

**SKILLS FRAMEWORK FOR SOCIAL SERVICE  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

|                                    |  |                |   |  |   |  |
|------------------------------------|--|----------------|---|--|---|--|
| <b>TSC Category</b>                | Social Policy  |                |   |  |   |  |
| <b>TSC</b>                         | Social Policy Formulation  |                |   |  |   |  |
| <b>TSC Description</b>             | Analyse research, social trends and impact of programmes and services to frame social policy issues and implications |                |   |  |   |  |
| <b>TSC Proficiency Description</b> | <b>Level 1</b>   | <b>Level 2</b> | <b>Level 3</b>  | <b>Level 4</b>   | <b>Level 5</b>  | <b>Level 6</b>   |
|                                    |  |                | <b>SSC-POL-3004-1.1</b>   | <b>SSC-POL-4004-1.1</b>  | <b>SSC-POL-5004-1.1</b>   | <b>SSC-POL-6004-1.1</b>  |
|                                    |  |                | Analyse research and social trends to assist in the framing of social policy issues and implications  | Facilitate the framing of social policy issues and implications through the review of research and social trends   | Drive the review of research, social trends and client expectations of programmes and services provided to frame social policy issues and implications  | Set strategic direction for social policy formulation, identification and prioritisation of social issues and social policy responses  |
| <b>Knowledge</b>                   |  |                | <ul style="list-style-type: none"> <li>Existing legislation, political framework and social policies in Singapore</li> <li>Trends, practices, new developments and emerging needs in the social service sector</li> <li>Data or information management system requirements</li> <li>Principles and practices relating to social policy</li> <li>Local and international political and socio-economic issues</li> <li>Stakeholder engagement procedures</li> <li>Relevant stakeholders in policy formulation</li> <li>Organisation policies and procedures</li> <li>Methods to conduct literature reviews</li> </ul> | <ul style="list-style-type: none"> <li>Local and international legislation, political framework and social policies</li> <li>Principles and practices relating to social service sector policy</li> <li>Implications of global changes on the social service delivery</li> </ul> | <ul style="list-style-type: none"> <li>Range of research methods and sources of credible information</li> <li>Legal and regulatory requirements of the social service sector</li> <li>Whole-of-government principles and processes</li> </ul> | <ul style="list-style-type: none"> <li>Government initiatives within the community and social service sector</li> <li>Range of data collection methods</li> <li>Trend analysis strategies</li> <li>Principles and practices of legislation and requirements</li> </ul> |

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| <p><b>Abilities</b></p> |  |  | <ul style="list-style-type: none"> <li>• Identify community-specific issues for policy formulation</li> <li>• Identify trends in the external and internal environment that may impact social service sector</li> <li>• Identify new practices that could improve policy formulation</li> <li>• Describe existing legislation, political framework and policies</li> <li>• Examine broader political, socio-environment to develop and prioritise policy options</li> <li>• Assist in evaluating the integrity and comparability of data sources by interpreting information gathered from a variety of sources for the current policy agendas</li> <li>• Conduct literature reviews</li> <li>• Analyse the relevant subject matter issues affecting stakeholders in social service sector or community</li> <li>• Conduct discussions with stakeholders to better understand policy implications</li> </ul> | <ul style="list-style-type: none"> <li>• Oversee the review and formulation of policy proposals</li> <li>• Collect feedback from relevant stakeholders</li> <li>• Apply relevant knowledge about the socio-economic and political environment and demonstrate awareness of issues for stakeholders in the community</li> <li>• Synthesise literature reviews conducted by staff</li> <li>• Analyse broader political and socio-economic environment to ensure appropriate research and data sets are available to inform policy development</li> <li>• Evaluate the integrity and comparability of data sources by interpreting information gathered from a variety of sources for the current policy agendas</li> </ul> | <ul style="list-style-type: none"> <li>• Identify global trends and developments to inform policy development</li> <li>• Engage and gather information from relevant stakeholders</li> <li>• Identify new and emerging societal trends</li> <li>• Communicate service and policy gaps to the right platforms for future development</li> <li>• Evaluate broader political and socio-economic environment to ensure appropriate research and data sets are available to inform policy development</li> <li>• Review submissions on literature reviews and identify applications for policy programmes</li> <li>• Define the scope of the policy development and identify policy approaches to achieve required outcomes</li> <li>• Inform direction of policy development by examining policies in the context of whole-of-government priorities and policy agendas</li> </ul> | <ul style="list-style-type: none"> <li>• Drive collection and analysis of data, and environmental scanning to inform policy development</li> <li>• Lead the evaluation of information to identify breaches and inconsistencies in policies</li> <li>• Lead teams to analyse relevance of existing policies and procedures</li> <li>• Identify legislative requirements specific to policy formulation</li> <li>• Evaluate stakeholder involvement in the review of policies</li> <li>• Achieve strategic alignment through assessment of cross-agency, whole-of-government policy agenda, developments and influences</li> <li>• Shape government policies to support the strategic direction of the social service sector</li> <li>• Interpret information for current and future policy agendas</li> <li>• Review broader political and socio-economic environment to ensure appropriate research and data set is available to develop social policies</li> </ul> |
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