

## Skills Framework for Social Service

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

### Care and Programme

#### Job Role:

#### Social Service Assistant

Full Qualification Programmes	Providers
Specialist Diploma in Applied Drama & Psychology	Singapore Polytechnic

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Care Services	Support Service to Persons with Disabilities	1	Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators	Temasek Polytechnic
Professional Practice	Diversity Awareness and Management	2	Collaborative Playbuilding	Singapore Polytechnic
			Community in Context	Singapore Polytechnic
			Current Issues and Trends in Human Development	Singapore Polytechnic
			Working through Process	Singapore Polytechnic
	Ethics, Values and Legislation	1	Analysing Data on Human Behaviour	Temasek Polytechnic
			Basic Counselling Skills and Practice	Temasek Polytechnic
	Reflexive Practice	1	Collaborative Playbuilding	Singapore Polytechnic
			Elements of Drama	Singapore Polytechnic
Facilitation Practices			Singapore Polytechnic	
Working through Process			Singapore Polytechnic	
Stakeholder Management	1	Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators	Temasek Polytechnic	
Programme Development and Implementation	Social Service Programme Development	2	Introduction to Behavioural Insights	Temasek Polytechnic
			Managing Individuals with Attention Deficit Hyperactivity Disorder (ADHD) and Autism Spectrum Disorder (ASD) for Caregivers and Mainstream Educators	Temasek Polytechnic
	Social Service Programme Evaluation	1	Analysing Data on Human Behaviour	Temasek Polytechnic
			Introduction to Behavioural Insights	Temasek Polytechnic
	Social Service Programme Implementation	1	Elements of Drama	Singapore Polytechnic
			Facilitation Practices	Singapore Polytechnic
Working through Process			Singapore Polytechnic	
Volunteer Programme Management	1	Introduction to Behavioural Insights	Temasek Polytechnic	
Volunteer Partnership	Volunteer Programme Evaluation	2	Introduction to Behavioural Insights	Temasek Polytechnic
	Volunteer Recruitment	1	Introduction to Behavioural Insights	Temasek Polytechnic

Programme Development and Implementation		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



		Work in a Team	SSA Consulting Group Pte Ltd
		Work in a Team	Trillion Training (S) Pte Ltd
Service Orientation	Basic	Workplace Training for Contribute to Customer Service over Various Platforms	Caretech168 LLP
		Effective Customer Service Skills (Module 2)	Impact Management Seminars Pte Ltd
		WSQ Workplace Training for "Contribute to Customer Service over Various Platforms"	Leacov Singapore Pte Ltd
		Contribute to Customer Service over Various Platforms	Loyal Reliance Pte Ltd
		Contribute to Customer Service over Various Platforms	Mendaki Social Enterprise Network Singapore Pte Ltd
		Contribute to Customer Service over Various Platforms	ROHEI Corporation Pte Ltd
		Contribute to Customer Service over Various Platforms	Service Quality Centre Pte Ltd
		Provide Value-added Customer Service	Singapore Chinese Chamber Institute of Business
		Working Together for Professional Service	Singapore Institute of Hospitality
		Contribute to Customer Service over Various Platforms	Singapore National Employers Federation
		Contribute to Customer Service over Various Platforms	Training Vision Institute Pte Ltd
		Provide Go-the-Extra-Mile Service	Ascendo Consulting Pte Ltd
		Provide Go-the-Extra-Mile Service (Engage to Delight)	Beacon Consulting Pte Ltd
		Winning Service (Version B)	Capelle Academy Pte Ltd
		UP! Your Service: Achieving Superior Service (Version B)	Capelle Academy Pte Ltd
		Workplace Training for Provide Go-the-Extra-Mile Service	Caretech168 LLP
		Provide Go-the-Extra-Mile Service	DSI Academy Pte Ltd
		WSQ Provide Go-the-Extra-Mile Service	Eagle Infotech Consultants Pte Ltd
		Provide Go-the-Extra-Mile Service	Eben Consultants (Far East) Pte Ltd
		Provide Go-the-Extra-Mile Service	Eduquest International Institute Pte Ltd
		Effective Customer Service Skills (Module 2)	Impact Management Seminars Pte Ltd
		Provide Go-the-Extra-Mile Service	Kaplan Professional
		WSQ Workplace Training for "Provide Go-the-Extra-Mile Service"	Leacov Singapore Pte Ltd
		Provide Go-the-Extra-Mile Service	Lighthouse Global Training and Consultancy Pte Ltd
		WSQ Provide Go-the-Extra-Mile Service	NTUC Learning Hub Pte Ltd
		WSQ Provide Go-the-Extra-Mile Service powered by Disney Institute	NTUC Learning Hub Pte Ltd
		Extra Mile Professionalism	ROHEI Corporation Pte Ltd
		Provide Go-the-Extra-Mile Service	Service Quality Centre Pte Ltd
		Provide Go-the-Extra-Mile Service	Serviceworks Pte Ltd
		Deliver Personalised Service	Singapore Institute of Hospitality
		Provide Go-the-Extra-Mile Service	Singapore Institute of Retail Studies
		WSQ SE: Provide Go-the-Extra-Mile Service	Singapore National Employers Federation
		Provide Excellent Customer Service	Singapore National Employers Federation
Provide Go-the-Extra-Mile Service	Studyworks Pte Ltd		
Provide Go-the-Extra-Mile Service	Training Vision Institute Pte Ltd		
Provide Go-the-Extra-Mile Service	Xperienz Pte Ltd		
Problem Solving	Basic	Solve Problems and Make Decisions at Operations Level	AGB Education Centre Pte Ltd
		Solve Problems and Make Decisions at Operations Level	Avanta Global Pte Ltd
		Solve Problems and Make Decisions	Capelle Academy Pte Ltd
		ES WSQ Solve Problems and Make Decisions at Operations Level (Level 1)	Civil Service College
		Solve Problems and Make Decisions at Operations Level	Compas Management Consulting Pte Ltd
		WSQ Solve Problems and Make Decisions at Operations Level	Eagle Infotech Consultants Pte Ltd
		Solve Problems and Make Decisions at Operational Level	Eben Consultants (Far East) Pte Ltd
		Solve Problem and Make Decisions at Operations Level	Lighthouse Global Training and Consultancy Pte Ltd
		Solve Problem and Make Decision at Operations Level	Mendaki Social Enterprise Network Singapore Pte Ltd
		ES-ACE-102G-1 Solve Problems and Make Decisions at Operations Level	NATC Institute Pte Ltd
		Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)	NTUC LearningHub Pte Ltd
		Solve Problems and Make Decisions at Operations Level	Singapore National Employers Federation

		Solve Problems and Make Decisions at Operations Level	Singapore Polytechnic
		Solve Problems and Make Decisions at Operations Level	SSA Consulting Group Pte Ltd
		Solve Problems and Make Decisions at Operations Level	Trillion Training (S) Pte Ltd