

CONTENT

1. Account Login
2. Access to Course Materials
3. Completion of E-evaluation
4. Troubleshoot Guide

ACCOUNT LOGIN

On [REDACTED] SSI <admin@ssi.sg> wrote:

Dear [REDACTED],

Your registration was successful. Your access data is as follows:

Your login name: [REDACTED]

Your start password: R5IzyK40d

Click on the following link to login immediately: [LearningSpace.SG](https://learning-space.sg)

Best regards,

Your Platform Support

You will receive an email ("Your Access Data") from Learning Space with your login credentials stated.

Should you not receive an email within 2 working days of the confirmation of your registration, please contact the SSI administrator at socialserviceinstitute@ncss.gov.sg.

Enrolment confirmation

PCGW (NSWCF Foundational) Intake 1: Module 2: Facilitate Group Work Sessions [1700640]

Dear [REDACTED]

You have enrolled in the following training:

Name:	PCGW (NSWCF Foundational) Intake 1: Module 2: Facilitate Group Work Sessions [1700640]
Start:	11-Nov-2017 09:00
End:	11-Nov-2018 09:00
Duration of use:	see start/finish
Location:	-
Price:	[REDACTED]

Should you have any questions concerning this training or require further assistance, please send an email to [SSI Administrator](#).

Kind regards,
SSI Administrator

* This is an automatic message.

Once you are successfully enrolled in a course in Learning Space, you will receive a “Enrolment Confirmation” from Learning Space in your email.

In the event you do not receive this notification, login to Learning Space and check if the registered course is listed under “My Courses”

For more details on course information, you may refer to NCSS e-services or course confirmation email.

ACCESS TO COURSE MATERIALS

To login to Learning Space, open your web browser and go to : <https://learningspace.sg>

For compatibility purposes, please use Google Chrome, IE10+ , Safari or Mozilla Firefox

Click 'Login' and
choose 'Learners'

LearningSpace.SG

Learners ▾

Developers ▾

Providers ▾

Login ▾

Join Now ▾

Learners
Developer
Provider

Design Better Courses
Enrich learners engagement to enhance learning outcomes

Create a Course

Join our Provider Community



Marketplace

Login with your ID and password
(sent in the email) and click the
'Login' button below

Login

User name

① Please enter your user name

Password

① Please enter your password

[Forgot your password?](#)

☐ Stay logged in ([Security information](#))

LOGIN

Do you want to create a user account?

[You can register yourself here.](#)



Accept privacy policy

Accept privacy policy

Please accept the privacy policy to proceed.

LEARNINGSERVICE.SG

TERMS OF SERVICE

Welcome to LearningSpace.SG, a multi-tenanted learning and content management system with extensions to various current and next-generation virtual learning applications and environments, as well as related technology-enabled learning services. The LearningSpace.SG website and services are provided by the Singapore Workforce Development Agency ("WDA", "we" "us" or "our"). These terms of service (these "**Terms**") govern your ("**you**" or "**your**") access to and use of the LearningSpace.SG platform ("**LearningSpace.SG Platform**"), <https://www.learningspace.sg> web site and its subdomains (the "**Website**") and all services provided by WDA in relation to LearningSpace.SG (collectively, including the LearningSpace.SG Platform and the Website, the "**Services**").

DECLINE PRIVACY POLICY

ACCEPT PRIVACY POLICY

For the first time login, you will be required to read and accept the Privacy Policy.

Scroll down to the end to 'Accept Privacy Policy'

Terms of use

English (UK) 中文 (简体)



Accept privacy policy



Change password

Change password

You will be prompted to change your password.

The system requires that you change your password in an external system. Please contact your system administrator.

CANCEL

Terms of use

English (UK) 中文 (简体)

Upon login, you will be directed to your dashboard
Click the course title to access the e-learning content.

LearningSpace.SG

Catalogues ▾

My Courses

Learn More




My learning

Current Pending enrolments Completed



1 current element


Courses



Understanding the Social Service Sector (TD)

Ends on 12 Apr 2018

 Enrolled  E-Learning



Another way you can access your courses will be to click on "My Courses"

[Terms of use](#) [Info](#)

[English \(UK\)](#) [中文 \(简体\)](#)

Info contains an overview of the course.

Understanding the Social Service Sector (TD)

Complete your e-learning contents from **Syllabus**.



You may download your learning materials from **Library**.

Info

All times in
Singapore Time
(Asia/Singapore) (UTC+08:00)

Description

Overview

This unit equips social service professionals with the knowledge needed to understand overall history and formation of social service, roles of key providers, scope and trends in sub sectors and functional frameworks to deliver effective services.

Learning

Outcomes

By the end of the course, participants will be able to:

- Illustrate the basis of formation and history of social services;
- Identify the major roles of

Syllabus

Slides

Understanding Social Service Sector - Topic 1



Understanding Social Service Sector - Topic 2



Understanding Social Service Sector - Topic 3



Library

- [Understanding the Social Service Sector \(Slides\)](#)
- [Booklet - Understanding Persons with Disabilities](#)
- [SociallyEnabledPosters](#)
- [Be Socially Enabled Brochure 470488](#)
- [For All We Care 470492](#)
- [Interacting with Seniors Removing Barriers](#)
- [Lets Play Together](#)
- [Mental Health Booklet \(Removing Barriers\)](#)



Previous

[Understanding the Social Service Sector - Pre-Co...](#)



[Understanding the Social Service Sector \(TD\)](#)

Next



[Understanding Social Service Sector - Topic 2](#)



Understanding Social Service Sector - Topic 1



Open training
Not yet started

WBT (SCORM)

Grey tab will be shown when you have not access to the e-learning content.

Click to access the e-learning slides



Understanding the Social Service Sector – Topic 1



Click right arrow to proceed to the next slide.

Click left arrow to return to the previous slide

When you have reached your last slide, click the '<< Back' button to continue your next e-learning content.

<< Back

UnderstandingSocialServicesectorTopic1 > UnderstandingSocialServicesectorTopic1.pptx > 24

Making Assistance Accessible

Grey arrow indicates last slide.

24 Understanding the Social Service Sector v 1.0

All Rights Reserved. Not to be reproduced without permission. SSI

Click left arrow to return to the previous slide



Click the **'Up Arrow'** to return to the main syllabus and view all e-learning contents.

Click **'Next'** to access the next e-learning content

 Previous
 Understanding the Social Service Sector - Pre-Co...
 [Understanding the Social Service Sector \(TD\)](#)
[Next](#) 
 Understanding Social Service Sector - Topic 2

Click **'Previous'** to return to the previous the E-learning content

Green tab will be shown when you have completed your E-learning content.


Yellow tab will be shown when you have access to your E-learning content but have yet to complete.

Green circle with tick indicates completion of online content

 Understanding Social Service Sector - Topic 1
  

 Open training
 Successfully processed

WBT (SCORM)

 Understanding Social Service Sector - Topic 2
  

 Open training
 In progress

WBT (SCORM)

COMPLETION OF E-EVALUATION
(end-of-course)



Understanding the Social Service Sector

Available from 29 Apr 2017 09:00 to 12 Apr 2018 09:00

Scroll down the page and you will see the **SSI Evaluation Form**. Complete the SSI Evaluation Form at the end of the training.

A 'Green Tick' indicates that you have completed your E-Learning content.

Info

All times in Singapore Time
(Asia/Singapore) (UTC+08:00)

Description

Overview

This unit equips social service professionals with the knowledge needed to understand overall history and formation of social service, roles of key providers, scope and trends in sub sectors and functional frameworks to deliver effective services.

Learning

Outcomes

By the end of the course, participants will be able to:

- Illustrate the basis of formation and history of social

Syllabus

[Expand all](#)

Slides

Understanding Social Service Sector - Topic 1

[i](#)

Understanding Social Service Sector - Topic 2

[i](#)

Understanding Social Service Sector - Topic 3



Library

- [Understanding the Social Service Sector \(Slides\)](#)
- [Booklet Understanding Persons with Disabilities](#)
- [SociallyEnabledPosters](#)
- [Be Socially Enabled Brochure 470488](#)
- [For All We Care 470492](#)
- [Interacting with Seniors Removing Barriers](#)
- [Lets Play Together](#)
- [Mental Health Booklet \(Removing Barriers\)](#)

Understanding the Social Service Sector (TD)



New entrants in social service settings who want to understand the social service sector, in-service social service professionals who wish to refresh their understanding on the social service sector, individuals who wish to consider social service setting as their career choice.

Pre-Requisites: 1) Be able to apply communication techniques suited to working with a range of clients; 2) Know the basic principles of client service; 3) Familiar with local community resources; 4) Know the general practices of Workplace Safety and Health; 5) Be able to listen and speak English at a proficiency level equivalent to the Employability Skills System (ESS) Literacy Level 5; 6) Be able to read and write English at a proficiency level equivalent to the Employability Skills System (ESS) Literacy Level 5; and 7) Be able to manipulate numbers at a proficiency level equivalent to Employability Skills System (ESS) Numeracy Level 4.

Assessment Requirements

This is a non-assessable short course.

Feedback Form

The image shows a modal window titled "SSi Evaluation Form". It has a white header bar with the title and a question mark icon. Below the header is a dark blue bar with a white information icon (i) on the left and a white right-pointing arrow (→) on the right. An orange arrow points from a text box to the right-pointing arrow.

Click to access the SSI Evaluation Form



[Previous](#)

[Understanding Social Service Sector - Topic 4](#)



[Understanding the Social Service Sector \(TD\)](#)



SSI Evaluation Form



We will appreciate that you can complete this E-evaluation immediately after the end of the classroom session.

Your feedback will help us improve the quality of our services. Please select your answers accordingly.

Thank you.

20

Questions

To begin evaluation, click '**START FEEDBACK**'

START FEEDBACK



Previous

Understanding Social Service Sector - Topic 4



Understanding the Social Service Sector (TD)



SSI Evaluation Form



Overview

Questions

- ☐ [Question 1](#)
- ☐ [Question 2](#)
- ☐ [Question 3](#)
- ☐ [Question 4](#)
- ☐ [Question 5](#)
- ☐ [Question 6](#)
- ☐ [Question 7](#)

Click to access the questions.

Mandatory
question

Mandatory
question

Mandatory
question

Mandatory
question

Mandatory
question

Mandatory
question

Mandatory
question



[Previous](#)

[Understanding Social Service Sector - Topic 4](#)



[Understanding the Social Service Sector \(TD\)](#)



SSI Evaluation Form



Mandatory question

The learning outcomes of the course were met.

Please select the applicable answer.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

Click '**Next**' to proceed to the next question.

1/20

Question

PREVIOUS

NEXT

CANCEL FEEDBACK

SUBMIT FEEDBACK

[Terms of use](#) [Info](#)



[Previous](#)

[Understanding Social Service Sector - Topic 4](#)



[Understanding the Social Service Sector \(TD\)](#)



SSI Evaluation Form



You have reached the end of the feedback

You now have the possibility to re-check your given answers before submitting the feedback. If you cancel the feedback, your given answers will be lost.

[PREVIOUS](#)

[NEXT](#)

[CANCEL FEEDBACK](#)

[SUBMIT FEEDBACK](#)

Once you have completed the feedback, click “**Submit Feedback**”

[Terms of use](#) [Info](#)

[English \(UK\)](#) [中文 \(简体\)](#)

Submit feedback

Do you want to submit your feedback? This action cannot be undone.

NO, CONTINUE FEEDBACK

YES, SUBMIT FEEDBACK

Click “YES, Submit Feedback”

Submit your feedback

SSI Evaluation Form

You have reached the end of the feedback

You now have the possibility to re-check your given answers before submitting the feedback. If you cancel the feedback, your given answers will be lost.

PREVIOUS

NEXT

CANCEL FEEDBACK

SUBMIT FEEDBACK

[Terms of use](#) [Info](#)

[English \(UK\)](#) [中文 \(简体\)](#)

Click '**My Courses**' then choose 'Completed' to check that you have completed your E-learning.

[Home](#)

[Catalogues](#) ▾

[My Courses](#)

[Learn More](#)

 [Cornelius Pang](#) ▾



[Previous](#)

[Understanding Social Service Sector - Topic 4](#)



[Understanding the Social Service Sector \(TD\)](#)



SSI Evaluation Form



You successfully submitted this feedback

Thank you!

20

Questions

[REVIEW FEEDBACK](#)

My learning

[Current](#)


[Pending enrolments](#)

[Completed](#)

Click 'Completed' to check that you have completed your E-learning.



1 completed element


Courses



Understanding the Social Service Sector (TD)

Concluded on 11 May 2017

 Passed  E-Learning



To logout, click your name,
from the dropdown list,
choose '**Logout**'

My learning


[Current](#)

[Pending enrolments](#)

[Completed](#)



1 completed element


Courses

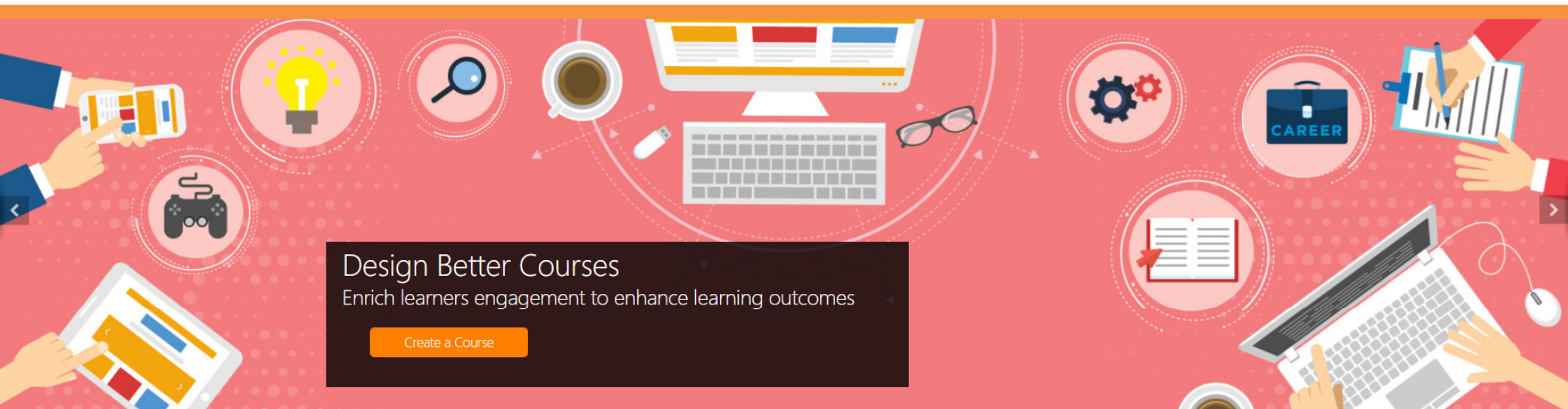


Understanding the Social Service Sector (TD)

Concluded on 11 May 2017

 Passed  E-Learning





Join our Provider Community



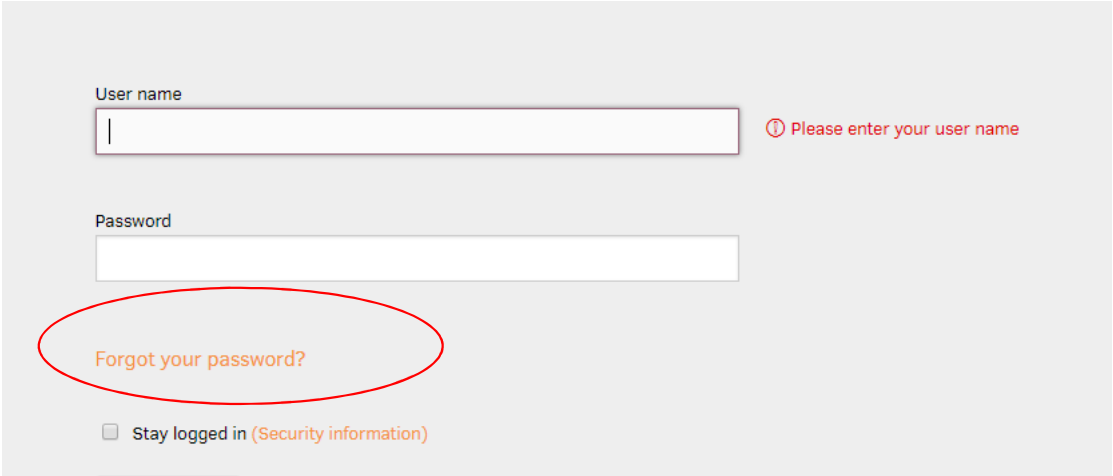
Marketplace

TROUBLESHOOT GUIDE

- [Cannot remember password](#)
- [Password too long](#)
- [Unable to access materials](#)
- [Unable to download materials](#)
- [Video not loading](#)
- [Blank screen](#)
- [Quiz / Content Completion Status](#)
- [LearningSpace in Chinese](#)

CANNOT REMEMBER PASSWORD

1. Click “Forget Password” and key in your user id i.e. LIXXXXX
2. You will receive an email from learning space with your new password.



The screenshot shows a login interface with a light gray background. At the top, the text 'Log in' is visible. Below it, there are two input fields: 'User name' and 'Password'. The 'User name' field is empty and has a red error message 'Please enter your user name' to its right. The 'Password' field is also empty. Below the password field, the text 'Forgot your password?' is circled in red. At the bottom, there is a checkbox labeled 'Stay logged in' followed by a link '(Security information)'.

User name

Please enter your user name

Password

Forgot your password?

☐ Stay logged in (Security information)

PASSWORD TOO LONG

1. Go to “Edit Profile”.
2. Update password accordingly.



[Change profile](#)

[Change password](#)

Fields marked with an asterisk (*) are mandatory.

Current password*

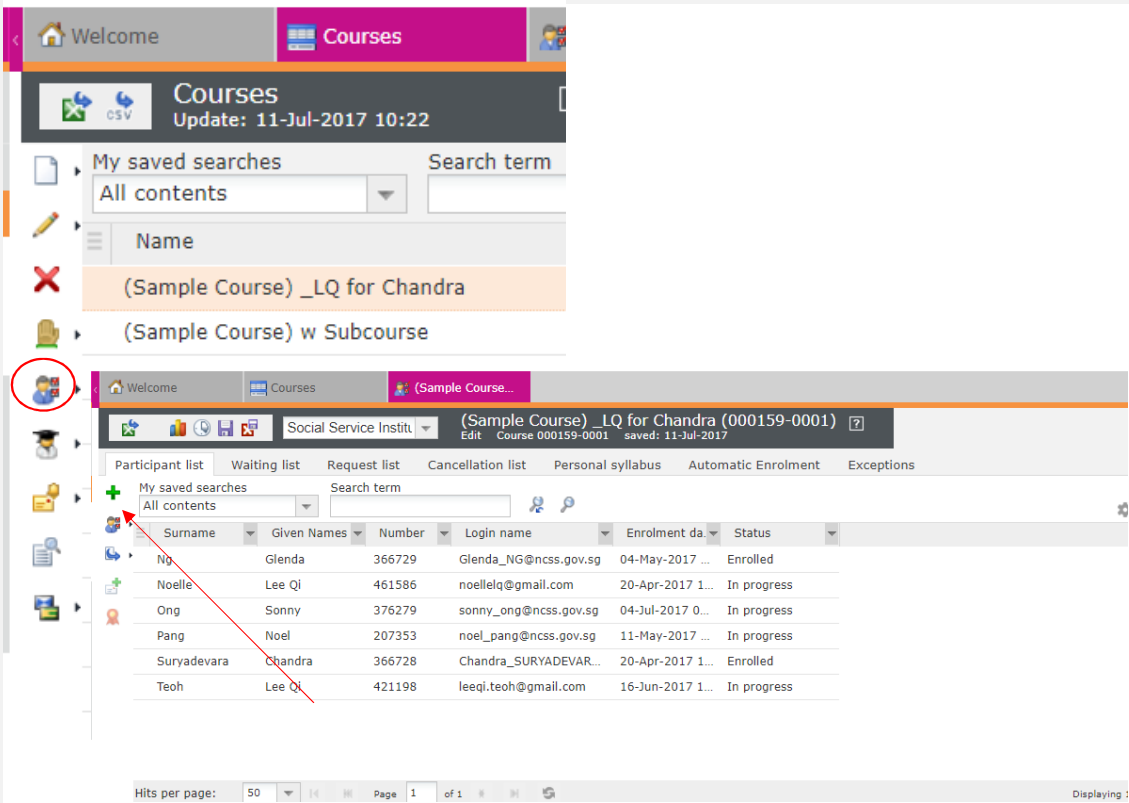
New password*

Repeat password*

SAVE CHANGES

UNABLE TO ACCESS MATERIALS

1. Check the browser compatibility (Chrome most ideal).
2. If still cannot, check that browser has pdf reader built in.

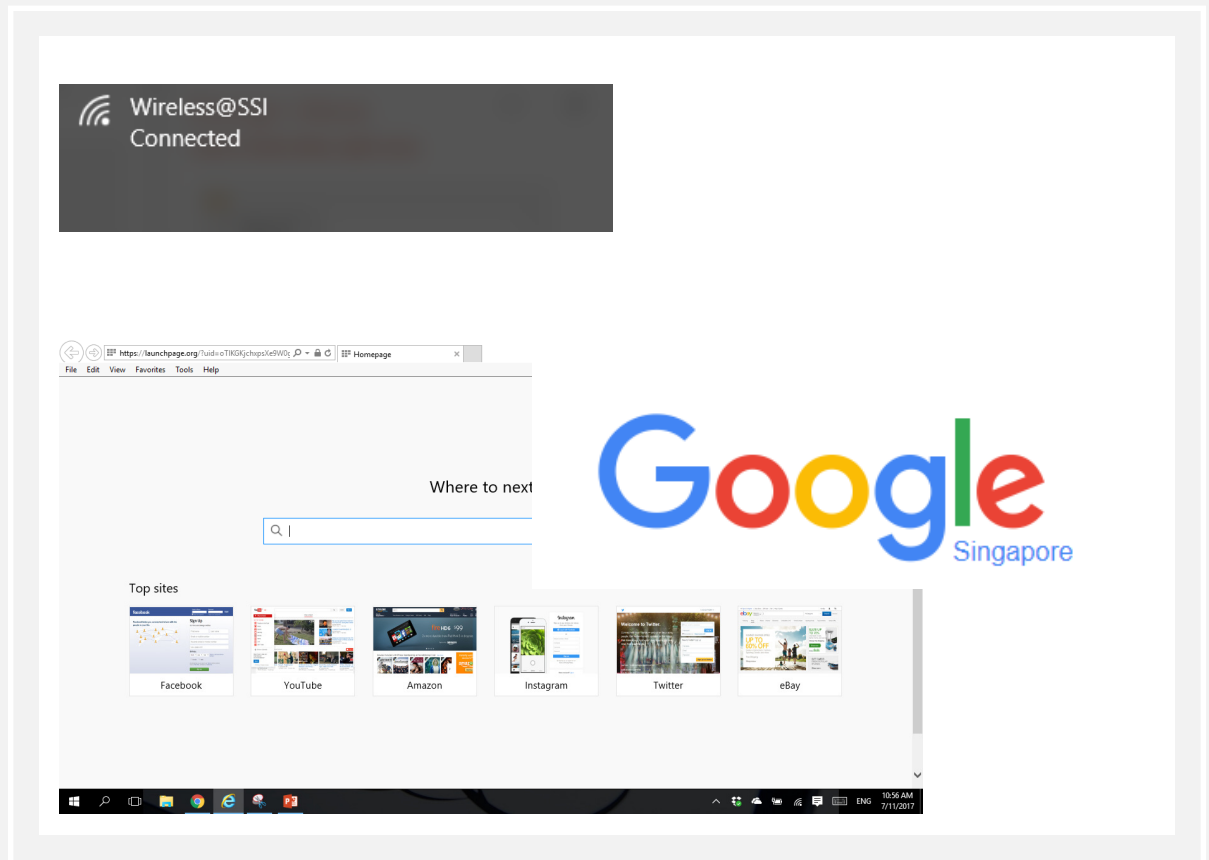


Participant list

Surname	Given Names	Number	Login name	Enrolment date	Status
Ng	Glenda	366729	Glenda_NG@ncss.gov.sg	04-May-2017 ...	Enrolled
Noelle	Lee Qi	461586	noellelq@gmail.com	20-Apr-2017 1...	In progress
Ong	Sonny	376279	sonny_ong@ncss.gov.sg	04-Jul-2017 0...	In progress
Pang	Noel	207353	noel_pang@ncss.gov.sg	11-May-2017 ...	In progress
Suryadevara	Chandra	366728	Chandra_SURYADEVAR...	20-Apr-2017 1...	Enrolled
Teoh	Lee Qi	421198	leeqi.teoh@gmail.com	16-Jun-2017 1...	In progress

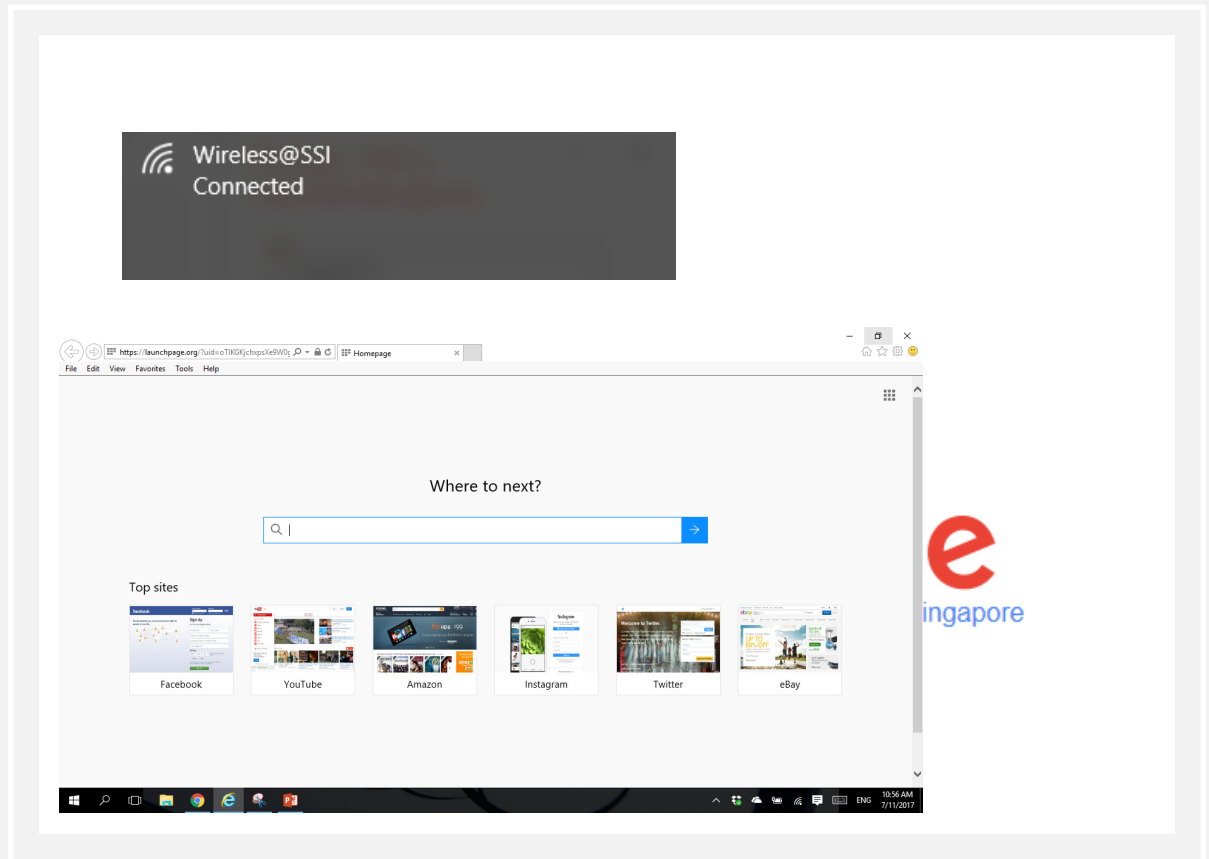
UNABLE TO DOWNLOAD MATERIALS

1. Check internet connection.
2. Check the browser compatibility (IE11+ / Chrome most ideal).
3. If still no, check that browser has pdf reader built in.



VIDEO NOT LOADING

1. Check internet connection.
2. Check the browser compatibility (IE11+ / Chrome most ideal) .



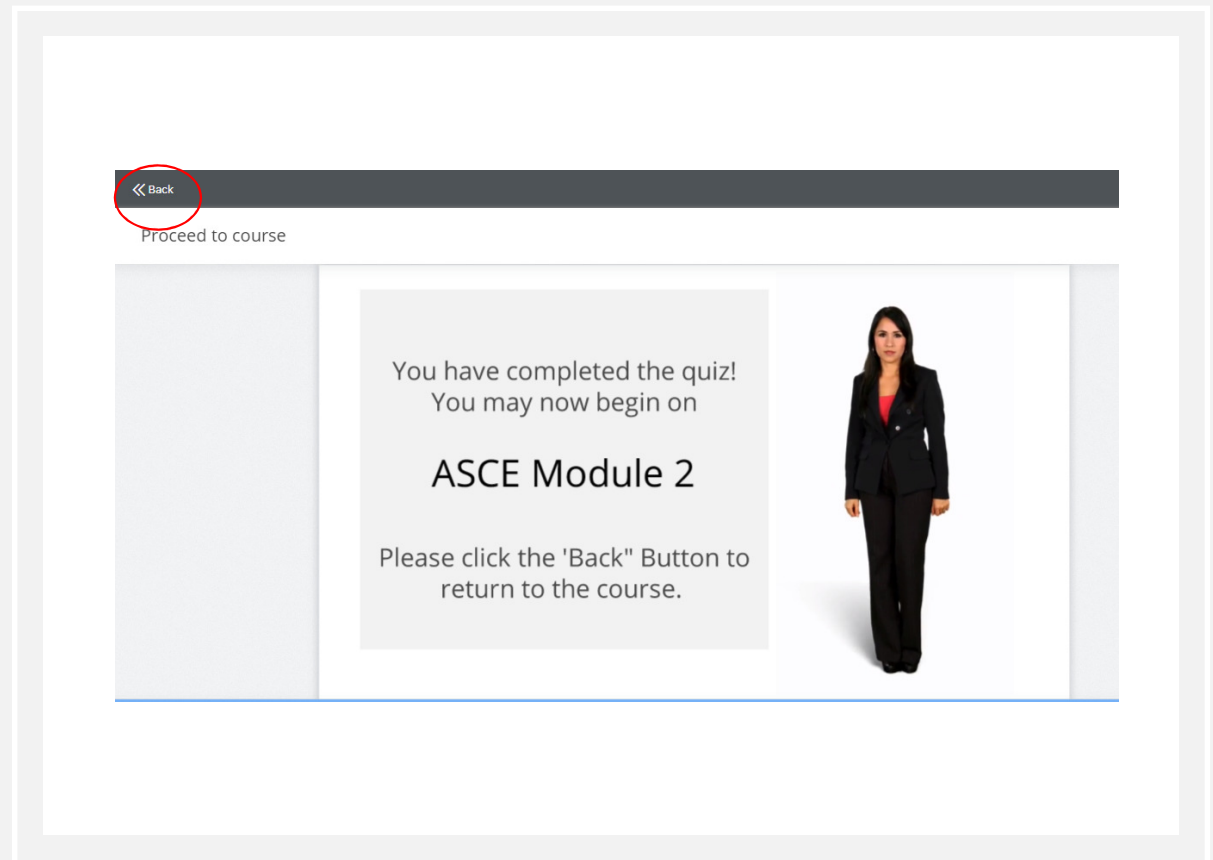
BLANK SCREEN

1. Check internet connection.
2. Check the browser compatibility (IE11+ / Chrome most ideal).
3. Close the browser and go to learning space again.



QUIZ/CONTENT COMPLETION STATUS

1. You need to click “Back” button to return to main page after completing quiz.
2. If the status is not changed to completed, please try again.



LEARNINGS SPACE IN CHINESE

1. Scroll down to the bottom of the page in LearningSpace and change the language accordingly.

Terms of use Info

English (UK) 中文 (简体)