Ltd
		Coach & Develop Team Leaders	Everest Innovation Pte Ltd
		Awakening the Real Power: Enable People	Image Institute of Learning and Development Pte Ltd
		7 Steps to Effective Coaching	Impact Management Seminars Pte Ltd
		Coach for Service Performance	Kaplan Professional
		Enable People	Kaplan Professional
		Encourage People	Kaplan Professional
		Enable People	Loyal Reliance Pte Ltd.
		Coach for Service Performance	Mendaki Social Enterprise Network Singapore Pte Ltd
		Enable People	Mendaki Social Enterprise Network Singapore Pte Ltd
		Encourage People	Mendaki Social Enterprise Network Singapore Pte Ltd
		WSQ Coach for Service Performance	NTUC Learning Hub Pte Ltd
		Enable People	NTUC LearningHub Pte Ltd
		Encourage People powered by John Maxwell	NTUC LearningHub Pte Ltd
		Leading for Results	ODE Consulting Pte Ltd
		Encourage People	Raffles Skills Lab International Training Centre Pte Ltd
		Authentic Coaching Strategies to Build Trust and Results	ROHEI Corporation Pte Ltd
Enable People	SeraphCorp Institute Pte Ltd		
Encourage People	SeraphCorp Institute Pte Ltd		
Coach for Service Performance	Service Quality Centre Pte Ltd		

		Cultivate and Manage Service Performance	Singapore Chinese Chamber Institute of Business
		Enable People	Singapore Chinese Chamber Institute of Business
		Encourage People	Singapore Chinese Chamber Institute of Business
		Coach for Service Performance	Singapore Institute of Retail Studies
		Coach for Service Performance	Singapore National Employers Federation
		Power up Your People Through Encouragement	Singapore National Employers Federation
		Coach for Service Performance	Singapore Training and Development Association
		Develop Team Leaders through Capability Development and Coaching	Training Masters Workforce Institute Pte Ltd
		Coach for Service Performance	Training Vision Institute Pte Ltd
		Coach for Service Performance	William Angliss Institute Pte Ltd
Interpersonal Skills	Advanced	Foster Business Relationship	Kaplan Professional
		Strategic Leadership	SeraphCorp Institute Pte Ltd
		Role of Effective Managers – Connecting the Dots!	SMU-Centre for Professional Studies