

## 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: Research Psychologist	
Full Qualification Programmes	Providers

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
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	
Research Practice	Research Data Analysis	4	Analysing Data on Human Behaviour	Temasek Polytechnic
	Research Data Collection and Management	4	Analysing Data on Human Behaviour	Temasek Polytechnic
	Research Design	4	Analysing Data on Human Behaviour	Temasek Polytechnic
	Research Findings Communication	4	Analysing Data on Human Behaviour	Temasek Polytechnic

Generic Skills and Competencies (GSC)		Modular Programmes	Providers
Title	Proficiency Level		
		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

Teamwork	Intermediate	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
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
Sense Making	Intermediate	Manage Service Performance	Andalus Corporation Pte Ltd
		The Service Coach (Version B)	Capelle Academy Pte Ltd
		Manage Service Performance	Kaplan Professional
		Manage Service Performance	Mendaki Social Enterprise Network Singapore Pte Ltd
		WSQ Manage Service Performance	NTUC Learning Hub Pte Ltd
		Manage Service Performance	Service Quality Centre Pte Ltd
		Manage Service Operations and Performance	Singapore Chinese Chamber Institute of Business
		Manage Service Performance	Training Vision Institute Pte Ltd
		Manage Service Performance	William Angliss Institute Pte Ltd
Communication	Basic	Project a Positive and Professional Image (Impress Like a Pro)	Beacon Consulting Pte Ltd
		UP! Your Service: Achieving Superior Service (Version B)	Capelle Academy Pte Ltd
		Winning Service (Version B)	Capelle Academy Pte Ltd
		Workplace Training for Project a Positive and Professional Image	Caretech168 LLP
		Project a Positive and Professional Image	DSI Academy Pte Ltd
		WSQ Project a Positive and Professional Image	Eagle Infotech Consultants Pte Ltd
		Project a Positive and Professional Image (SVCF-CS-102C-1)	Eben Consultants (Far East) Pte Ltd
		Communicate & Relate Effectively at the Workplace	E-Square Communication and Management Training Consultancy
		Effective Customer Service Skills (Module 1)	Impact Management Seminars Pte Ltd
		3 Secrets to Establish Confidence and Professionalism	Impact Management Seminars Pte Ltd
		ES WSQ Effective Interaction & Relationship Management (Operational)	Integrated Learning Systems Pte Ltd
		Project a Positive and Professional Image	Kaplan Professional
		ES-IP-101G-1 Communicate & Relate Effectively at the Workplace	Kaplan Professional
		WSQ Workplace Training for "Project A Positive & Professional Image"	Leacov Singapore Pte Ltd
		Communicate and Relate Effectively at the Workplace	Lighthouse Global Training and Consultancy Pte Ltd
		Communicate and Negotiate Effectively at the Workplace (Operations)	Mendaki Social Enterprise Network Singapore Pte Ltd
		Communicate and Relate Effectively at the Workplace	Mendaki Social Enterprise Network Singapore Pte Ltd
		ES-IP-101G-1 Communicate and Relate Effectively at the Workplace	NATC Institute Pte Ltd
		WSQ Project a Positive and Professional Image	NTUC Learning Hub Pte Ltd
		Communicate and Relate Effectively at the Workplace (ES-IP-101G-1)	NTUC LearningHub Pte Ltd
		Communicate and Relate Effectively at the Workplace	PSB Corporation Pte Ltd
		Extra Mile Professionalism	ROHEI Corporation Pte Ltd
		Communicate and Relate Effectively at the Workplace	RSVP PROGUIDE PTE. LTD.
		Project a Positive and Professional Image	Service Quality Centre Pte Ltd
		Communicate and Relate Effectively at the Workplace	Service Quality Centre Pte Ltd
		Deliver Personalised Service	Singapore Institute of Hospitality
		Project a Positive and Professional Image	Singapore Institute of Retail Studies

	Project a Positive and Professional Image	Singapore National Employers Federation
	Communicate and Relate Effectively at the Workplace	Singapore National Employers Federation
	Communicate and Relate Effectively at the Workplace	SSA Consulting Group Pte Ltd
	Project a Positive and Professional Image	Studyworks Pte Ltd
	Communicate and Relate Effectively at the Workplace	The National University of Singapore Society
	Project a Positive and Professional Image	Training Vision Institute Pte Ltd
	Communicate and Relate Effectively at the Workplace	Training Vision Institute Pte Ltd
	Communicate and Relate Effectively at the Workplace	Trillion Training (S) Pte Ltd
	Project a Positive and Professional Image	Xperienz Pte Ltd