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
>
> 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.

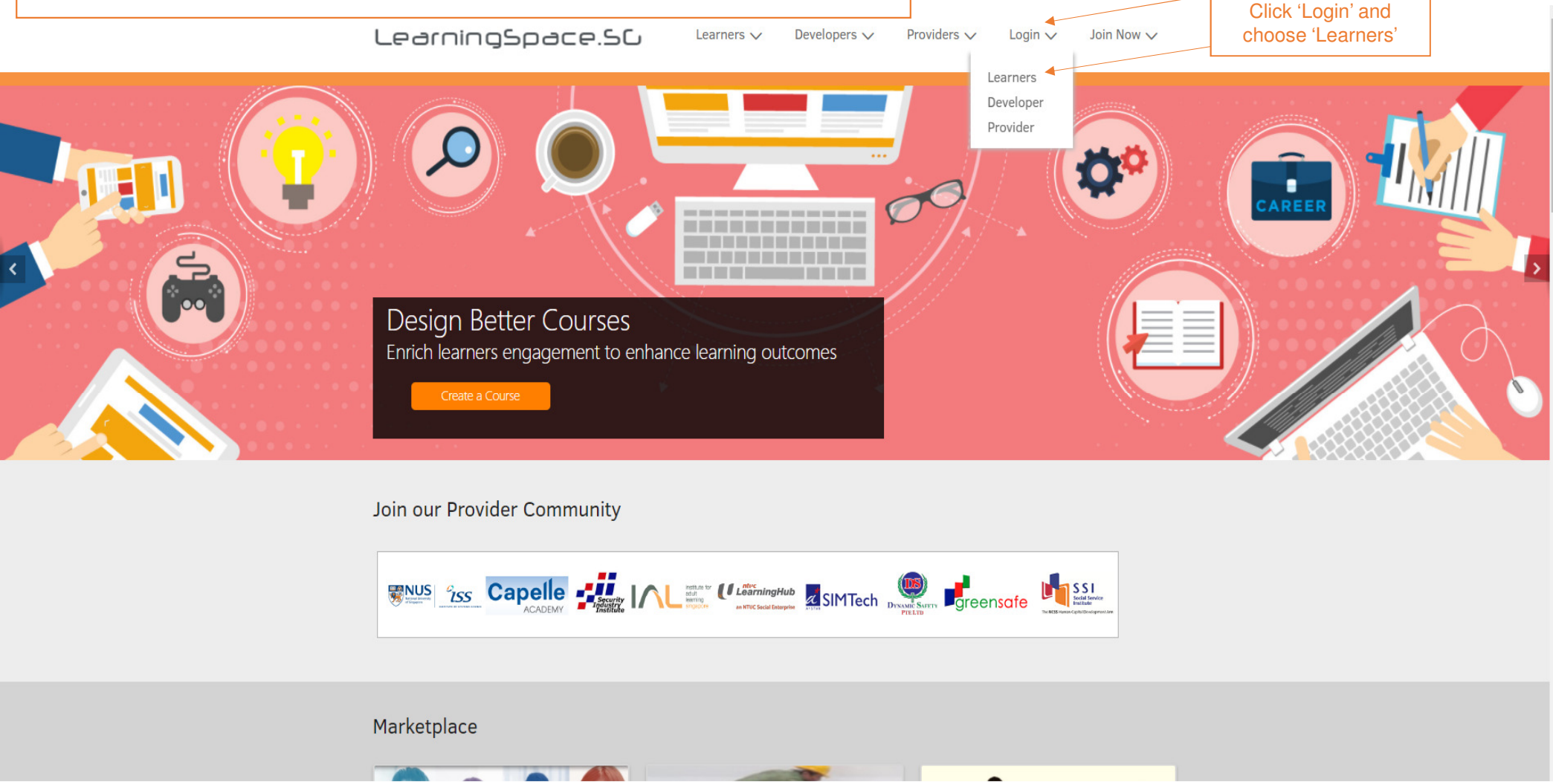
In the event you do not receive this notification, login to Learning Space and check if the registered course is listed under "My Courses"

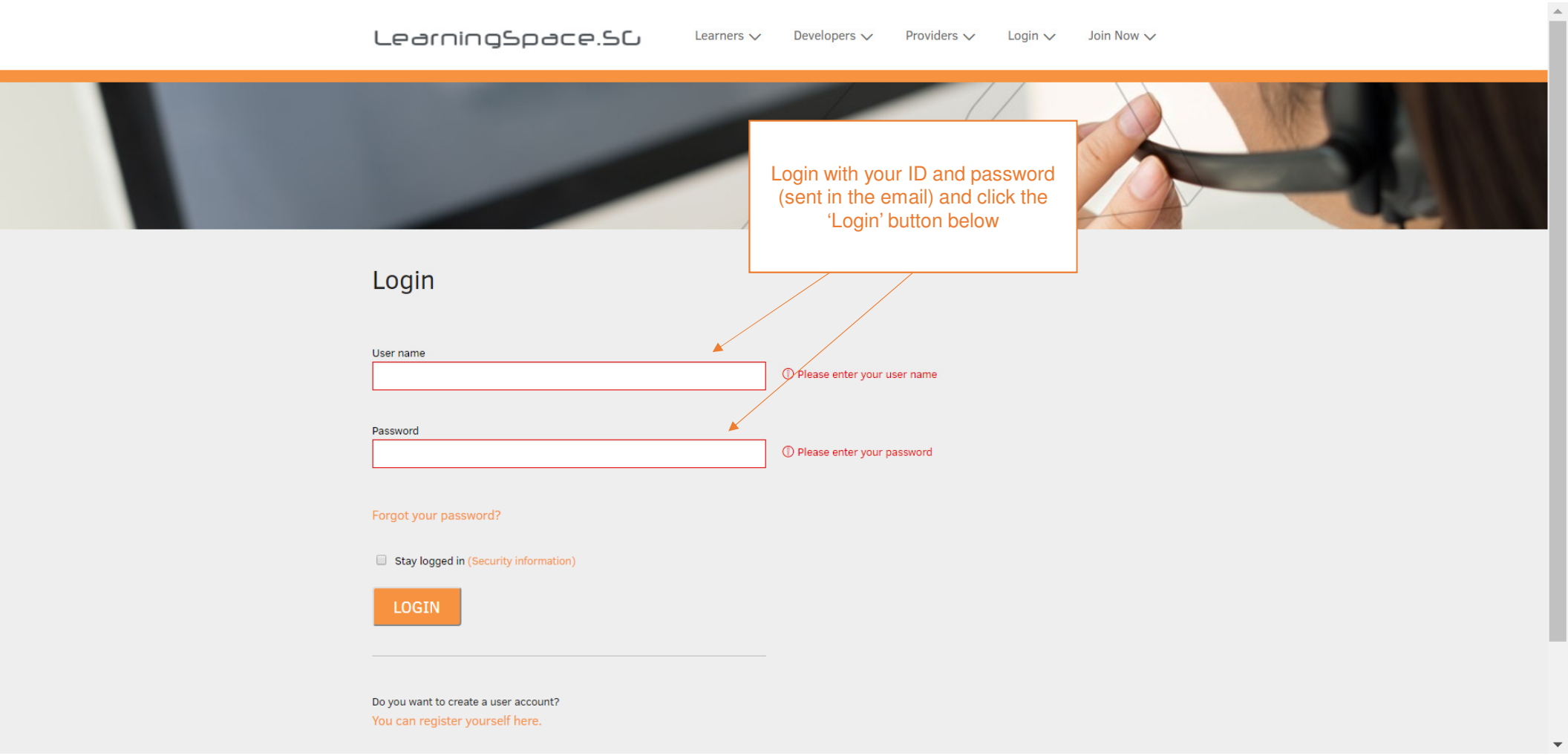
For more details on course information, you may refer to NCSS e-services or course confirmation email.

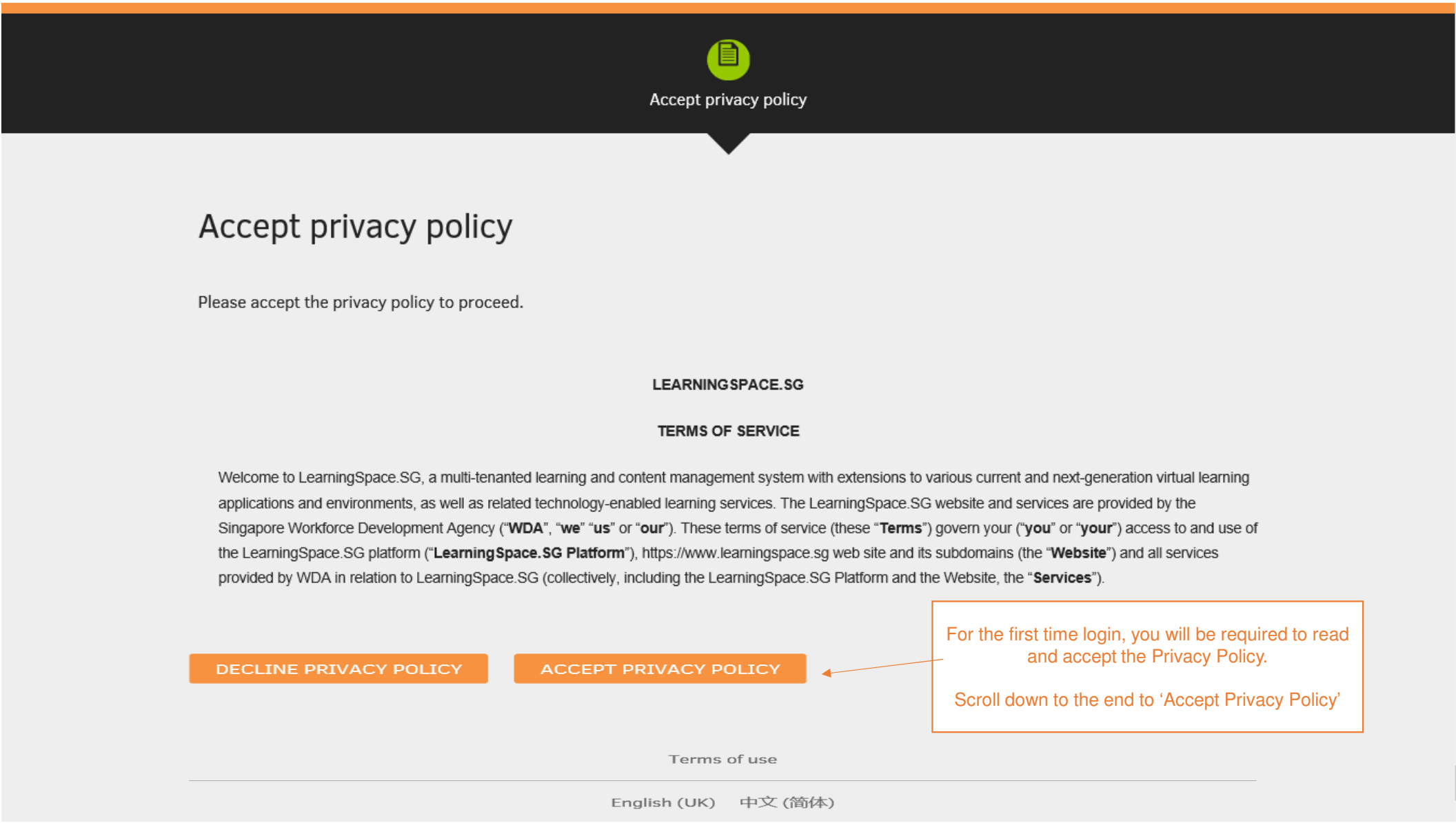
ACCESS TO COURSE MATERIALS

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




LearningSpace.SG
Learners
Developers
Providers
Login
Join Now
Login with your ID and password (sent in the email) and click the 'Login' button below
Login
User name
Please enter your user name
Password
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.
LEARNINGSPACE.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)

Change password

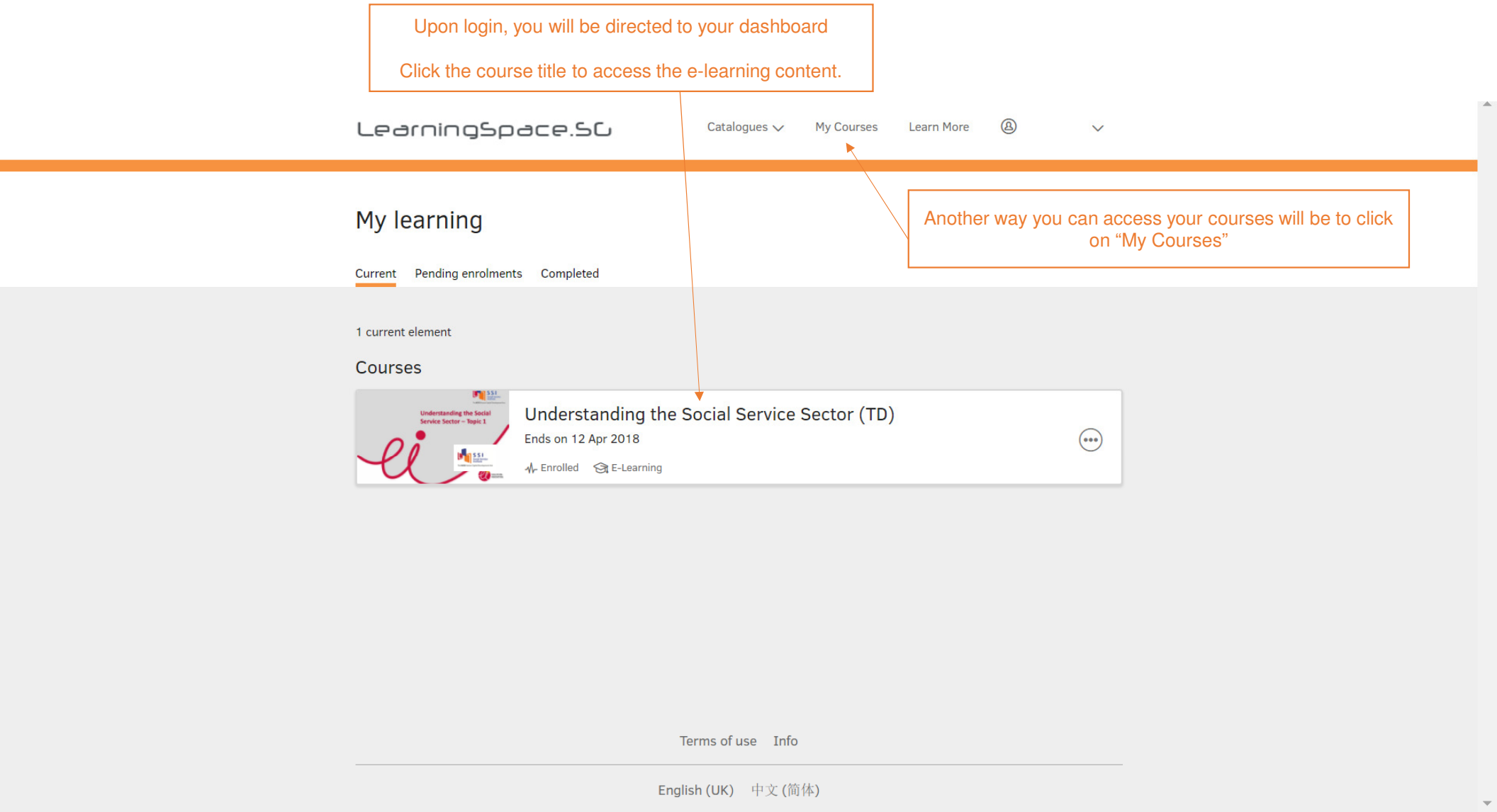
You will be prompted to change your password.

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

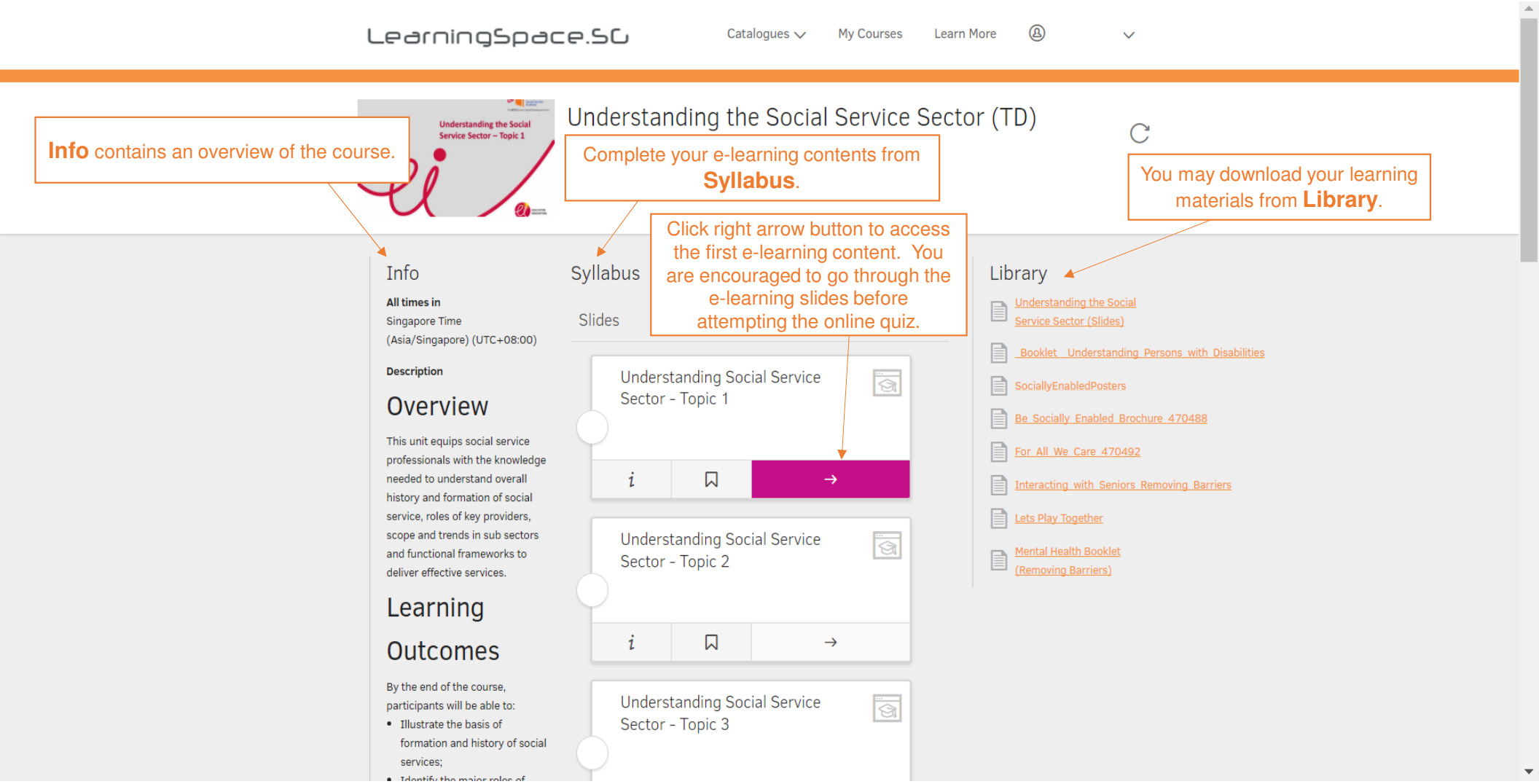
CANCEL

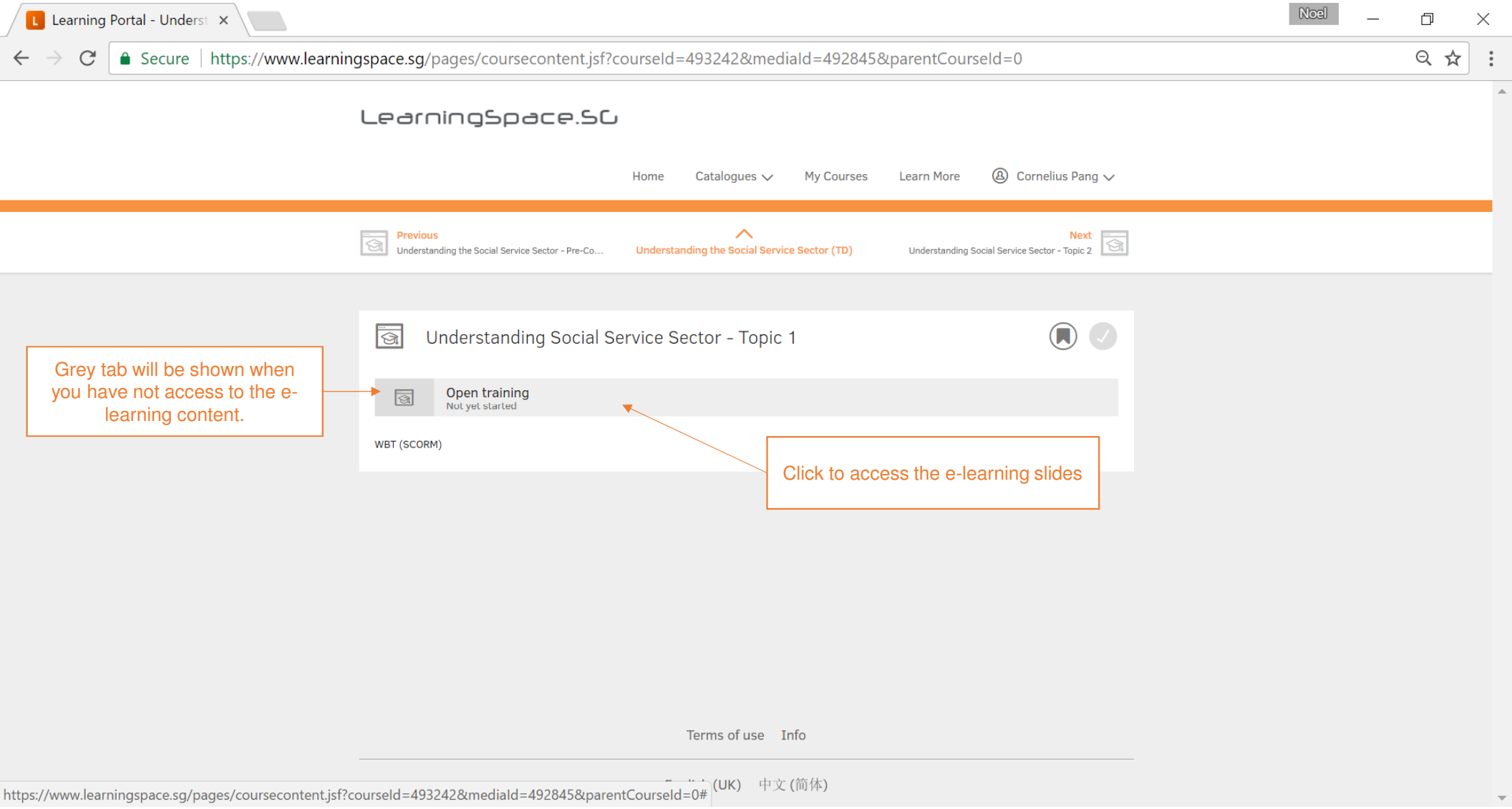
Upon login, you will be directed to your dashboard

Click the course title to access the e-learning content.



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

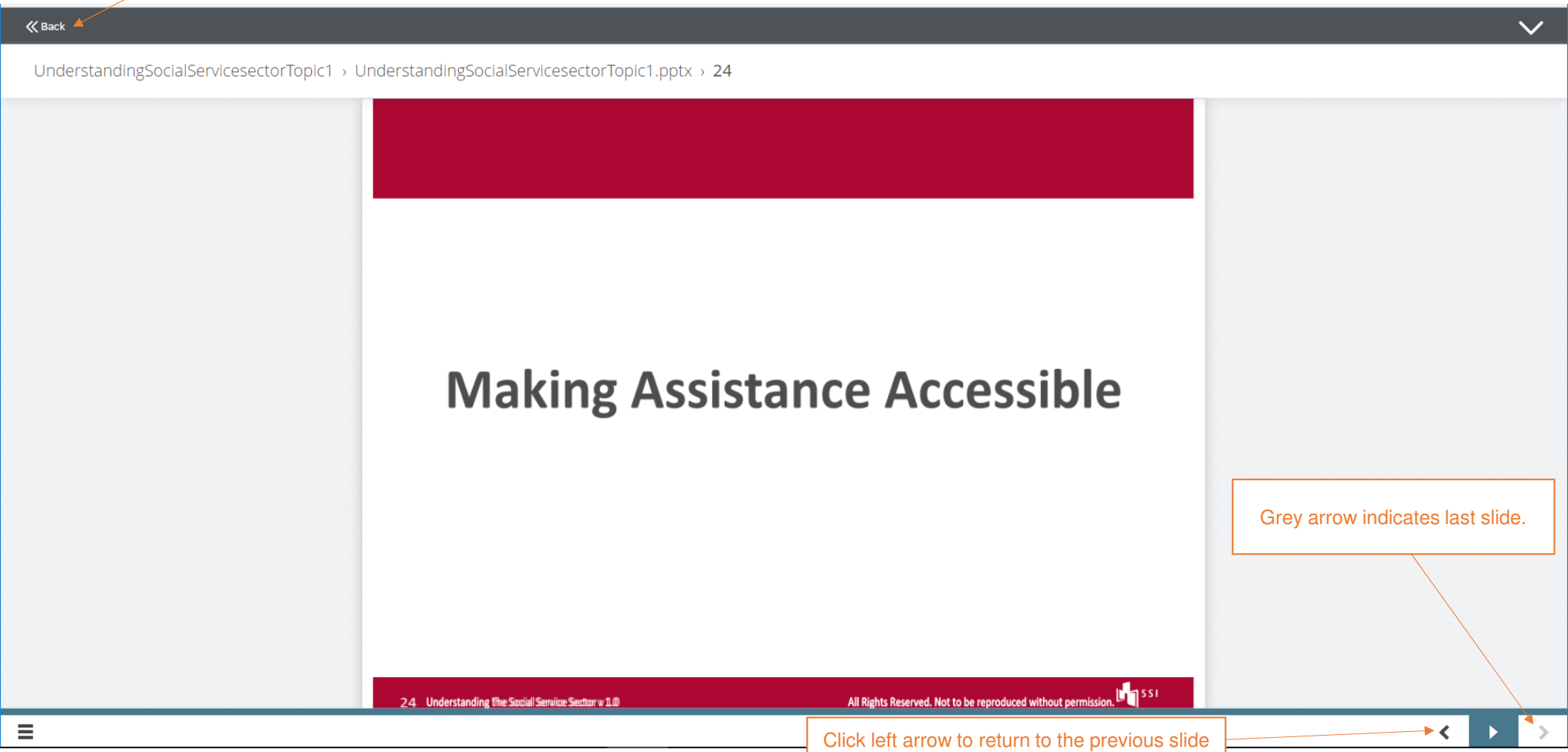

LearningSpace.SG
Catalogues
My Courses
Learn More
Understanding the Social Service Sector – Topic 1
Understanding the Social Service Sector (TD)
Info contains an overview of the course.
Complete your e-learning contents from Syllabus.
You may download your learning materials from Library.
Click right arrow button to access the first e-learning content. You are encouraged to go through the e-learning slides before attempting the online quiz.
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;
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)


Learning Portal - Underst
Noel
Secure
https://www.learningspace.sg/pages/coursecontent.jsf?courseId=493242&mediaId=492845&parentCourseId=0
LearningSpace.SG
Home
Catalogues
My Courses
Learn More
Cornelius Pang
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
Terms of use
Info
(UK)
中文 (简体)
https://www.learningspace.sg/pages/coursecontent.jsf?courseId=493242&mediaId=492845&parentCourseId=0#

Click right arrow to proceed to the next slide.

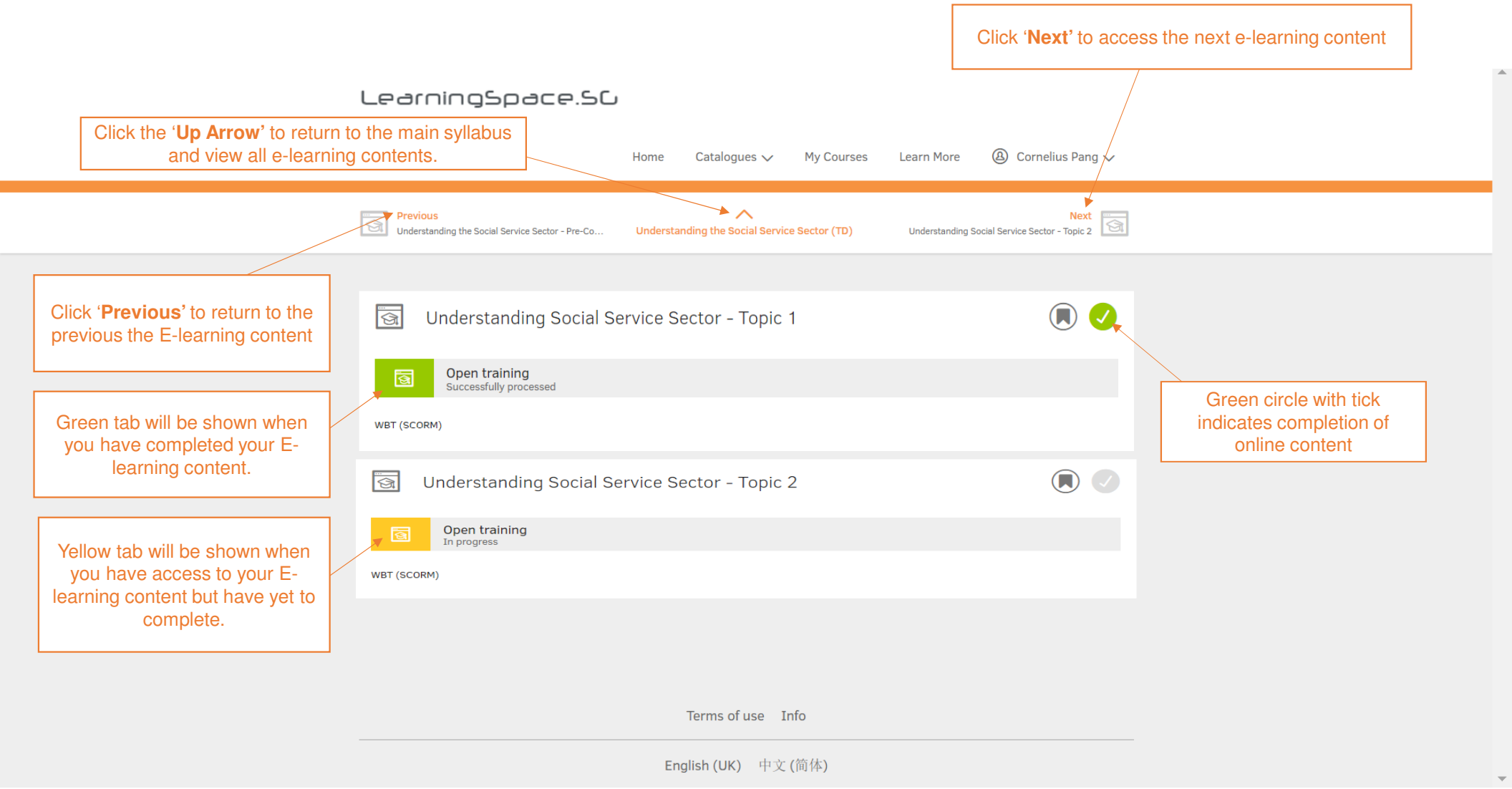
Click left arrow to return to the previous slide

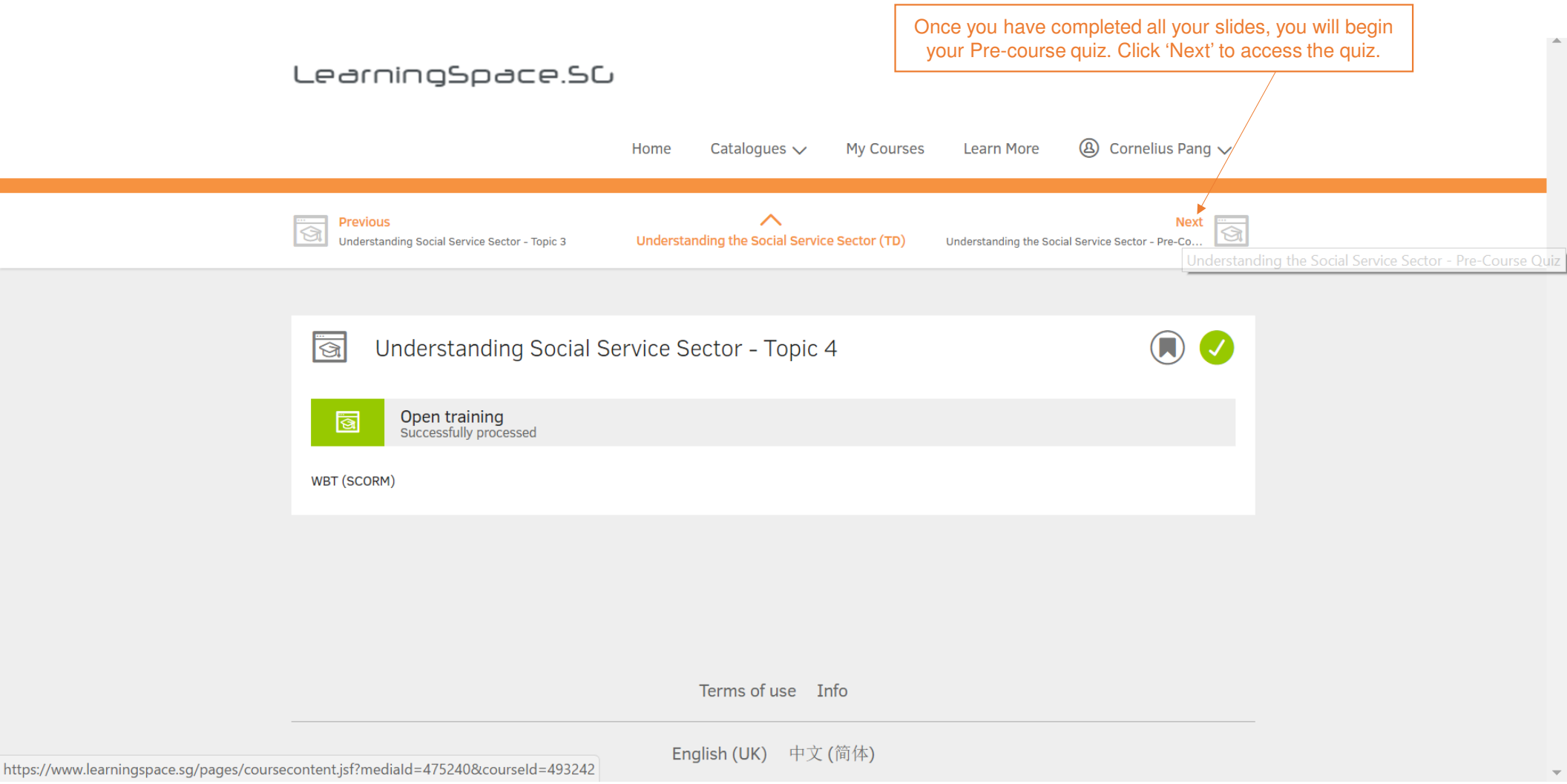
When you have reached your last slide, click the '<< Back' button to continue your next e-learning content.

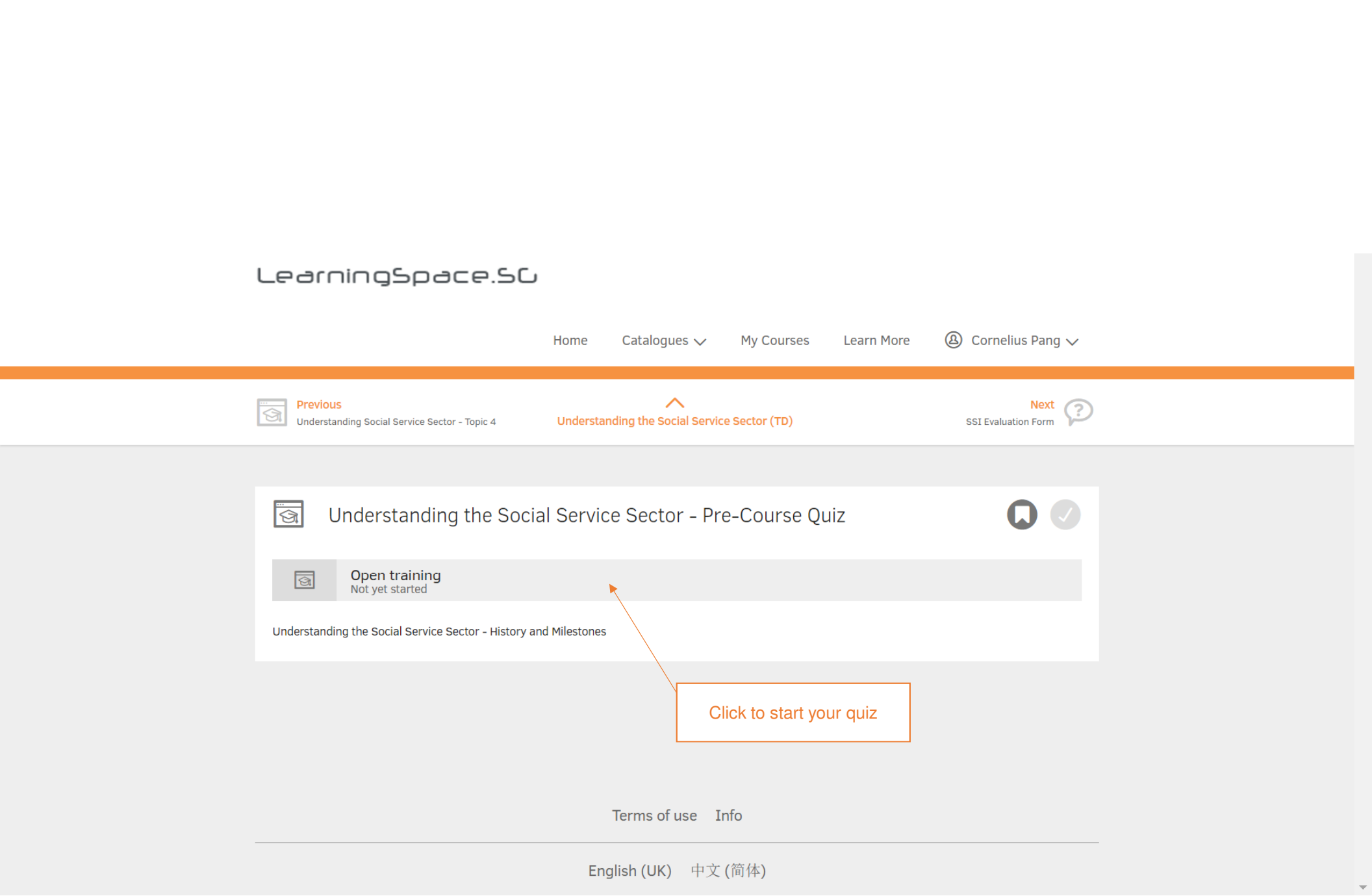


Grey arrow indicates last slide.

Click left arrow to return to the previous slide


Click ‘**Next**’ to access the next e-learning content
LearningSpace.SG
Click the ‘**Up Arrow**’ to return to the main syllabus and view all e-learning contents.
Home
Catalogues
My Courses
Learn More
Cornelius Pang
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
Understanding Social Service Sector - Topic 1
Open training
Successfully processed
WBT (SCORM)
Green tab will be shown when you have completed your E-learning content.
Green circle with tick indicates completion of online content
Understanding Social Service Sector - Topic 2
Open training
In progress
WBT (SCORM)
Yellow tab will be shown when you have access to your E-learning content but have yet to complete.
Terms of use
Info
English (UK)
中文 (简体)


Once you have completed all your slides, you will begin your Pre-course quiz. Click 'Next' to access the quiz.
LearningSpace.SG
Home
Catalogues
My Courses
Learn More
Cornelius Pang
Previous
Understanding Social Service Sector - Topic 3
Understanding the Social Service Sector (TD)
Next
Understanding the Social Service Sector - Pre-Co...
Understanding the Social Service Sector - Pre-Course Quiz
Understanding Social Service Sector - Topic 4
Open training
Successfully processed
WBT (SCORM)
Terms of use
Info
English (UK)
中文 (简体)
https://www.learningspace.sg/pages/coursecontent.jsf?mediaId=475240&courseId=493242


LearningSpace.SG
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My Courses
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Cornelius Pang
Previous
Understanding Social Service Sector - Topic 4
Understanding the Social Service Sector (TD)
Next
SSI Evaluation Form
Understanding the Social Service Sector - Pre-Course Quiz
Open training
Not yet started
Understanding the Social Service Sector - History and Milestones
Click to start your quiz
Terms of use
Info
English (UK)
中文 (简体)

Back
SSI
Social Service Institute
The NCSS Human Capital Development Arm
Key in your name and click 'Begin' to start.
Understanding the Social Service Sector
History and Milestones
Enter your full name as in NRIC
Begin

Once you have completed the quiz, click '**<< Back**'.

« Back

SSI
Social Service Institute
The **NCSS** Human Capital Development Arm

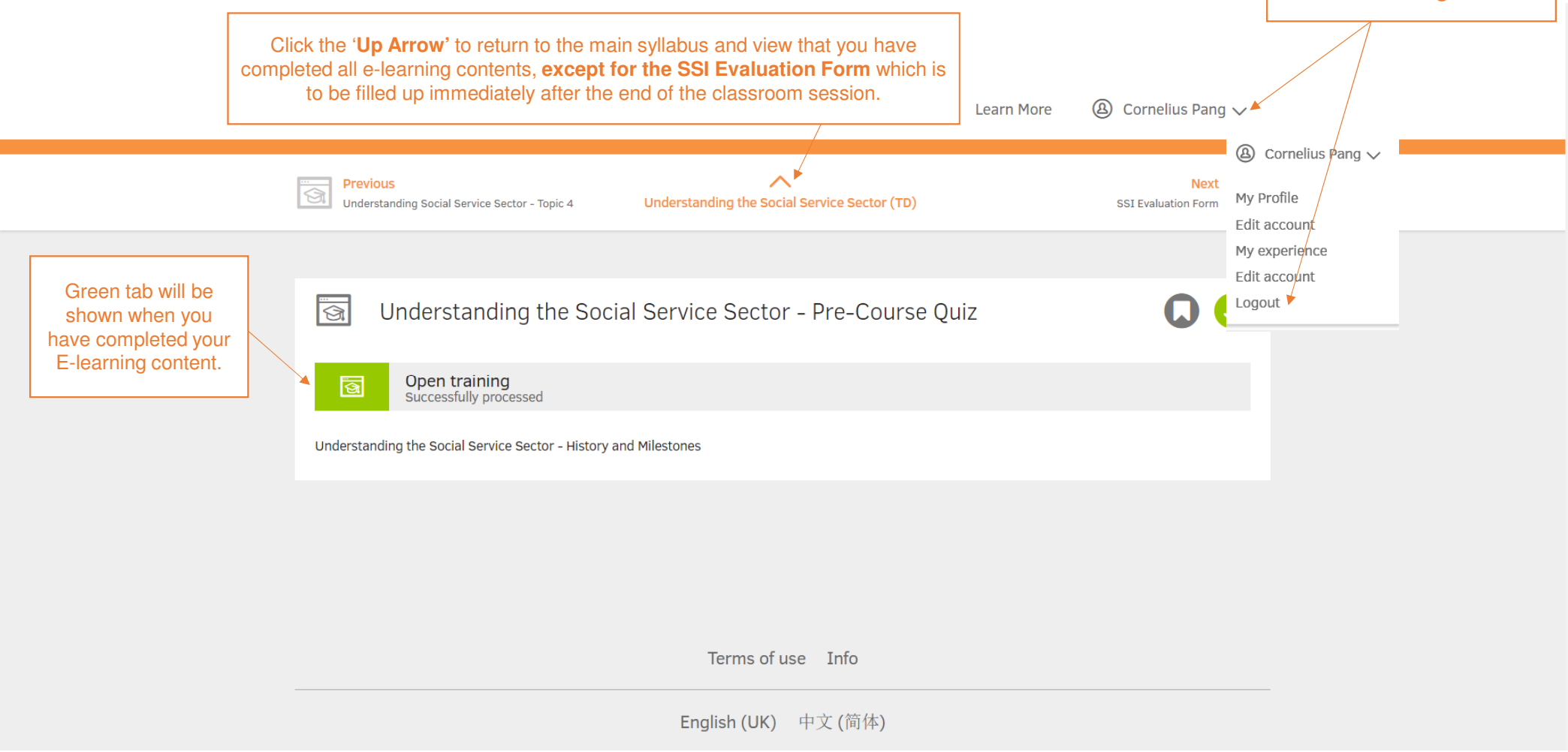
Congratulations, **CP** !

You have successfully completed the Pre-course for
Understanding the Social Sector - History and Milestones.

Please click on the "Back" button above to complete this section, and a green tab will be shown to reflect your completed status.

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

Click the '**Up Arrow**' to return to the main syllabus and view that you have completed all e-learning contents, **except for the SSI Evaluation Form** which is to be filled up immediately after the end of the classroom session.

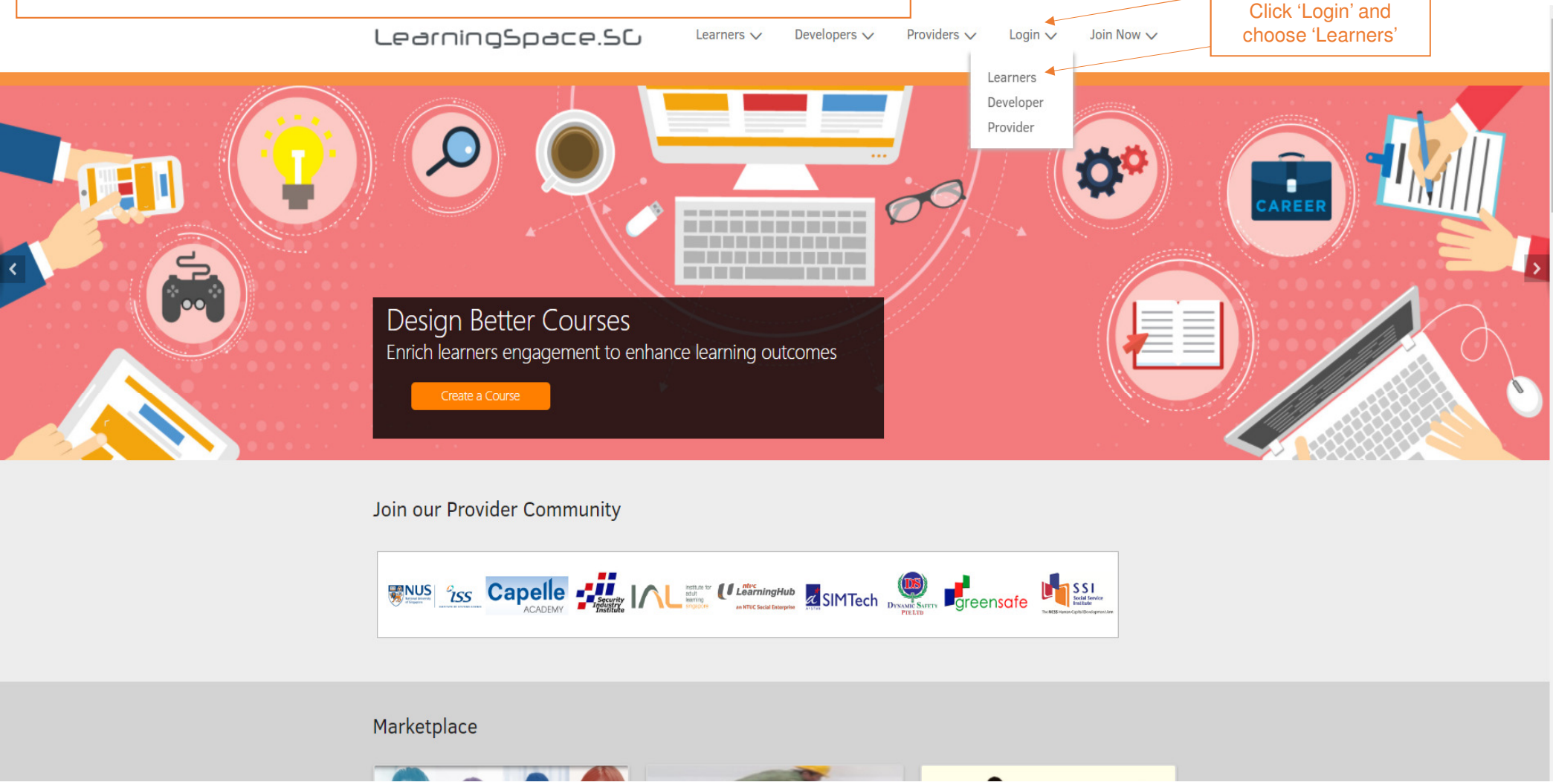


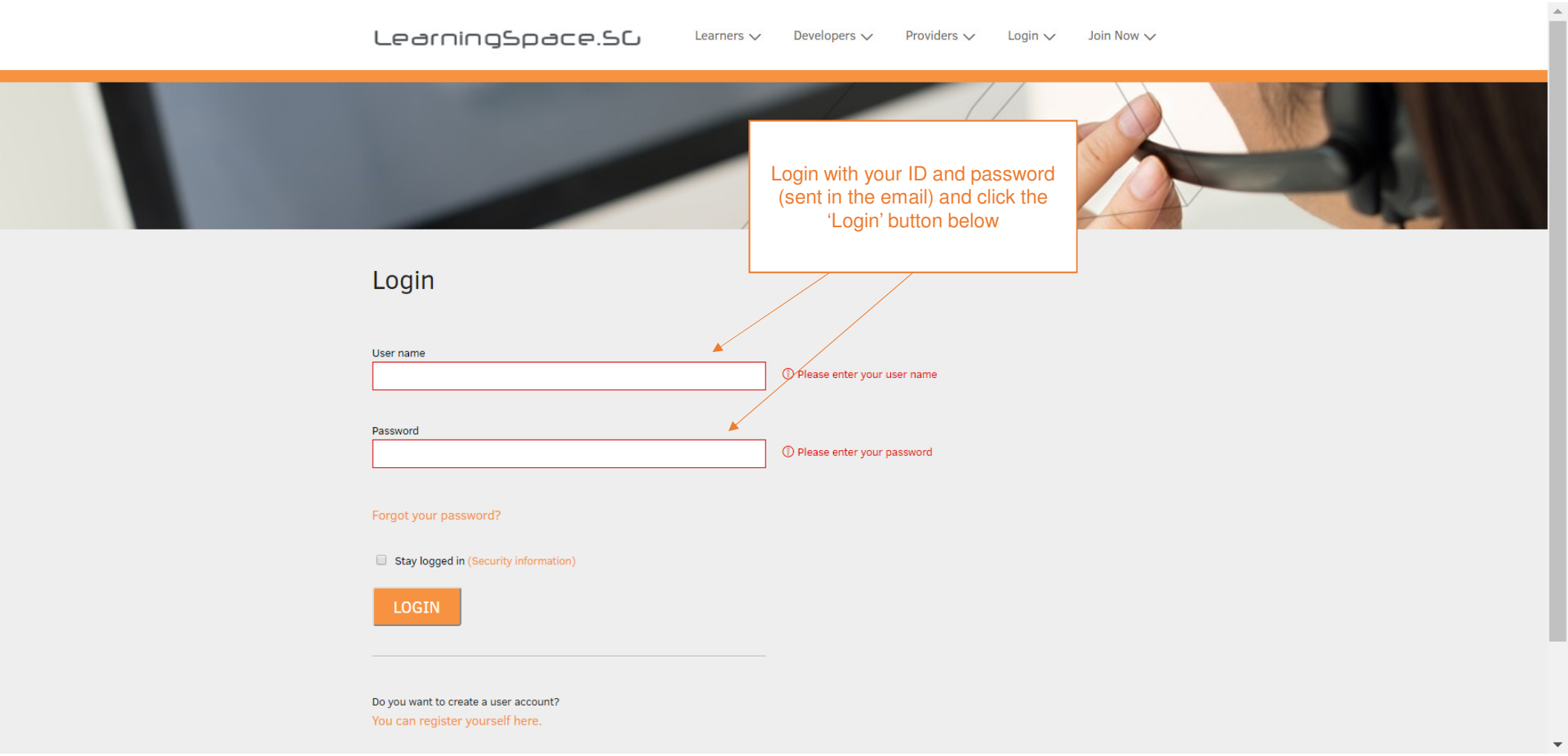
Green tab will be shown when you have completed your E-learning content.

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

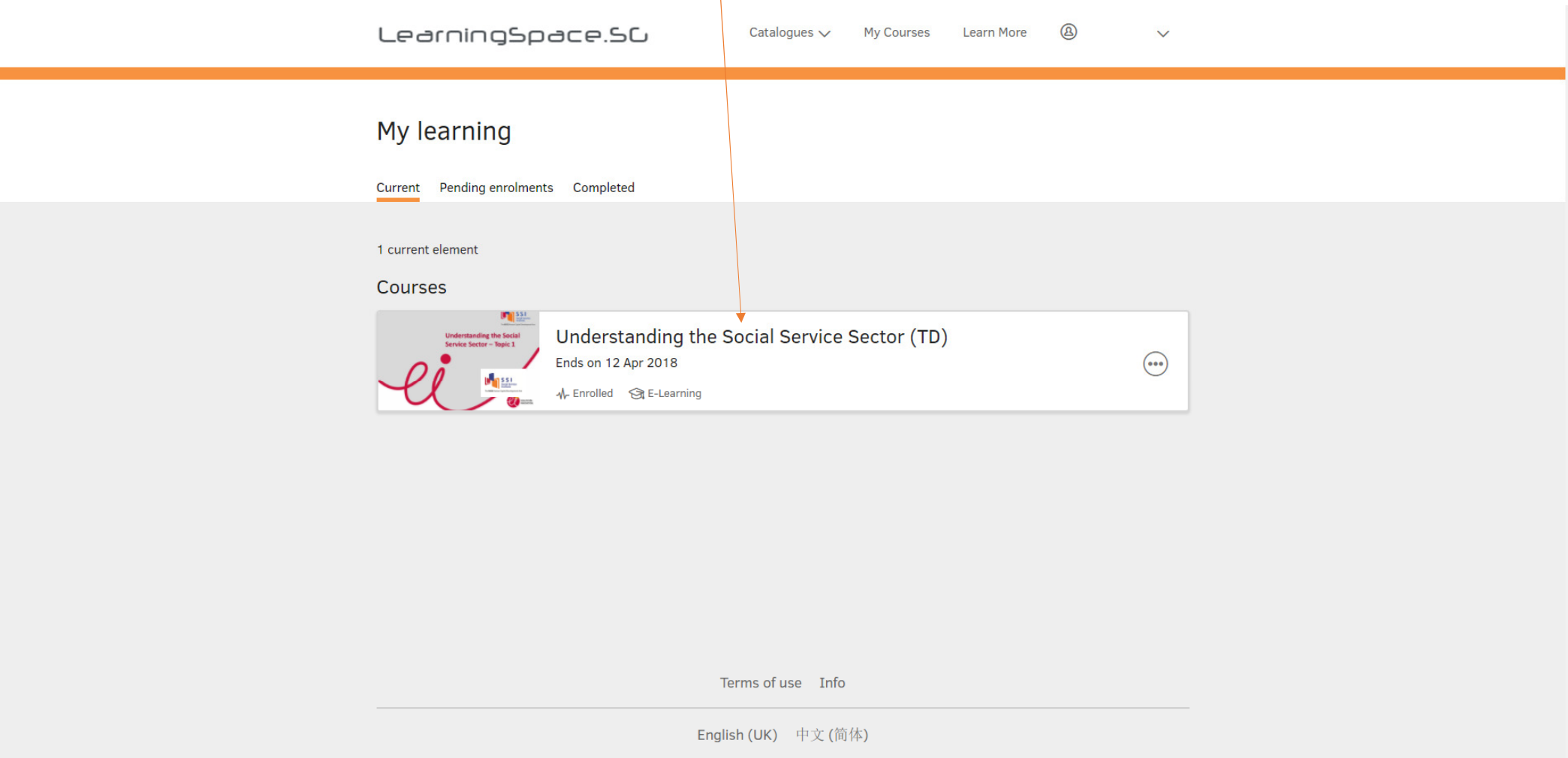
To login to Learning Space, open your web browser and go to : https://learningspace.sg

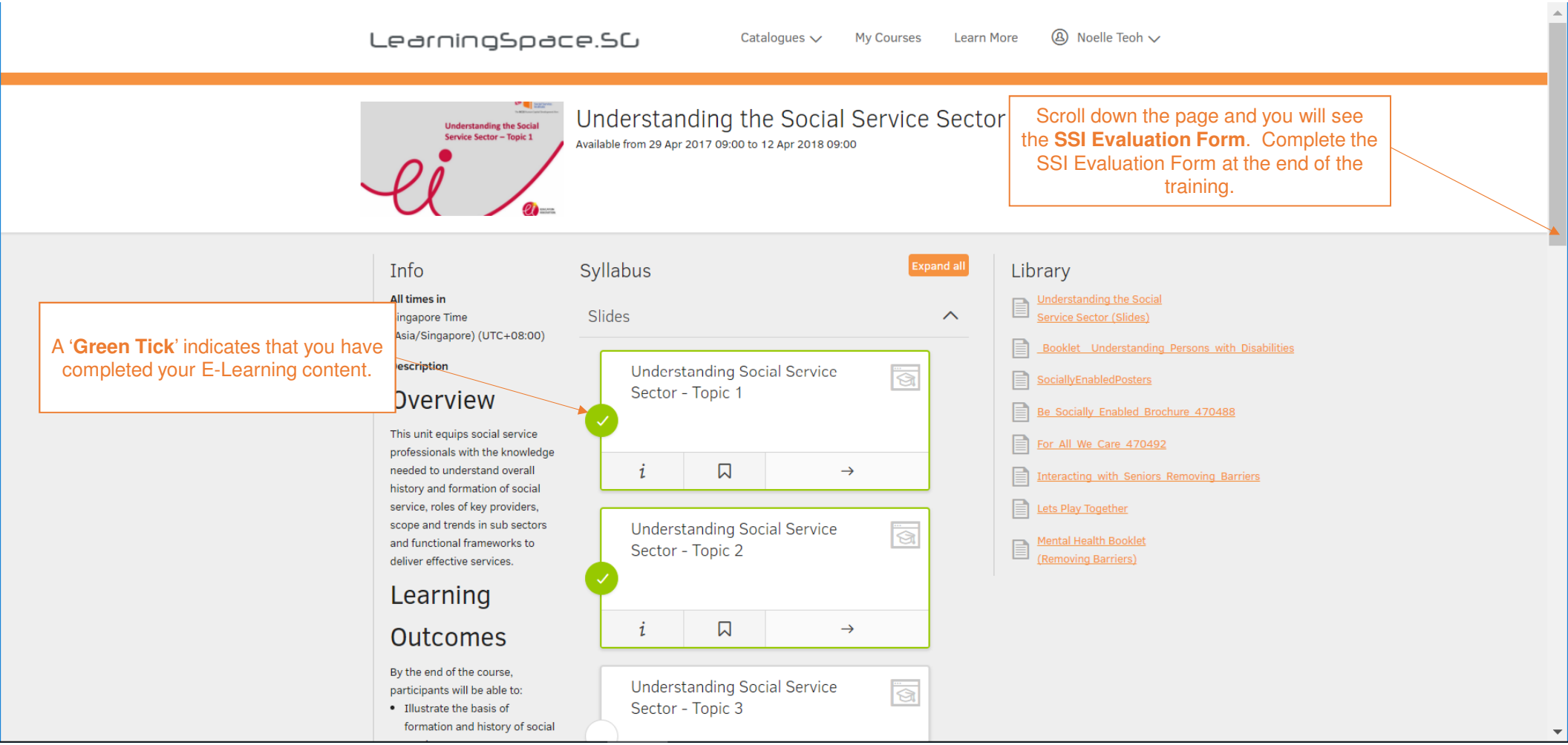
For compatibility purposes, please use Google Chrome, IE10+ , Safari or Mozilla Firefox




LearningSpace.SG
Learners
Developers
Providers
Login
Join Now
Login with your ID and password (sent in the email) and click the 'Login' button below
Login
User name
Please enter your user name
Password
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.

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
Noelle Teoh
Understanding the Social Service Sector – Topic 1
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
ingapore Time
Asia/Singapore) (UTC+08:00)
escription
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
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)

Understanding the Social Service Sector (TD)

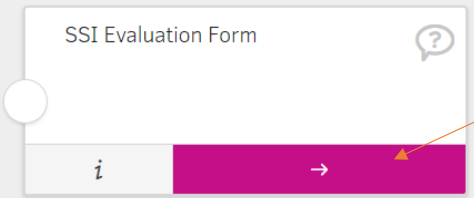
New entrants in social service settings who want to understand the social service sector, in-service social service professionals who wish to refresh their understanding on the social service sector, individuals who wish to consider social service setting as their career choice. Pre-Requisites: 1) Be 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

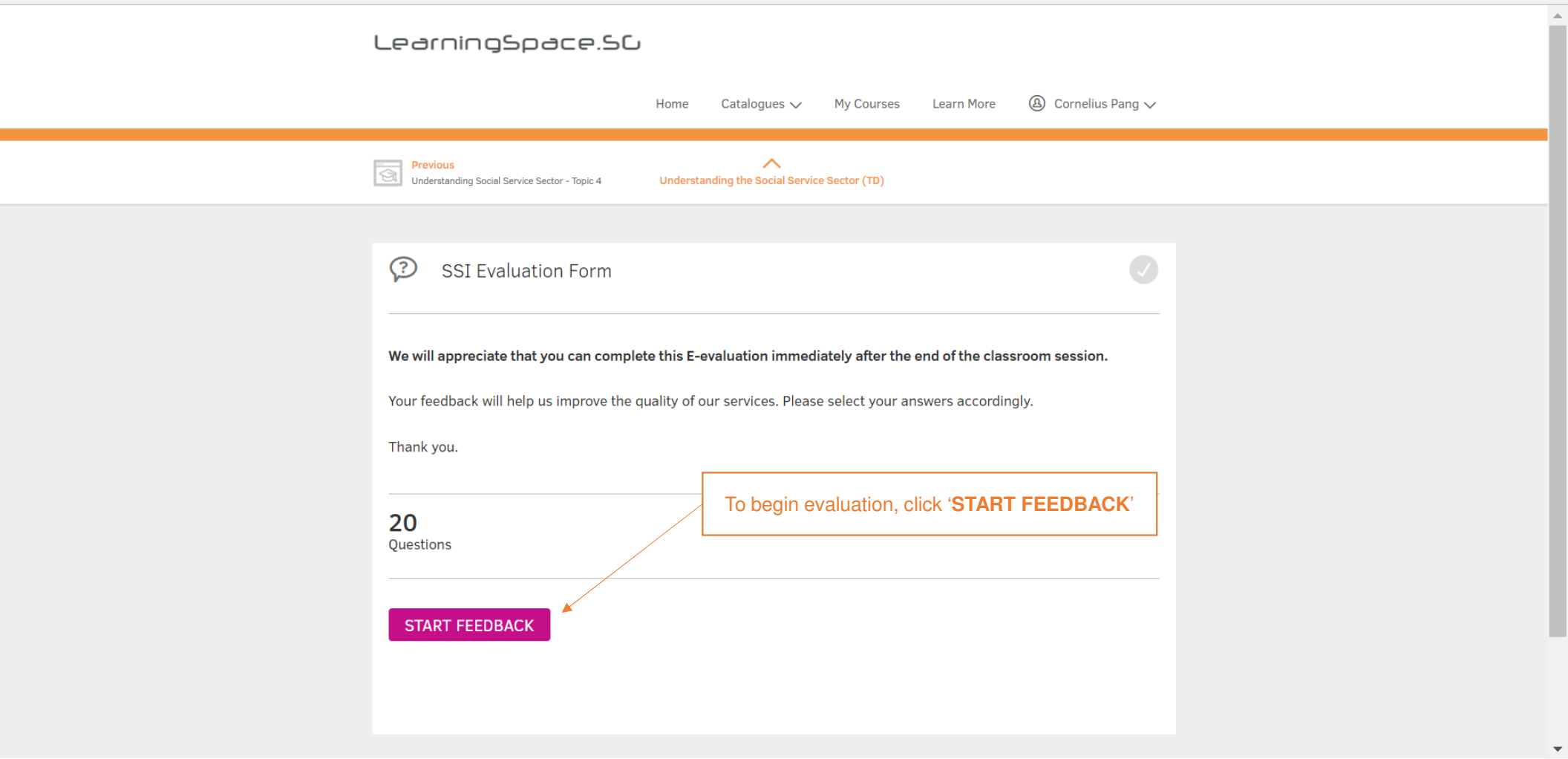
This is a non-assessable short course.

Feedback Form

SSI Evaluation Form



Click to access the SSI Evaluation Form


LearningSpace.SG
Home
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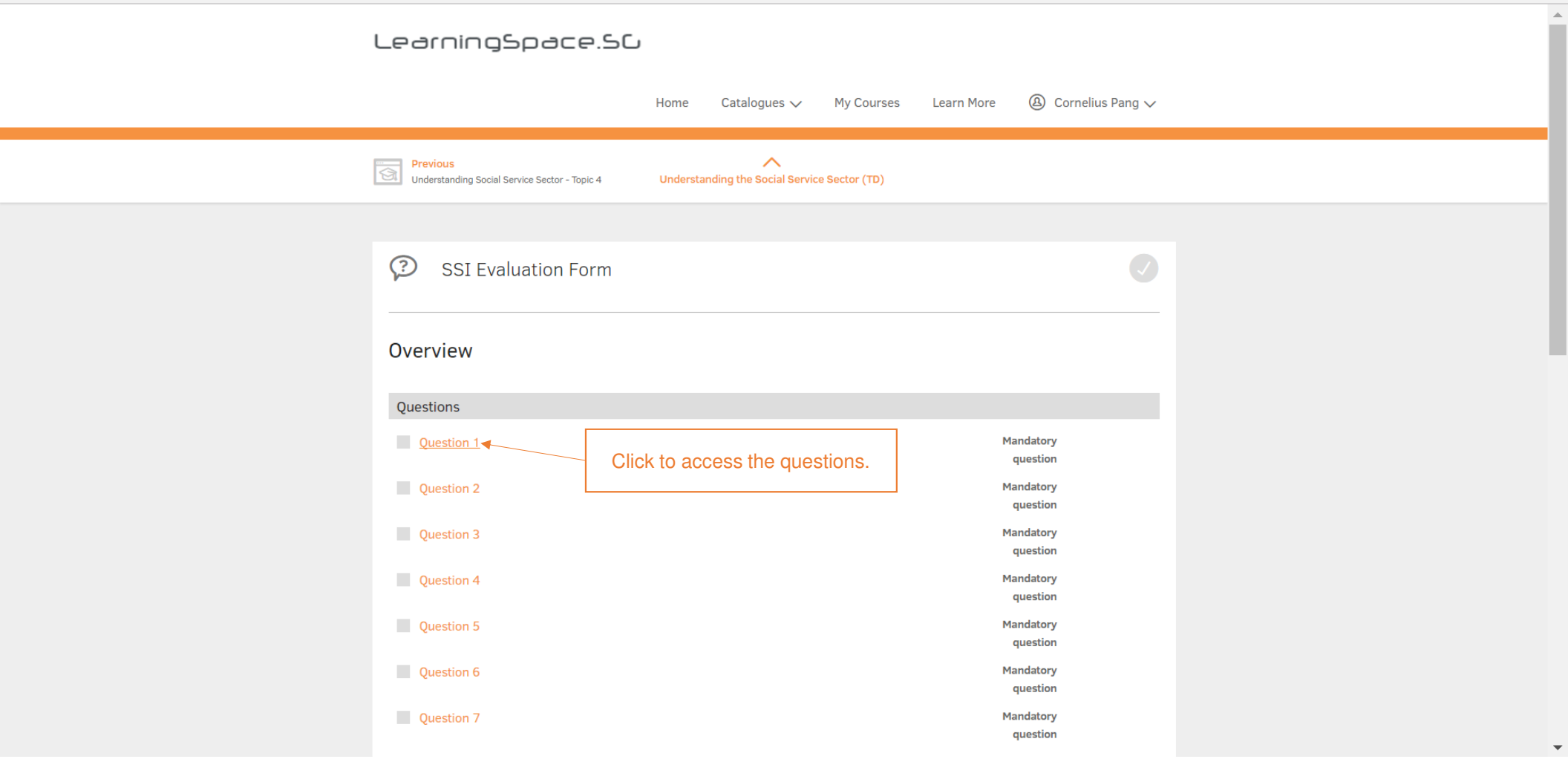
Cornelius Pang
Previous
Understanding Social Service Sector - Topic 4
Understanding the Social Service Sector (TD)
SSI Evaluation Form
We will appreciate that you can complete this E-evaluation immediately after the end of the classroom session.
Your feedback will help us improve the quality of our services. Please select your answers accordingly.
Thank you.
20
Questions
To begin evaluation, click 'START FEEDBACK'
START FEEDBACK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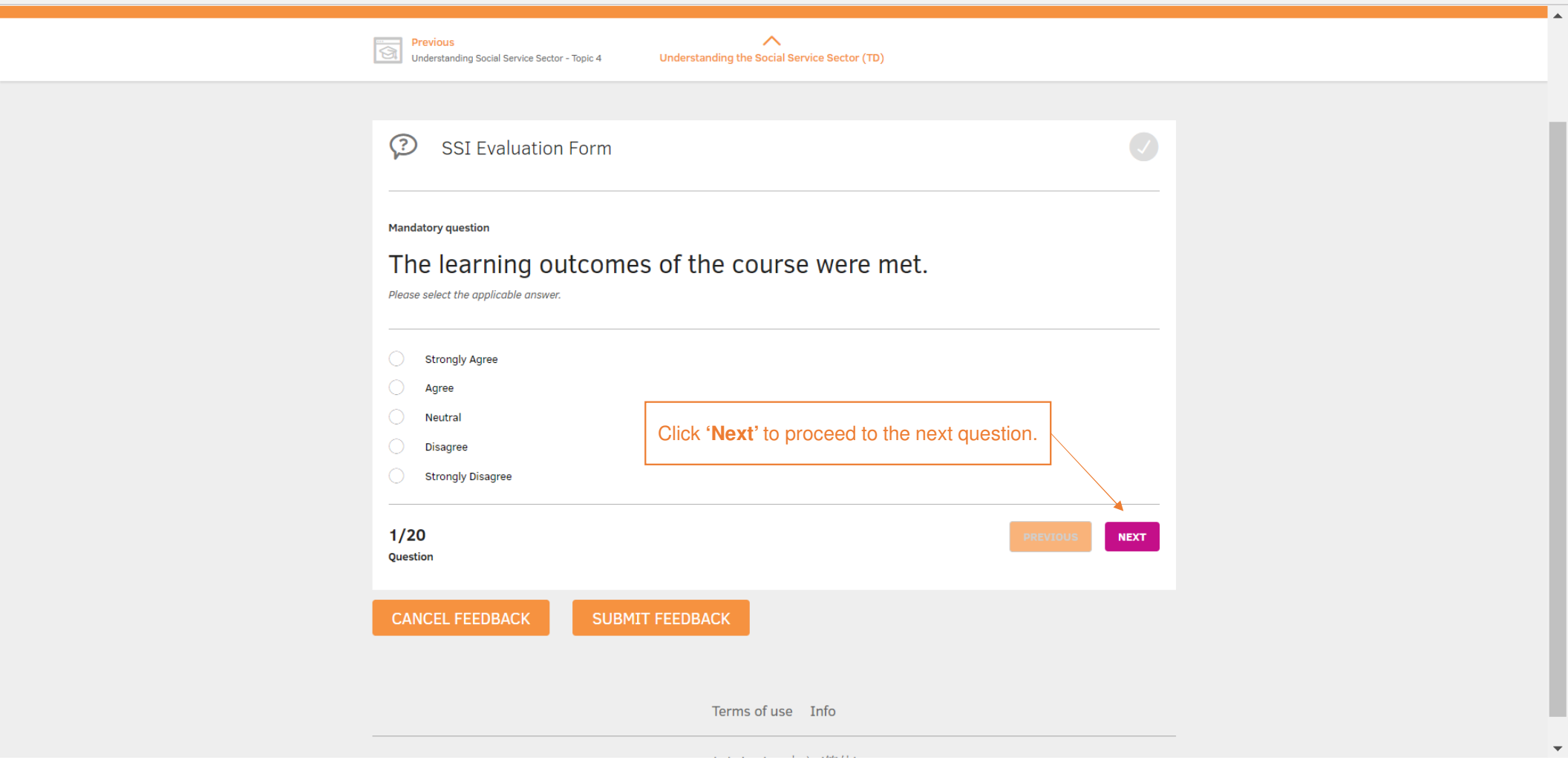
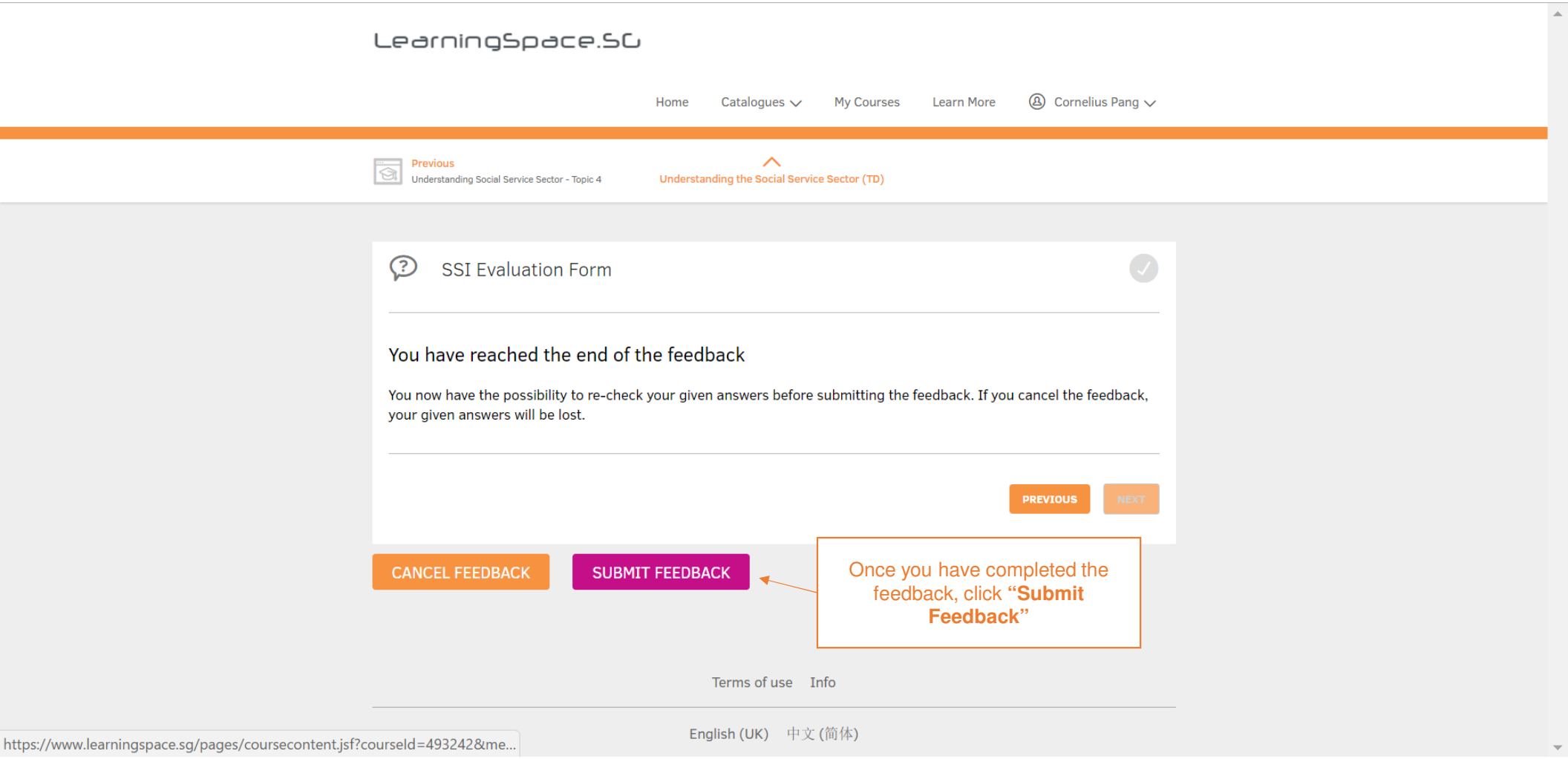
Understanding Social Service Sector - Topic 4
Understanding the Social Service Sector (TD)
SSI Evaluation Form
Overview
Questions
Question 1
Question 2
Question 3
Question 4
Question 5
Question 6
Question 7
Click to access the questions.
Mandatory question
Mandatory question
Mandatory question
Mandatory 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


LearningSpace.SG
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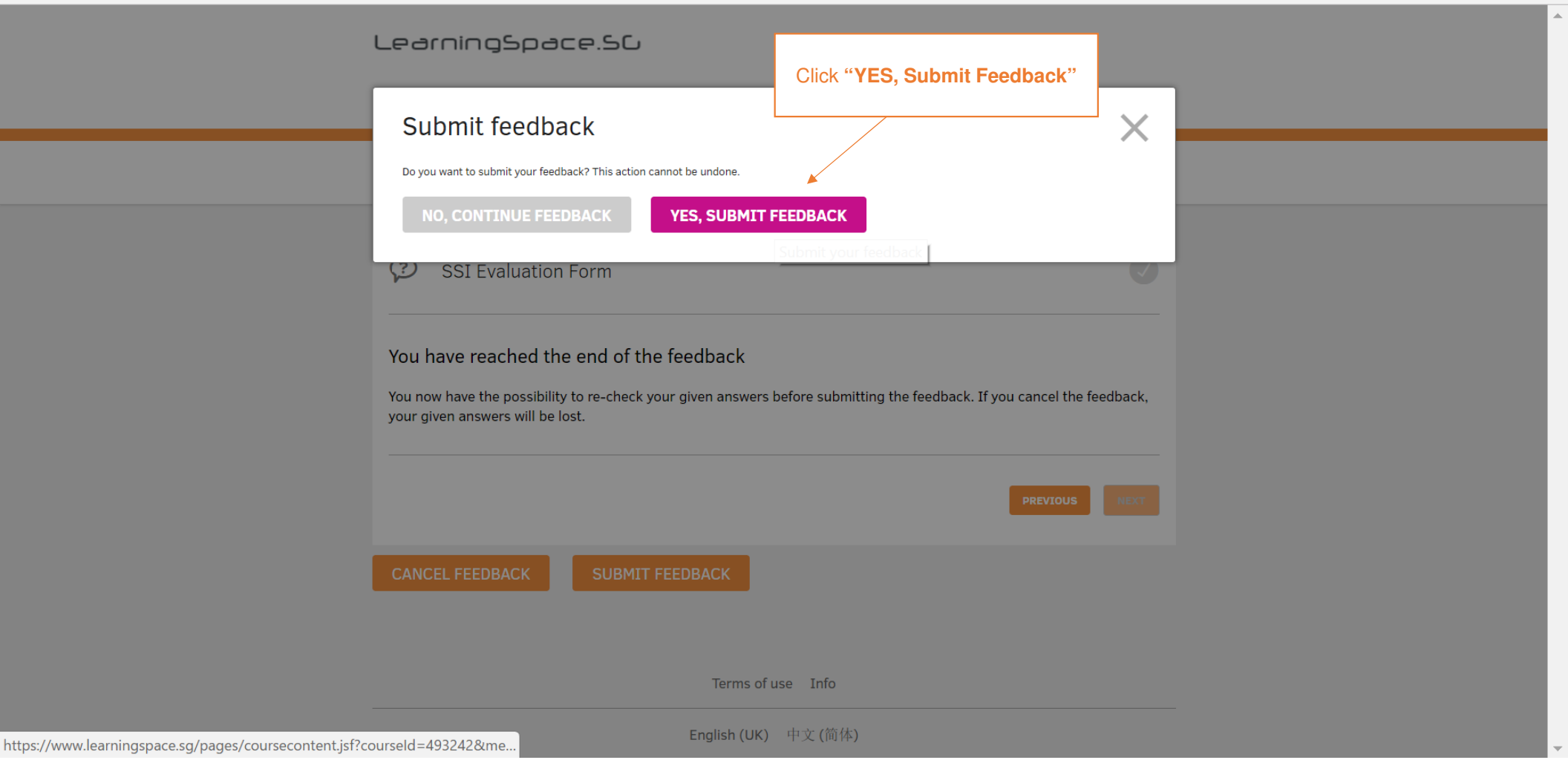
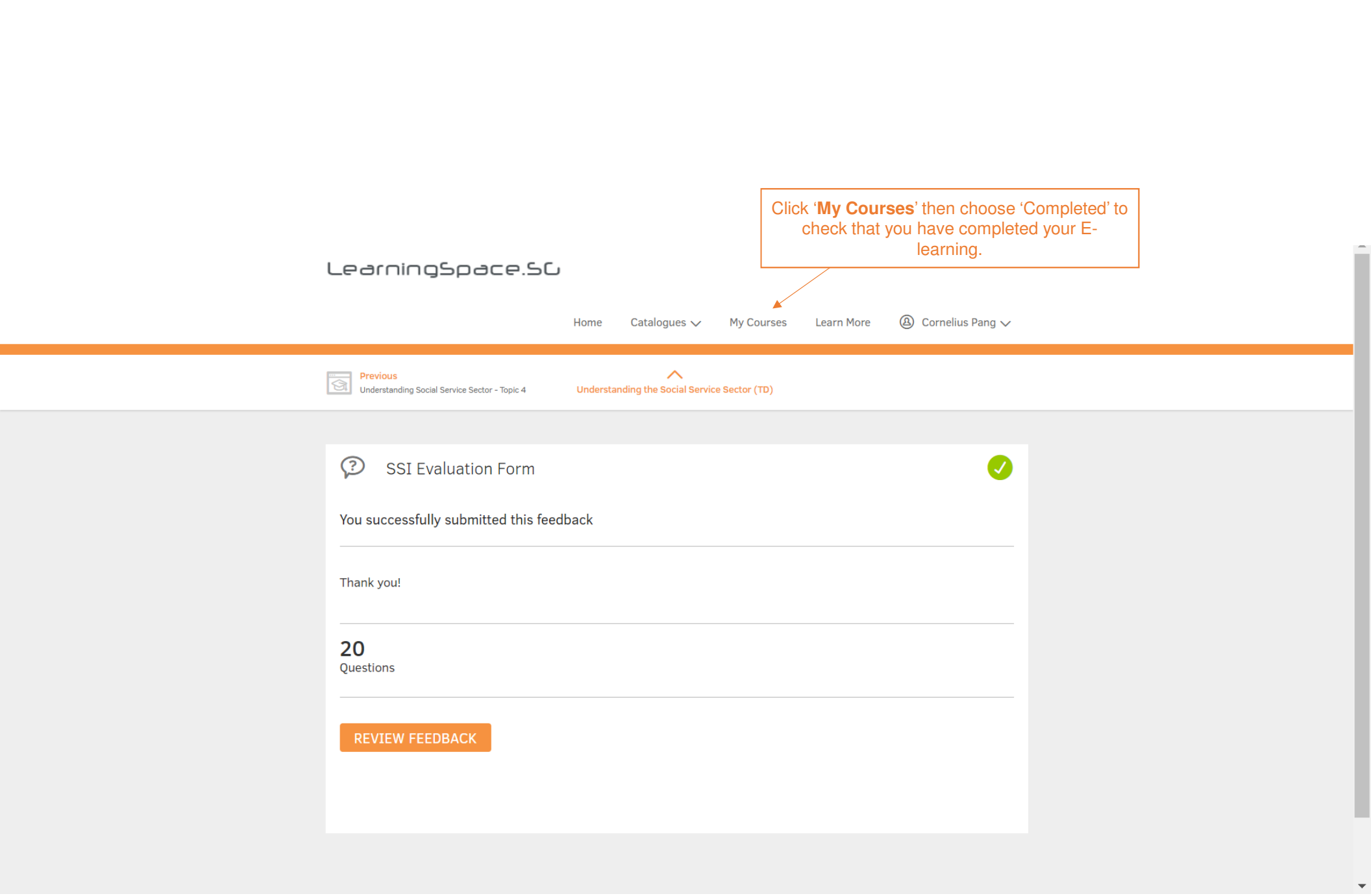
Cornelius Pang
Previous
Understanding Social Service Sector - Topic 4
Understanding the Social Service Sector (TD)
SSI Evaluation Form
You have reached the end of the feedback
You now have the possibility to re-check your given answers before submitting the feedback. If you cancel the feedback, your 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)
https://www.learningspace.sg/pages/coursecontent.jsf?courseId=493242&me...


LearningSpace.SG
Click "YES, Submit Feedback"
Submit feedback
Do you want to submit your feedback? This action cannot be undone.
NO, CONTINUE FEEDBACK
YES, SUBMIT 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)
https://www.learningspace.sg/pages/coursecontent.jsf?courseId=493242&me...


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

LearningSpace.SG

Home Catalogues My Courses Learn More Cornelius Pang

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)

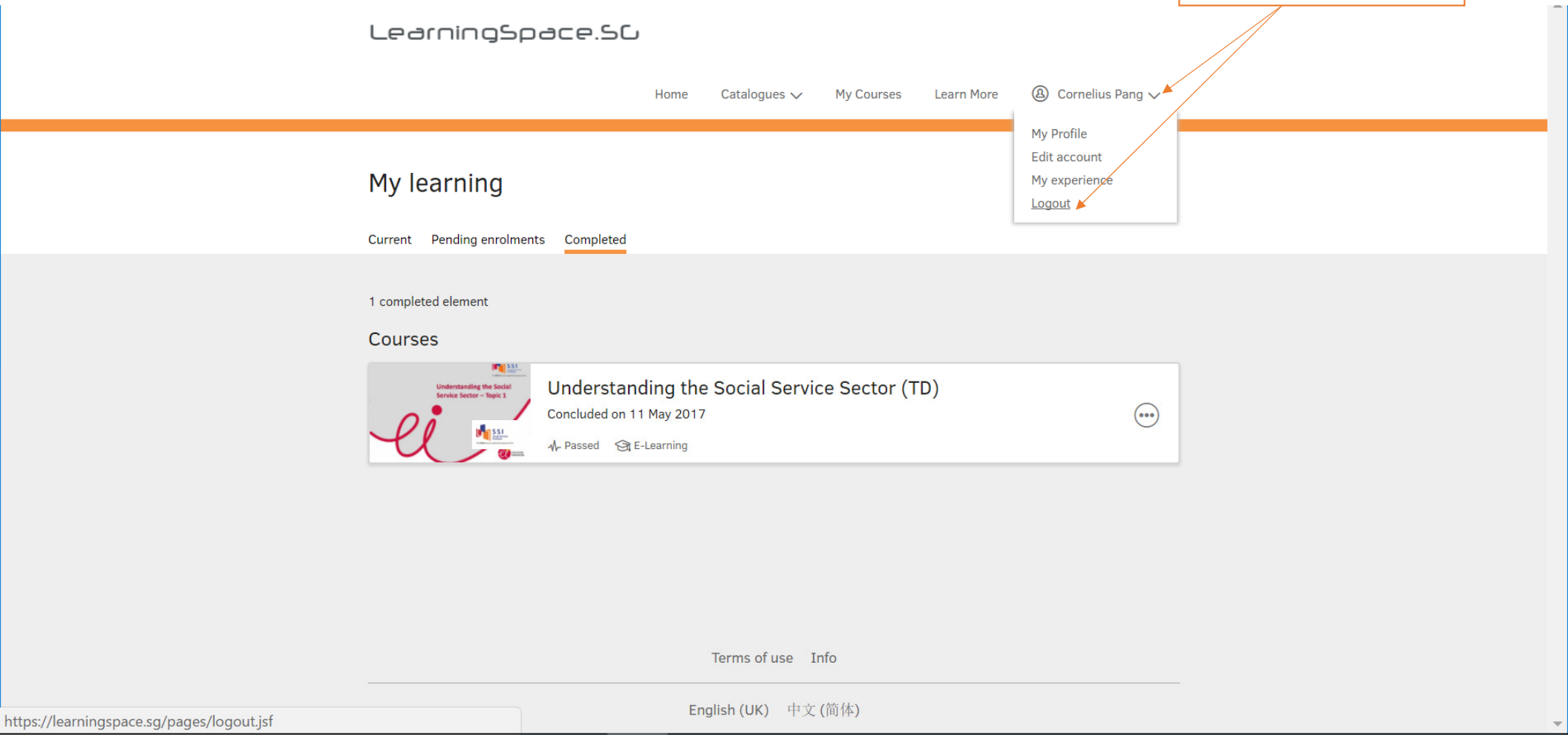
Concluded on 11 May 2017

Passed E-Learning

Terms of use Info

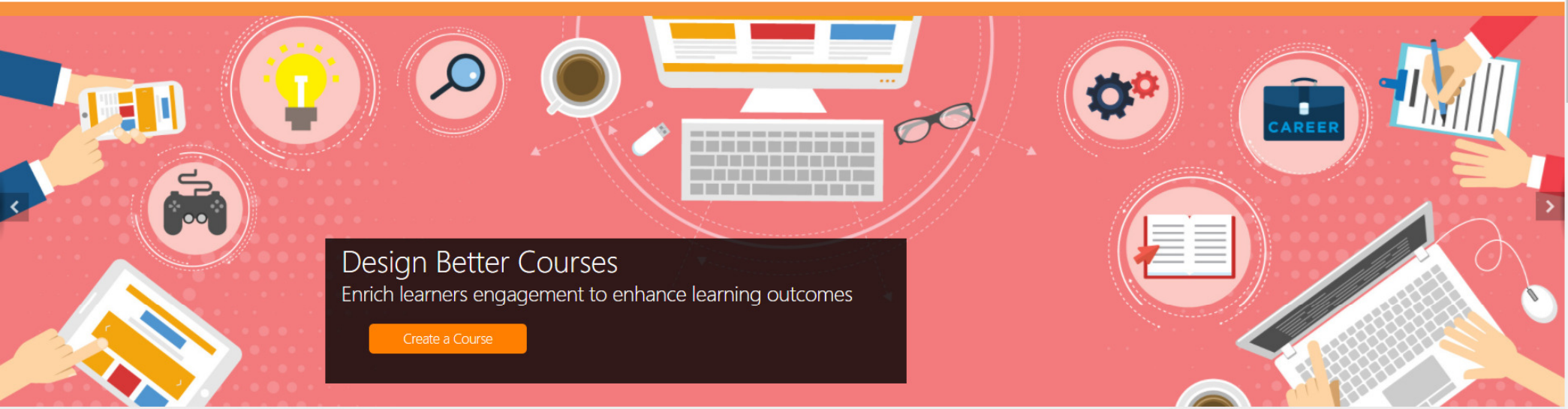
English (UK) 中文 (简体)

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



LearningSpace.SG

Learners Developers Providers Login Join Now



Design Better Courses

Enrich learners engagement to enhance learning outcomes

Create a Course

Join our Provider Community

NUS ISS Capelle ACADEMY Security Industry Institute IAL LearningHub SIMTech DS Dynamic Safety Pte Ltd greensafe SSI Social Service Institute

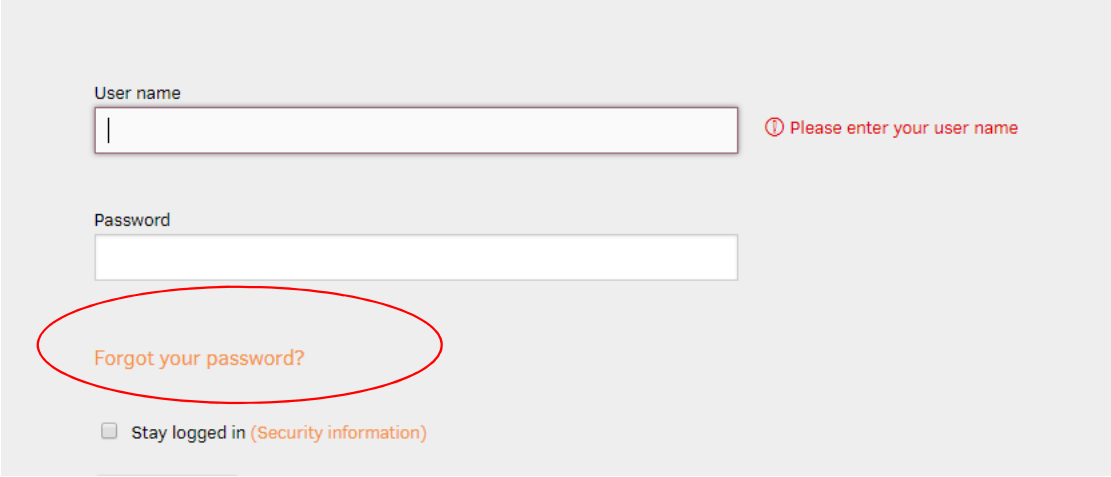
Marketplace

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

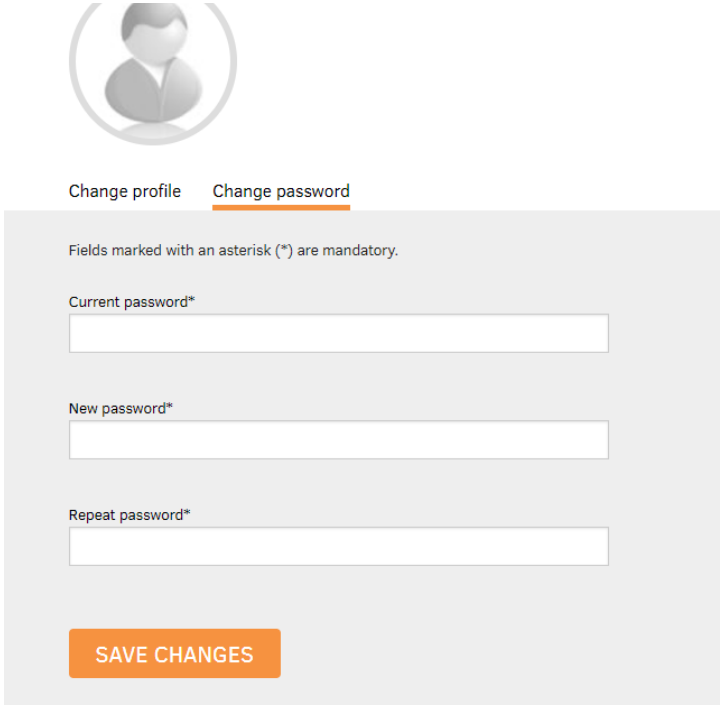
Cannot remember password

1. Click “Forget Password” and key in your user id i.e. L1XXXXX
2. You will receive an email from learning space with your new password.



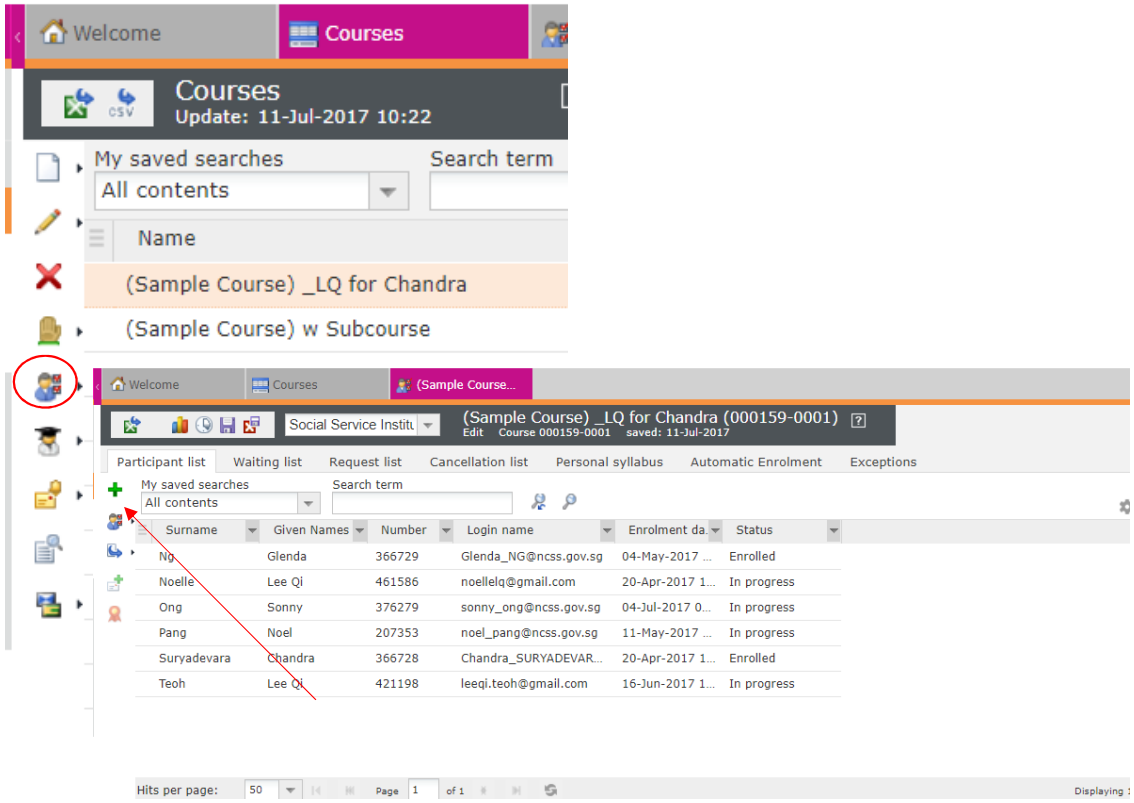
Password too Long

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

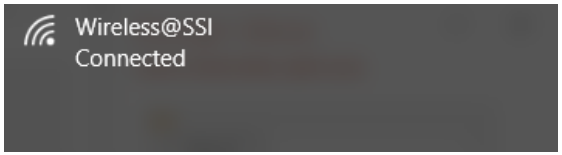


Unable to access materials

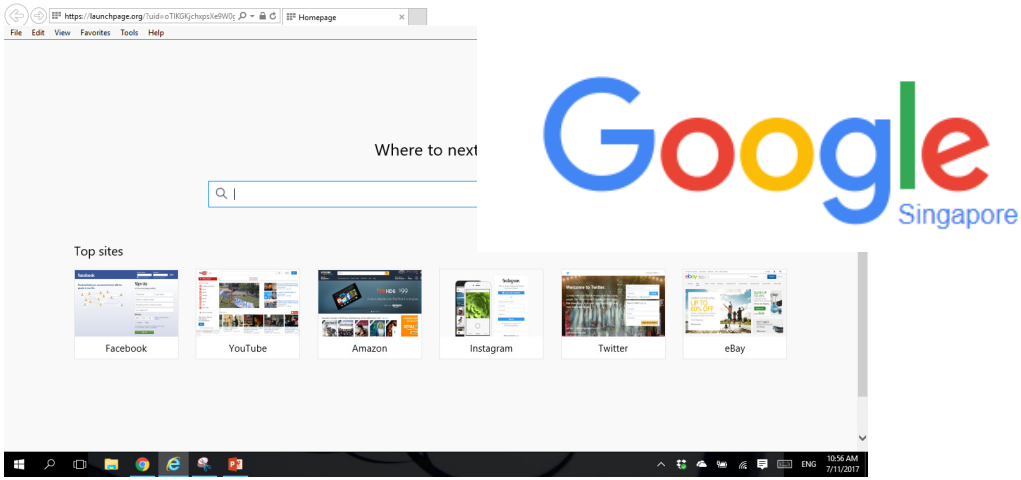
1. Check the browser compatibility (Chrome most ideal).
2. If still cannot, check that browser has pdf reader built in.



Unable to download materials

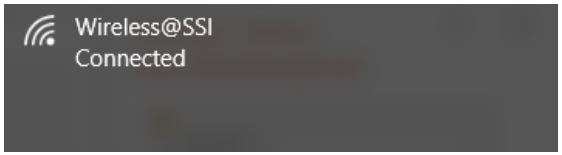


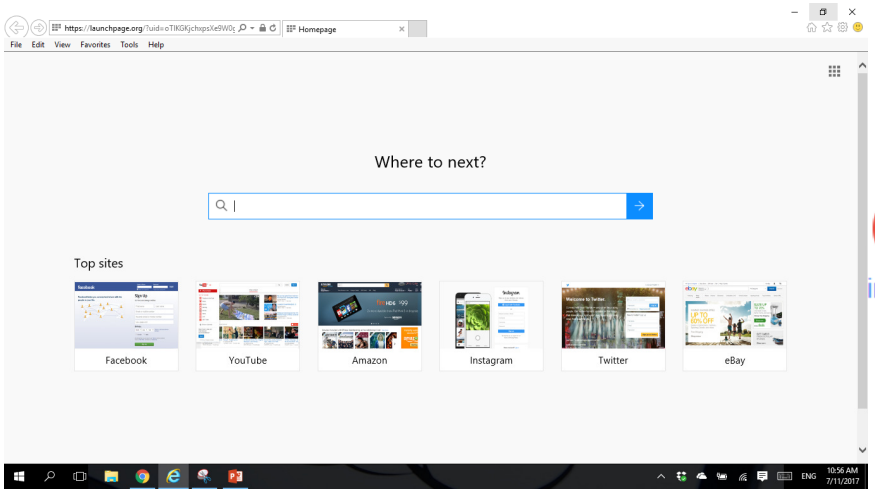
1. Check internet connection.
2. Check the browser combability (IE11+ / Chrome most ideal).
3. If still no, check that browser has pdf reader built in.



Video not loading

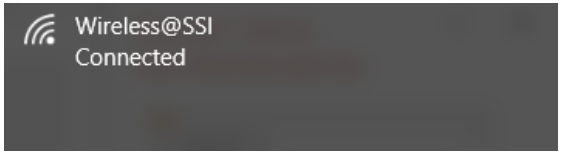
1. Check internet connection.
2. Check the browser combability (IE11+ / Chrome most ideal) .





ingapore

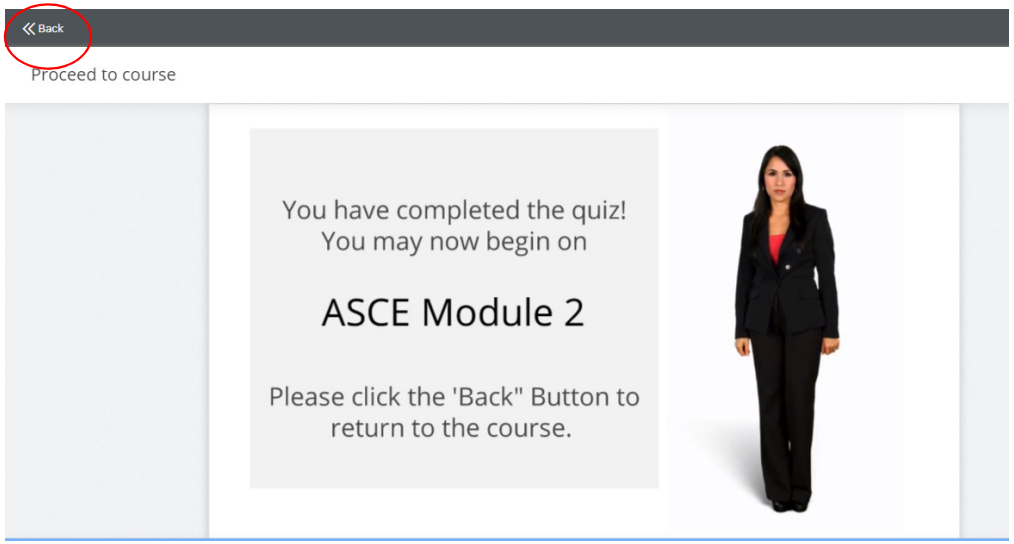
Blank Screen

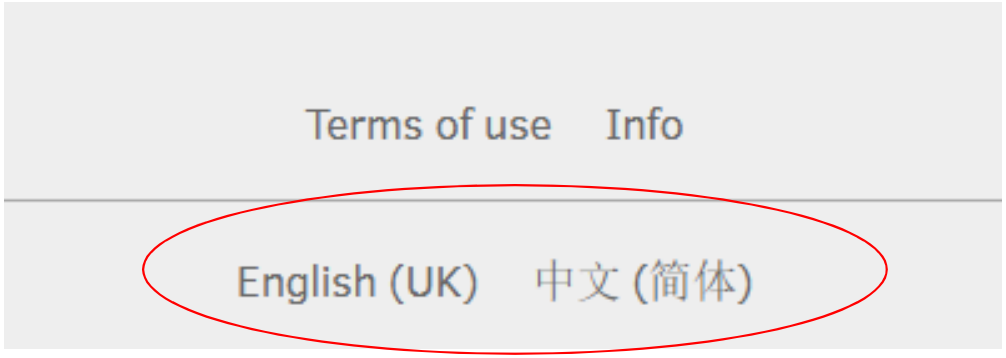


1. Check internet connection.
2. Check the browser combability (IE11+ / Chrome most ideal).
3. Close the browser and go to learning space again.

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.



LearningSpace in Chinese

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