

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 Youth Worker	
Full Qualification Programmes	Providers

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Group Work	Group Work Assessment and Planning	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
	Group Work Intervention	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
Professional Practice	Collaborative Practices Across Disciplines and Sectors	4	Introduction to Behavioural Insights	Temasek Polytechnic
	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	
Programme Development and Implementation	Social Service Programme Development	4	Introduction to Behavioural Insights	Temasek Polytechnic
	Social Service Programme Evaluation	4	Introduction to Behavioural Insights	Temasek Polytechnic
	Social Service Programme Implementation	4	Introduction to Behavioural Insights	Temasek Polytechnic
Youth Engagement and Development	Youth Development	4	Community in Context	Singapore Polytechnic
			Current Issues and Trends in Human Development	Singapore Polytechnic
			Introduction to Behavioural Insights	Temasek Polytechnic
	Youth Outreach	4	Introduction to Behavioural Insights	Temasek Polytechnic

Generic Skills and Competencies (GSC)		Modular Programmes	Providers
Title	Proficiency Level		
Leadership	Intermediate	Role Model the Service Vision	Andalus Corporation Pte Ltd
		Support Team	Bootstrap Pte Ltd

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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

Teamwork

Intermediate

Support Team	Bootstrap Pte Ltd
Facilitate Effective Work Teams (ES-IP302G-1)	Cambrian Academy Pte Ltd
Synergizing for Success	Capelle Academy Pte Ltd
Building a Results-Oriented Team	Capelle Academy Pte Ltd
People Leadership Program	Capelle Academy Pte Ltd
WSQ Facilitate Effective Work Teams	Eagle Infotech Consultants Pte Ltd
Facilitate Effective Work Teams	Image Institute of Learning and Development Pte Ltd
One Dream - One Team: Manage Team Effectively	Image Institute of Learning and Development Pte Ltd
Support Team	Kaplan Professional
Lead Team	Kaplan Professional
Lead Team	Loyal Reliance Pte Ltd
Facilitate Effective Work Teams	Mendaki Social Enterprise Network Singapore Pte Ltd
Support Team	Mendaki Social Enterprise Network Singapore Pte Ltd
Lead Team	Mendaki Social Enterprise Network Singapore Pte Ltd
Support Team powered by John Maxwell	NTUC LearningHub Pte Ltd
Lead Team	NTUC LearningHub Pte Ltd
Building a High Performance Team (I)	ROHEI Corporation Pte Ltd
Art of Leadership: Influence & Manage your Team for Results	ROHEI Corporation Pte Ltd
Support Team	SeraphCorp Institute Pte Ltd
Lead Team	SeraphCorp Institute Pte Ltd
Support Team	Service Quality Centre Pte Ltd
Support Team	Singapore Chinese Chamber Institute of Business
Lead Team	Singapore Chinese Chamber Institute of Business
Developing and Engaging Your Team for Workplace Success	Singapore Institute of Management
Dynamic Planning and Execution for Managers	Singapore Institute of Management
Develop A Work Team	Singapore National Employers Federation
Support Your Team Creatively	Singapore National Employers Federation
Facilitate Effective Work Teams	SSA Consulting Group Pte Ltd

		Develop a Work Team	SSA Consulting Group Pte Ltd
		Lead Team Leaders to Develop Business Strategies and Governance Management	Training Masters Workforce Institute Pte Ltd
		Facilitate Effective Work Teams	Trillion Training (S) Pte Ltd
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