

## 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:	
Senior Manager / Manager	
Full Qualification Programmes	Providers

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
General Management	Change Management	4	Contribute towards a Learning Organisation	Kaplan Professional
			Delivering Transformational Change	NTUC LearningHub Pte Ltd
			Contribute Towards a Learning Organisation	Service Quality Centre Pte Ltd.
			Contribute towards a Learning Organisation	Singapore National Employers Federation
			Contribute Towards a Learning Organisation	SSA Consulting Group Pte Ltd.
			Contribute Towards a Learning Organisation	Training Vision Institute Pte Ltd.
	Department Performance Management	4	Perform Evaluation and Management	SMU Academy
			Implement Performance Management Programme	Human Capital (Singapore) Pte Ltd
			Implement Performance Management Programme	Singapore National Employers Federation
	Financial Management	4	Manage Budgeting and Forecasting Process for the Business Units	Kaplan Professionals
			Finance Management Skills for Non-Accountants	Nanyang Polytechnic
			Manage Budgeting and Forecasting Process for the Business Units	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	4	Employee Engagement	NTUC LearningHub Pte Ltd
			Labour Policies and Legislation	Singapore Polytechnic
			Employment Legislation and Industrial Relations	SHRI Academy
	Risk Management	4	Manage Risk in the Business Units	William Angliss Institute Pte/ Ltd.
	Strategy Implementation	4	Dynamic Planning and Execution for Managers	Singapore Institute of Management (SIM)
			Introduction to Behavioural Insights	Temasek Polytechnic
	Strategy Planning	4	Strategic Stakeholders Engagement	Capelle Academy Pte Ltd.
	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	Diversity Awareness and Management	4	Collaborative Playbuilding	Singapore Polytechnic
			Community in Context	Singapore Polytechnic
			Current Issues and Trends in Human Development	Singapore Polytechnic
			Elements of Drama	Singapore Polytechnic
			Facilitation Practices	Singapore Polytechnic
			Working through Process	Singapore Polytechnic
	Ethics, Values and Legislation	4	Analysing Data on Human Behaviour	Temasek Polytechnic
	Stakeholder Management	4	Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators	Temasek Polytechnic
	Trends Evaluation and Application	4	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		
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
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
Problem Solving	Intermediate	Solve Problems & Make Decisions at Supervisory Level	Absolute Kinetics Consultancy Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Avanta Global Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Capelle Academy Pte Ltd
		Eradicating Problems and Making Effective Decisions	Capelle Academy Pte Ltd
		Solve Problems & Make Decisions at Supervisory level	CBM Pte Ltd
		ES WSQ Solve Problems and Make Decisions at Supervisory Level (Level 3)	Civil Service College
		Solve Problems and Make Decisions at Supervisory Level	Comat Training Services Pte Ltd
		WSQ Solve Problems and Make Decisions at Supervisory Level	Eagle Infotech Consultants Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	E-Square Communication and Management Training Consultancy
		Solve Problems and Make Decisions at Supervisory Level	Ever Safe Consultants Pte Ltd
		Effective Problem Solving and Decision Making'	Everest Innovation Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Greensafe International Pte Ltd
		ES WSQ Systematic Problem Solving & Decision Making (Supervisory Level)	Integrated Learning Systems Pte Ltd
		Solve Problems and Make Decisions for Supervisors	Lighthouse Global Training and Consultancy Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Mendaki Social Enterprise Network Singapore Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Nanyang Polytechnic
		Solve Problems and Make Decisions at Managerial Level (ES-ACE-402G-1)	NTUC Learning Hub Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level (ES-ACE-302G-1)	NTUC LearningHub Pte Ltd
		Solve Problems and Make Decisions at Managerial Level	Service Quality Centre Pte Ltd
		Innovative Problem Solving and Decision Making	Singapore Institute of Management
		Solve Problems and Make Decisions at Supervisory Level	Singapore National Employers Federation
		Solve Problems and Make Decisions at Managerial Level	Singapore National Employers Federation
		Solve Problems and Make Decisions at Supervisory Level	Singapore Polytechnic
		Solve Problems & Make Decisions at Supervisory Level	SSA Consulting Group Pte Ltd
		Solve Problems and Make Decisions at Managerial Level	SSA Consulting Group Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Trillion Training (S) Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	U-Training Centre Pte Ltd
Leadership	Intermediate	Role Model the Service Vision	Andalus Corporation Pte Ltd
		Support Team	Bootstrap Pte Ltd
		Role Model the Service Vision (Version B)	Capelle Academy Pte Ltd
		People Leadership Program	Capelle Academy Pte Ltd
		Building a Results-Oriented Team	Capelle Academy Pte Ltd
		ONE DREAM - ONE TEAM: Manage Team Effectively	Image Institute of Learning and Development Pte Ltd

		Role Model the Service Vision	Kaplan Professional
		Lead Team	Kaplan Professional
		Support Team	Kaplan Professional
		Lead Team	Loyal Reliance Pte Ltd
		Role Model the Service Vision	Mendaki Social Enterprise Network Singapore Pte Ltd
		Lead Team	Mendaki Social Enterprise Network Singapore Pte Ltd
		Support Team	Mendaki Social Enterprise Network Singapore Pte Ltd
		WSQ Role Model the Service Vision	NTUC Learning Hub Pte Ltd
		WSQ Role Model the Service Vision powered by Disney Institute	NTUC Learning Hub Pte Ltd
		Lead Team	NTUC LearningHub Pte Ltd
		Support Team powered by John Maxwell	NTUC LearningHub Pte Ltd
		Lead Team	SeraphCorp Institute Pte Ltd
		Support Team	SeraphCorp Institute Pte Ltd
		Role Model the Service Vision	Service Quality Centre Pte Ltd
		Support Team	Service Quality Centre Pte Ltd
		Role Modelling to Establish Customer Relationship	Singapore Chinese Chamber Institute of Business
		Lead Team	Singapore Chinese Chamber Institute of Business
		Support Team	Singapore Chinese Chamber Institute of Business
		Dynamic Planning and Execution for Managers	Singapore Institute of Management
		Role Model the Service Vision	Singapore National Employers Federation
		Support Your Team Creatively	Singapore National Employers Federation
		Lead Team Leaders to Develop Business Strategies and Governance Management	Training Masters Workforce Institute Pte Ltd
		Role Model the Service Vision	Training Vision Institute Pte Ltd