

# TRAINING DIRECTORY

2020 / 2021

The course information is accurate as of 1 April 2020.

## CET PROGRAMMES

Course Title	Duration	Schedule
<b>Bachelor Degree</b>		
Bachelor of Education (Special Education) <sup>1</sup>	2 years	TBA
<b>Diploma of Community Services</b>		
Higher Diploma in Social Service	18 months	TBA
Diploma of Community Services <sup>2</sup>	1 year	TBA
<b>Certificates</b>		
Certificate in Social Service	15 months	TBA
Certificate in Education Studies (Special Education)	9 months	TBA
Certificate in Para-Counselling	60hrs	<ul style="list-style-type: none"> <li>• Jul to Sep 2020</li> <li>• Jan to Mar 2021</li> </ul>
Certificate in Peer Support <sup>3</sup>	180hrs	Aug to Oct 2020
Certificate in Residential Care for Children and Youth Persons	49hrs	<ul style="list-style-type: none"> <li>• 4 to 27 Apr 2020</li> <li>• 9 to 27 Jul 2020</li> <li>• 24 Sep to 12 Oct 2020</li> <li>• 14 Jan to 1 Feb 2021</li> </ul>
Professional Certificate in Casework (NSWCF Foundational) <sup>4</sup>	3 months	TBA
Professional Certificate in Group Work (NSWCF Foundational) <sup>4</sup>	2 months	TBA

Definition of Audience <sup>5</sup>	
Level 1: Support Level	Social Service Assistants, Social Work Associates, Teacher Aides, Therapy Aides, House Parents, Welfare Officers, Healthcare Attendants, Nursing Aides, Homecare Workers, Para-Counsellors, Programme Coordinators
Level 2: Executive Level	Social Workers, Counsellors, Case Workers, Therapists, Psychologists, Teachers, Job Coaches, Training Officers, Programme Executives, Admin Executives (HR, Fundraising, Finance etc)
Level 3: Supervisory/Managerial Level	Principal Social Workers, Senior Social Workers, Centre Managers, HODs, Senior Teachers, Programme Heads, Superintendents
Level 4: Leadership Level	Principal Social Workers, Executive Directors, Chief Executive Officers, General Managers, Directors
For Social Workers	Courses qualify for CPE credits for the renewal of accreditation at 1 credit per 1 training hour. For enquiries, please contact the SASW Accreditation Secretariat at <b>Tel: 6778 7922</b> or <b>accreditation@sasw.org.sg</b>

<sup>1</sup> Offered by Flinders University, in partnership with SSI.

<sup>2</sup> Offered by the Centre for Disability Studies, affiliated to The University of Sydney, Australia, in partnership with SSI.

<sup>3</sup> Please find other related Peer Support Specialist Programmes under the Mental Health section in the Training Directory.

<sup>4</sup> The National Social Work Competency Framework (NSWCF) is jointly developed with the Ministry of Social and Family Development (MSF) and Ministry of Health (MOH).



Course Title	Audience <sup>5</sup>				Duration	2020										2021		
Ethics, Values & Legislation	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Family Law for Social Service Professionals	•	•	•		8hrs					21						22		
Family Legislation and Ethical Challenges	•	•	•		14hrs	For Group Booking Only												
Juvenile Law for Social Service Professionals	•	•	•		3.5hrs						28						8	
Syariah Family Law for Social Service Professionals	•	•	•		8hrs						30					19		
Environmental Systems & Social Policies	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
May I Help You? (Boleh Saya Bantu Anda) Conversational Malay for Social Service Practitioners	•	•	•	•	21hrs			8-10			7-9						1-3	
Cultural Competency: Engaging with and Bridging across Difference	•	•			14hrs	For Group Booking Only												
Singapore's Social Compact <span>E-Learning</span>	•	•	•	•	1hr	Enrol @ <a href="http://www.learningcloud.sg">www.learningcloud.sg</a>												
The Starting Point: An On-Boarding Programme for Social Workers		•	•		40hrs					19-21 & 24-25							3-5 & 8-9	
Understanding and Working with Malay-Muslim Clients	•	•			14hrs			1-2		27-28		29-30						
Understanding the Social Service Sector	•	•			7hrs	22	21	5	10	13	18	19	13	9	15	26	17	
Research and Programme Evaluation	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Enhancing Programme Effectiveness through Client Outcomes and Services Standards			•	•	19.5hrs			22-23, 29 June & 20 July			7-8, 14 Sep & 5 Oct					1-2, 8 Feb & 1 Mar		
Qualitative Research Methods and Analysis	•	•			14hrs								26-27					
Survey Research and Quantitative Analysis	•	•			14hrs						28-29							
Generic Intervention Techniques	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
2D Arts Expression Toolkit Training Workshop		•	•		10.5hrs	TBA												
Building Emotional Resilience in Caregiving <span>Enhanced!</span>	•	•	•	•	14hrs							1-2					11-12	
Case Management in Practice: Introduction		•	•	•	14hrs					6-7				3-4				
Cognitive Behaviour Therapy: Introduction <span>Enhanced!</span>	•	•			14hrs		21-22			27-28			19-20		28-29		18-19	
Cognitive Behaviour Therapy: Intermediate	•	•			21hrs	15-17					16-18					17-19		
Counselling Skills and Practice: Introduction	•	•			14hrs		5-6	24-25	22-23		16-17		11-12		12-13	23-24		
Counselling Skills and Practice: Intermediate		•	•		14hrs					11-12					19-20			
Develop an Individualised Care Plan		•	•		14hrs	TBA												
Financial Planning for Low-Income Clients	•	•	•		8hrs							13						
Fundamentals in Developing Community Work Programme (NSWCF Foundational)		•			14hrs			11-12								25-26		
Motivational Interviewing: An Introduction for Social Service Practitioners		•	•		14hrs		28-29		20-21		24-25		2-3			18-19		
Overcoming Compassion Fatigue and Burnout	•	•	•	•	14hrs							22-23						
Recycled Arts Toolkit Training Workshop	•	•			10.5hrs	TBA												
Relate Happiness to Self Care at Work for Performance	•	•			14hrs				20-21							22-23		
Solution Focused Brief Therapy: Introduction		•	•		21hrs				8-10			14-16			20-22			
Solution Focused Brief Therapy: Intermediate	•	•	•		14hrs								12-13					
Systemic Perspective Approach in Case Conceptualisation		•	•		14hrs			8-9				7-8				15-16		

Course Title	Audience <sup>5</sup>				Duration	2020										2021		
Understanding and Supporting People in Journey of Loss and Grief	.	.	.	.	14hrs			11-12		3-4			12-13				24-25	
Reflecting Ethical Challenges: A Social Worker's Perspective		.	.	.	14hrs	For Group Booking only												
<b>Systems Linkage, Analysis and Development</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Hours</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	
Rules of Engagement: Collaborating for Greater Productivity			.	.	3.5hrs					26						26		
Social Policy and System Linkage (NSWCF Foundational)		.			14hrs							13-14						
<b>Supervision</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Hours</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	
Supervise Effectively with Fieldwork Education Concepts and Tools			.		14hrs	27-28				27-28								

## CHILDREN, YOUTH & FAMILY



Course Title	Audience <sup>5</sup>				Duration	2020										2021		
<b>Engagement</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Hours</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	
Applying Developmental Theories in Working with Children and Youth		.			14hrs		21-22			17-18		26-27				3-4		
Certified User for Child and Adolescent Needs and Strengths (CANS)		.	.		21hrs	6-8		8-10		17-19			23-25					
Certified User for Youth Level of Services/Case Management Inventory (YLS/CMI)		.	.		21hrs		11-13		6-8		28-30							
Delivering Impactful Training to Youths		.	.		21hrs			2-4			8-10			1-3			17-19	
Engaging Reluctant Adolescents Using Motivational Approaches			.		14hrs		5-6			13-14		20-21			11-12			
Engaging Youths-At-Risk through Effective Strategies and Techniques			.		21hrs				13-15				18-20				1-3	
Family-based Casework Training for Family Service Centres		.	.	.	40hrs	22-24 & 27-28	13-15 & 18-19		15-17 & 23-24		9-11 & 14-15	14-16 & 19-20	25-27 & 30-1 Dec		13-15 & 18-19			
Helping Youths Cope with Anger	.	.			14hrs		19-20					19-20				1-2		
Helping Problem Gamblers using Tools and Intervention Techniques		.			14hrs	TBA												
Overview of Gambling and Problem Gambling in Singapore	.	.			8hrs													
Working Effectively with Systems	.	.			15hrs	29-30			27-28									
Understanding Effective Fathering	.				7hrs		20											
<b>Intervention and Treatment</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Hours</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	
An Introduction to Family Therapy		.	.		21hrs	7-9				5-7			4-6			3-5		
Coaching and Mentoring Youths Effectively		.	.		14hrs		14-15	30-1 July		17-18		1-2			7-8			
Family & Adult Support Tool (FAST) - User		.	.		14hrs	16-17	21-22	18-19	16-17		10-11	15-16	5-6	3-4				
Family Therapy: Intermediate		.	.		21hrs	1-3					16-18							



Course Title	Audience <sup>5</sup>				Duration	2020										2021		
Intervention and Treatment	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Game for Life for Youths-at-Risk		•			3.5hrs						25							
Helping Family Members Cope with Issues Arising from Incarceration of a Loved One	•	•	•		14hrs		18-19					5-6						
Management of Family Violence: Introduction	•	•			18hrs	6-8	26-28	8-10	1-3	12-14	9-11	21-23	25-27	9-11	13-15	24-26	10-12	
Management of Family Violence: Talking to Children and Managing Abuse-Related Disclosure	•	•	•		14hrs		18-19				24-25							
Management of Family Violence: Working with Couples in Violent Relationships		•	•		21hrs			24-26				7-9			27-29			
Management of Family Violence: Intervention in Family Violence Cases  <i>*Pre-requisite: "Management of Family Violence: Introduction"</i>  <i>Refer to course registration page for full details on the schedule.</i>					55hrs	2 Apr - 23 Jun												
						6 May - 28 Jul												
						2 Jul - 6 Oct												
						6 Aug - 4 Nov												
						10 Sep - 4 Dec												
						8 Oct - 7 Jan												
						2 Nov - 12 Jan												
						14 Jan - 9 Apr												
						28 Jan - 26 Apr												
Intervention and Treatment	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Management of Family Violence: Organisational Approaches to Child-Safe Practices for Centre and Team Leads			•	•	14hrs				2-3				19-20					
Management of Family Violence: Organisational Approaches to Child-Safe Practices for Frontline Staff	•	•			7hrs			8					9					
Management of Family Violence: Understanding Mental Health and Vulnerable Adult Issues in Protection Work	•	•			21.5 hrs			15-17	13-15									
Rehabilitation and Re-integration Needs of Former Drug Offenders		•	•		21hrs			22-24					23-25					
Sector-Specific Screening Guide (SSSG) & Child Abuse Reporting Guide (CARG) User Training		•	•		7hrs		13		3									
Techniques in Couple Counselling		•	•		21hrs	15-17					2-4				6-8			
The Art of Cyber Wellness for Youth in the Digital Age		•	•		14hrs				9-10									
Working with Youths on Sexuality Issues		•	•		21hrs					12-14								
Youth Work: Introduction to an Evidence-based Approach	•	•			14hrs										7-8			
Youth Work: Identify and Apply Effective Intervention Programme		•			14hrs											4-5		



Course Title	Audience <sup>5</sup>				Duration	2020										2021		
Care Planning & Evaluation	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Adapting Programmes for Persons with Disabilities	•	•			8hrs	TBA												
Classroom Behaviour Management: Prevention and Development Approach	•	•	•		14hrs											18-19		
Creative Therapy for Working with Persons with Special Needs: Art Therapy	•	•			17.5hrs					20-21 Aug & 22 Sep					21-22 Jan & 23 Feb			
Facilitating Communication, Language and Social Skills Development Using a Multi-modal Approach	•	•			8hrs	TBA												
Independent Travel Training for Professionals Supporting Persons with Disabilities		•			21hrs					3-5						22-24		
Interacting and Working with Persons with Disabilities	•	•			8hrs	TBA												
Language Development for Children with Special Needs		•	•		14hrs							1-2						
Managing Sexuality Issues of Adults with Intellectual Disabilities		•			14hrs				9-10				19-20					
Nurturing Healthy Sexual Development in Persons with Developmental Disabilities	•	•			8hrs	TBA												
Positive Behaviour Support for Persons with Disability <small>Enhanced!</small>	•	•	•		21hrs					24-26						22-24		
Care Planning & Evaluation	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Positive Behaviour Support for Persons with Disability: Supervisor Extension <small>Enhanced!</small>			•		8hrs	TBA												
Promoting Protective Behaviours and Sexuality Education for Children and Persons with Disabilities		•	•		14hrs													
Signposts for Building Better Behaviour Facilitator Training Unit 1 - Understanding the Signposts Programme		•	•		14hrs													
Signposts for Building Better Behaviour Facilitator Training Unit 2 - Delivery of the Signposts Programme in a Group Setting		•	•		14.5hrs													
True Communication: Using Intensive Interaction to Connect with Learners with Profound Intellectual Disabilities		•	•		14hrs							12-13						
Understanding Adolescents with Special Needs	•	•			8hrs	TBA												
Understanding Children with Special Needs	•	•	•		8hrs													
Understanding, Communicating and Working Effectively with Individuals with Autism		•	•		14hrs													
Understanding Creative Play and Development for Early Intervention	•	•			21hrs											2-3 Feb & 5 Mar		
Understanding Persons with Disabilities <small>Enhanced!</small>	•	•	•	•	14hrs				29-30									
Understanding Special Needs Across the Lifespan	•	•			10.5hrs							7-8				3-4		
Using Art and Creativity to Build Social and Emotional Skills	•	•			14hrs						24-25		24-25				2-3	
Working with Adolescents and Adults with Special Needs: Engagement and Teaching Strategies		•	•		16hrs	TBA												
Working Collaboratively with Families: Understanding the Needs of Families of Persons with Disabilities	•	•	•		8hrs													
Working Collaboratively with Families: Communicate with Families of Persons with Disabilities	•	•	•		8hrs													
Working with People with Intellectual Disabilities and Mental Illness		•	•		14hrs													

## DISABILITY



Course Title	Audience <sup>5</sup>				Duration	2020										2021		
Intervention & Treatment	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
A Holistic Approach to Early Intervention for Children with Special Needs	•	•			14hrs				15-16				2-3					
Activity Therapy for Persons with Special Needs	•	•			8hrs		5				8				19			
Conducting Communication and Language Assessments and Planning Intervention	•	•			8hrs	TBA												
Developing Readiness and Positive Toileting Behaviour in Children with Special Needs	•	•			8hrs													
Strategies for Development of Hand Function, Pre-writing and Handwriting Skills for Children		•	•		8hrs							14						

## MENTAL HEALTH



Course Title	Audience <sup>5</sup>				Duration	2020										2021		
Intervention & Treatment	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Applied Suicide Intervention Skills Training (ASIST)		•	•	•	14hrs	20-21	11-12			24-25		19-20	5-6		4-5			
Management of Depression in Seniors	•	•			14hrs		18-19						16-17					
Supporting Clients in their Trauma Recovery	•	•			14hrs	28-29				24-25							1-2	
Mental Illness and Family <div>Enhanced!</div>		•			14hrs		14-15						9-10					
Mental Illness and Recovery <div>Enhanced!</div>		•	•		14hrs				13-14						14-15			
Peer Specialist Training: Preparatory Training for Potential Peer Support Specialist	•	•	•	•	14hrs					TBA							TBA	
Suicide Prevention and Management for Seniors <div>Enhanced!</div>	•	•			10.5hrs				9-10						7-8			
Tools and Skills for Supporting Youths with Mental Health Distress		•	•		14hrs			25-26					2-3					
Psychiatric Rehabilitation in Welfare Homes		•			21hrs			5, 12 & 19					6, 13 & 20					



Course Title	Audience <sup>5</sup>				Duration	2020										2021		
Engagement	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Case Management for Seniors in Using Action Learning Approach		•	•		14hrs						10-11							
Communicate Effectively with Seniors	•	•			14hrs							5-6						
Communicate Effectively with Seniors (Mandarin)	•	•			14hrs			1-2										
Counselling for Seniors	•	•			14hrs								5-6					
Conversation Starter Kit <span>E-Learning</span>	•	•	•	•	1hr	Enrol @ <a href="http://www.learningcloud.sg">www.learningcloud.sg</a>												
Empowering Seniors E-learning <span>E-Learning</span>	•	•	•	•	1hr	Enrol @ <a href="http://www.learningcloud.sg">www.learningcloud.sg</a>												
Empowering Volunteers to Work Effectively with Seniors in Elder Care Settings	•					TBA												
Essential Skills for SAC Practitioners	•	•	•		14hrs						29-30							
Introduction to Art Therapy for Seniors (Mandarin) 老年人艺术治疗：初级	•	•			14hrs						3-4							
Interacting Effectively with Persons with Dementia <span>E-Learning</span>	•	•	•	•		Enrol @ <a href="http://www.learningcloud.sg">www.learningcloud.sg</a>												
The Ageing Process <span>E-Learning</span>	•	•	•	•	1hr	Enrol @ <a href="http://www.learningcloud.sg">www.learningcloud.sg</a>												
WSQ Organise and Implement Group Activities and Recreation Programmes	•	•			16hrs							1-2 & 15-16						
WSQ Support Seniors to Meet their Physical, Emotional, Psychological, Cognitive and Spiritual Needs	•	•			16hrs											22-23 Feb & 8-9 Mar		
Intervention & Treatment	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Practising Person-Centred Care Approach		•	•		14hrs				16-17									
Person-Centred Care Approach to Dementia	•	•			21hrs					17-19								
Seniors' Life Review through the Arts		•			8hrs	TBA												
Using Activities in Therapy with Seniors	•	•	•		8hrs						17							
Using Creative Arts in Therapy: Understanding and Programme Planning for Work with Seniors	•	•	•		17.5hrs										26-27 Jan & 9 Mar			
Using Reminiscence in Therapy for Seniors	•	•			8hrs					18					13		4	



Course Title	Audience <sup>5</sup>				Duration	2020										2021		
Governance for Organisation	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Essentials of Non-Profit Board Leadership				•	5hrs	TBA												
Board Dynamics				•	5hrs	17												
Board and Management Dynamics				•	5hrs		29											
Talent and Volunteer Management				•	5hrs			26										
Strategy and Board Performance				•	5hrs				28									
Financial Management and Accountability				•	5hrs					25								
Fundraising and Outreach				•	5hrs						22							
Social Trends				•	5hrs							27						
Strategic Planning	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Vision & Mission: Getting it Right! <div>New!</div>				•	8hrs	TBA												
Strategy Assessment Pure & Simple				•	8hrs		27		22									
Decoding the Future, Today! <div>New!</div>				•	8hrs	TBA												
Strategic Thinking Pure & Simple				•	16hrs		11-12											
Strategy Implementation Pure & Simple <div>New!</div>				•	8hrs	TBA												
Strategic Innovation Pure & Simple <div>New!</div>				•	8hrs													
Situation Management Pure & Simple <div>New!</div>				•	16hrs													





Course Title	Audience <sup>5</sup>				Duration	2020										2021		
Client Management	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Manage Challenging Social Service and NPO Clients			•		8hrs					28					22			
Facilities Management	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Plan for Facilities Management	•	•	•		8hrs					21								
Plan New Facilities Development			•	•	8hrs											5		
Financial Management	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Budgeting for Charities		•	•		8hrs			2				13						
Charities Accounting Standard and Its Application		•	•		14hrs				7-8				10-11					
Internal Controls (I): An Introduction to its Guidelines and Applications		•	•		8hrs				7				9					
Internal Controls (II): Implementing Internal Controls for Revenue to Receivable Process, including Fund-raising		•	•		8hrs					5								
Internal Controls (III): Implementing Internal Controls for Procurement to Payable Process		•	•		8hrs						9							
Internal Controls (IV): General Accounting, Fixed Assets, Inventory and Human Resource Management		•	•		8hrs										6			
Internal Controls for Management (I): An Introduction to Internal Controls			•	•	8hrs				15									
Internal Controls for Management (II): Safeguarding the Revenue and Procurement Processes against Fraud			•	•	10.5hrs										14-15			
Fund Raising & Marketing	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Donor Outreach Through Social Media		•	•		8hrs					26								
Branding Non-profit: An Introduction		•	•		8hrs		18				11							
Making Sense I: An Introduction to Fund Raising		•	•		8hrs			4				21						
Making Sense II: Fund-Raising Strategy Development		•	•		8hrs				29				5					
Leadership Development	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Leadearship Milestone Programme: Lead Self		•			64hrs							5						
Leadership Milestone Programme: Lead People			•		64hrs						28							
Leadership Milestone Programme: Lead Managers				•	64hrs							22						
Developing Your Coaching and Mentoring Skills for NPO Managers		•	•		14hrs		18					6			21			
Effective Supervisory Skills for NPO Managers		•	•		14hrs	13		1		19			17				3	
Evaluative Thinking for Successful Non-Profits				•	3.5hrs							27						
Strategic Thinking for Impactful Outcomes in Non-Profits			•	•	16hrs	TBA												
Teambuilding and Leadership Development for NPO Leaders			•	•	14hrs				22				26					
Authentic Leadership Conversations			•	•	14hrs				29-30						21-22			
Principles of Persuasion			•	•	14hrs			15-16				13-14						
What Motivates Me			•	•	7hrs		29		24									
People Development & Management	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
SSI-Franklin Covey Partnership: The 7 Habits of Highly Effective People	•	•	•	•	14hrs			11-12										

## VOLUNTEER DEVELOPMENT & MANAGEMENT



Course Title	Audience <sup>5</sup>				Duration	2020										2021		
Volunteer Development	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Introduction to Youth Mentoring (For Volunteers)		•			8hrs			18				15						
Befriending Skills and Practice (For Volunteers)		•	•		8hrs		26				29		24					
Volunteering in Singapore's Social Sector - What Does It Take?	•	•			8hrs	TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    <												

## CAREGIVING



Course Title	Audience <sup>5</sup>				Duration	2020										2021		
Caregivers Development	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Preparatory Caregiver Training Programme: Understanding Caregiving <small>E-Learning</small>	•	•	•	•	1hr	Enrol @ <a href="http://www.learningcloud.sg">www.learningcloud.sg</a>												
Preparatory Caregiver Training Programme: Know the Care Recipient <small>E-Learning</small>	•	•	•	•	1hr													
Preparatory Caregiver Training Programme: Communication in Caregiving <small>E-Learning</small>	•	•	•	•	1hr													
Preparatory Caregiver Training Programme: Caregiver Stress and Management <small>E-Learning</small>	•	•	•	•	1hr													

## KEY INITIATIVES IN THE SOCIAL SERVICE INSTITUTE



**GatherHere** is an online community for social service professionals and social service agencies (SSAs) to work, communicate, network and reach out differently to do good for the sector. It is where the Social Service Tribe Meets & Collaborates!

**CreateHere** is SSI's media production studio. It provides Adult Educators (AEs) and SSAs with the opportunity to develop video-based content through a simplified and shortened process. The video content created can be used for a variety of purposes such as E-learning content and as a customised message for specific target audiences.

**LearnHere** is a cloud-based platform that is able to host learning content. Through LearnHere, interactive media can be presented and learners are able to conduct self-directed learning and track their own progress across multiple devices while accessing peer feedback. Through LearnHere, learning can occur anytime, anywhere!

The **Training Network Model** refers to the network of partners that SSI engages to champion training in their area of expertise. This will in turn lead to an increased number of skilled and enterprising professionals in the sector, greater capacity & capability of social purpose entities and the development of innovative solutions.

## ABOUT THE SOCIAL SERVICE INSTITUTE

The Social Service Institute (SSI) is a key division under the Human Capital and Organisation Development Group (HCOGD) of the National Council of Social Service (NCSS). It has been appointed as a Continuing Education and Training (CET) centre for social services by SkillsFuture Singapore (SSG) and aligns to the Social Service Sector Strategic Thrust (4ST) by developing skilled professionals and the capability of the sector.

This is achieved through SSI's leadership and partnership with stakeholders, agility in providing relevant and quality training and spirit of innovation and entrepreneurship.

## OUR LOGO

The SSI logo symbolises the concepts of training, practice and resource, while creating the "Windows of Opportunity" to stimulate, sustain and inspire the social service sector.

The logo's three main colours – orange, blue and red – signify "optimism", "success" and "passion" respectively. The three overlapping blocks symbolise SSI's philosophy in its leadership and partnership with stakeholders in building the capability of the sector. The interfacing blocks and curves reflect its dynamism in providing relevant and quality training for the social service sector.



**SOCIAL SERVICE INSTITUTE**



6589 5555



[www.ssi.sg](http://www.ssi.sg)



[NCSS.SocialServiceInstitute](https://www.facebook.com/NCSS.SocialServiceInstitute)



[ncsssocialservice](https://www.youtube.com/ncsssocialservice)

Part of



**NCSS**  
National Council  
of Social Service