

## Skills Framework for Social Service

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

Psychology

Job Role: Manager/Assistant Manager	
Full Qualification Programmes	Providers

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
	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	3	Prepare Employee Communications	Human Capital (Singapore) Pte Ltd
			Employee Engagement	NTUC LearningHub Pte Ltd
	Risk Management	4	Manage Risk in the Business Units	William Angliss Institute Pte/ Ltd.
Strategic Implementation	4	Dynamic Planning and Execution for Managers	Singapore Institute of Management (SIM)	

General Management			Introduction to Behavioural Insights	Temasek Polytechnic
	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.			
		Collaborative Playbuilding	Singapore Polytechnic	
		Community in Context	Singapore Polytechnic	

Professional Practice	Diversity Awareness and Management	4	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		
Interpersonal Skills	Intermediate	Cultivate Workplace Relationships	Alue Singapore Pte Ltd
		Emotional Intelligence: The Cutting Edge of Leadership	Capelle Academy Pte Ltd
		Enhancing Team Effectiveness	Capelle Academy Pte Ltd
		GROUP Excellence	Capelle Academy Pte Ltd
		Emotional Intelligence (EQ) for Top Performance at Work for Managers & Supervisors	CEQ Asia Pte Ltd
		Build Team Relationships	Charles Mann Training and Consultancy Pte Ltd
		WSQ Apply Emotional Competence to Manage Self and Team	Eagle Infotech Consultants Pte Ltd
		Bond to Excel: Cultivate Workplace Relationship	Image Institute of Learning and Development Pte Ltd
		Build Team Relationships	Kaplan Professional
		Cultivate Workplace Relationships	Kaplan Professional
		Apply Emotional Competence to Manage Self and Team	Mendaki Social Enterprise Network Singapore Pte Ltd
		Build Team Relationships	Mendaki Social Enterprise Network Singapore Pte Ltd
		Build Team Relationships powered by John Maxwell	NTUC LearningHub Pte Ltd
		Cultivate Workplace Relationships powered by John Maxwell	NTUC LearningHub Pte Ltd
		Leading for Results	ODE Consulting Pte Ltd
		Cultivate Workplace Relationships	Raffles Skills Lab International Training Centre Pte Ltd
		WSQ Emotional Intelligence @ Work for Managers	ROHEI Corporation Pte Ltd
		WSQ Emotional Intelligence @ Work for Managers - 16hr	ROHEI Corporation Pte Ltd
		Advance your Influence & Communication Skills with Emotional Intelligence (Includes follow-up Group Coaching session)	ROHEI Corporation Pte Ltd
		Advance Your Influence & Communication Skills with Emotional Intelligence	ROHEI Corporation Pte Ltd
		Build Team Relationships	SeraphCorp Institute Pte Ltd
		Cultivate Workplace Relationships	SeraphCorp Institute Pte Ltd
		Build Team Relationships	Service Quality Centre Pte Ltd
Build Team Relationships	Singapore Chinese Chamber Institute of Business		
Cultivate Workplace Relationships	Singapore Chinese Chamber Institute of Business		
Mastering Personal Effectiveness and Emotional Competence	Singapore Institute of Management		
The Job of the Manager (JOMAN): Essential Managerial Techniques	Singapore Institute of Management		
Apply emotional competence to manage self & others in business context (SD)	Singapore Institute Of Retail Studies (SIRS)		

		Apply Emotional Competence to Manage Self and Others in a Business Context	Singapore National Employers Federation
		Build Positive Team Relationships	Singapore National Employers Federation
		Cultivate Workplace Relationships to Optimise Team Performance	Singapore National Employers Federation
		Apply Emotional Competence to Manage Self and Team	SSA Consulting Group Pte Ltd
		Apply Emotional Competence to Manage Self and Others in a Business Context	SSA Consulting Group Pte Ltd
		Cultivate Workplace Relationships and Diversity	Training Masters Workforce Institute Pte Ltd
		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
Communication	Intermediate		

		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
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
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		
		Establish Relationships for Customer Confidence	Andalus Corporation Pte Ltd
		UPI Your Service: Increasing Customer Loyalty (Version B)	Capelle Academy Pte Ltd
		Establish Relationships for Customer Confidence	Capelle Academy Pte Ltd
		Establish Relationships for Customer Confidence	Center for Competency-Based Learning and Development Pte Ltd
		Establish Relationships for Customer Confidence	DSI Academy Pte Ltd

Service Orientation

Intermediate

WSQ Establish Relationships for Customer Confidence	Eagle Infotech Consultants Pte Ltd
Building Rapport to Create Selling Opportunities	Impact Management Seminars Pte Ltd
Effective Customer Service Skills (Building Rapport Module)	Impact Management Seminars Pte Ltd
Establish Relationships for Customer Confidence	Integrated Training Consultants Pte Ltd
Establish Relationships for Customer Confidence	Kaplan Professional
Establish Relationships for Customer Confidence	Loyal Reliance Pte Ltd
Establish Relationships for Customer Confidence	Mendaki Social Enterprise Network Singapore Pte Ltd
WSQ Establish Relationships for Customer Confidence	NTUC Learning Hub Pte Ltd
WSQ Establish Relationships for Customer Confidence powered by Disney Institute	NTUC Learning Hub Pte Ltd
Establish Relationships for Customer Confidence	ROHEI Corporation Pte Ltd
Establish Relationships for Customer Confidence	Service Quality Centre Pte Ltd
Role Modelling to Establish Customer Relationship	Singapore Chinese Chamber Institute of Business
Establish Relationships for Customer Confidence	Singapore Institute of Retail Studies
WSQ SE: Establish Relationships for Customer Confidence	Singapore National Employers Federation
Establish Relationships for Customer Confidence	Training Masters Workforce Institute Pte Ltd
Establish Relationships for Customer Confidence	Training Vision Institute Pte Ltd
Establish Relationships for Customer Confidence	William Angliss Institute Pte. Ltd.