

Course Information

What is a competency-based programme?

These are courses designed to address different levels of competency in your area of specialisation e.g. social work, therapy, counselling, psychology, research and evaluation, operations, human resource, fundraising, etc. That way, you can select the level of programmes that is most suited to your needs and create your own learning plan to enhance your knowledge and skills.

Course Registration & Confirmation

How do I register for courses offered by SSI?

Individual course applications are for self paying individuals and employees who are funded by their organisations. For individual course applications use this [link](#) to apply for your courses. Upon application, you will also be screened for suitability for SkillsFuture Singapore (SSG) funding although this is subjected to the terms and conditions of funding.

Organisation course applications are for employees who are funded by their organisations. You can use this [link](#) for organisation course applications. For new organisations that are not registered with us yet, click [here](#) to request for your login ID and password. You also may refer to the user guide on organisation registration [here](#).

The estimated processing time for both individual and organisation course applications are the same. The duration will be at least two weeks before the course start date.

You can refer to this [link](#) for the user guide for individual course applications and this [link](#) for the user guide for organisation course applications.

Withdrawal & Replacement

Is replacement of learners allowed?

Yes, replacement of organisation-sponsored learners is allowed prior to the receipt of email confirmation for the course and subjected to the learner replacing the originally registered learner meeting the eligibility criteria for the course. Any replacement request should be made in writing to SSI.

Any replacement of organisation-sponsored learners after email confirmation has been sent by SSI will not be permitted. Organisation will be charged full course fee and any request for waiver of full course fees will be at SSI's discretion.

For refund or waiver of course fee for WSQ Advanced Certificate and Diploma in Social Service, please refer to the programme handbook for policy details.

Finance

How do I make payment for the courses?

Cheque payments

This payment option is available for organisation-sponsored learners. Cheques should be crossed and made payable to 'National Council of Social Service.' Please clearly indicate the name of the applicant, course title and course date on the reverse side of the cheque.

SSI does not accept payment by cheque from self-paying learners for short courses.

However for Continuing Education and Training (CET) programmes, cheque payments are accepted from all learners.

ATM and Internet Banking

Bank Name: DBS Bank Ltd (Autosave/Current)
Branch Name: Plaza Singapura
Account Name: National Council of Social Service
Bank Code: 7171
Branch Code: 100
Account No.: 100 000 150 5
Swift Address: DBSSSGSG

All transactions must be accompanied with an email to the SSI, clearly stating:

1. Your name
2. Course Title & Date(s)
3. Transaction Reference Number
4. Transaction Date & Time
5. Payment Amount

Online payments

For agencies/ministries raising purchase orders via Gebiz or Vendors@Gov, please enter the following:

Vendor ID: MTI01100270

Account name: National Council of Social Service

Over-the-counter payments

Please note that we only accept NETs payments over the counter.

What are the funding schemes available for the courses?

For information on our funding schemes, please refer to the section on [Training Grants](#).

Who is eligible for the SkillsFuture Singapore training grants?

Only Singapore Citizens and Permanent Residents are eligible for the SkillsFuture Funding (SSG) training grants. For more information on the eligibility criteria, please refer to the section on [Training Grants](#) on [SkillsFuture Singapore Funding](#) and [VWOs-Charities Capability Fund](#).

Course Delivery

How are the courses conducted?

Most of our courses are held at SSI. As part of the curriculum, there will also be an assessment component, which may be conducted through methods such as written assessments, presentations or oral exams.

Education Innovation (EI) 2020 Initiative

As part of SSI's EI 2020 initiative and move towards blended learning, the following will be implemented for courses:

Course Materials

- Course materials are available for download from [LearningCloud](#). You are advised to access and review the course materials at least one week before the course. It will be helpful to review the materials before the course to prepare yourself for the classroom session.
- Please bring along an electronic device (such as a laptop or tablet) for the classroom session to access the online materials easily. No printed course materials will be provided.

Important: You are not to replicate and circulate course materials without permission from SSI.

Post-Course Information and Course Evaluation

How are the courses evaluated?

We will be obtaining feedback from you and your supervisors at various stages of the course. As such, you will be required to give consent to allow the SSI or its appointed agent to call/email/SMS you for the purpose of obtaining information related to our courses. This post-course feedback will enable us to gauge the effectiveness of our curriculum and assess the transfer of knowledge into practice.

e-Evaluation

- You are requested to complete your e-Evaluation via LearningCloud immediately after the end of the classroom session.

Certification

With effect from August 2017, SSI will be issuing electronic certificates (e-Certs) to learners who have met the attendance and assessment (if applicable) component(s) of SSI courses. The e-Certs will be available for download in your NCSS e-Services account (login via SingPass) and this will allow you to retrieve your e-Certs at your convenience. You will also no longer need to be concerned about the safekeeping of your hardcopy certificates from SSI. Visit this [link](#) for the steps to retrieve your e-Certs.

If you would like to have a printed copy of your e-Cert, please contact SSI through socialserviceinstitute@ncss.gov.sg within 6 months from when you receive an email notification

stating that your e-cert is ready. The first print will be provided free of charge. Subsequent requests for reprints of your e-Cert will be charged at prevailing rates by SSI.

Certificate of Achievement (for SSG Funded courses only)

As there is an assessment component for this course, grading and processing of results can only take place after course completion.

Learners who pass the assessment(s) will be awarded with a Certificate of Achievement from SSI. Please note that your Certificate will only be ready approximately four weeks from the end of the course.

Statement of Attainment (SOA) (for WSQ courses only)

There is an assessment component for this course, grading and processing of results can only take place after course completion.

Learners assessed to be “Competent” will be awarded with a Statement of Attainment (SOA) from WDA. Learners will receive a notification email/SMS from SSG when the SOA is ready. This is typically 2-3 weeks from the date of assessment of the course. Please ensure that you provide SSI with an updated email address and/or mobile number so that you are able to receive this notification. You can view/retrieve and download your SOA via SkillsConnect at <https://www.skillsconnect.gov.sg> using Adobe Reader (at version 10). SSI will only print the SOA upon learner’s request. The first print is not chargeable and must be collected in person or by proxy at SSI during office hours.

For more information about the SSG e-cert system, please refer to www.ssg.gov.sg/wsqa/wsqa-electronic-certificates.html.

Blended Learning

What is “blended learning” and how does it benefit learners? How different would my learning experience be like with blended learning?

Blended learning refers to a combination of online digital learning with traditional classroom face-to-face learning.

Learners will be able to download and review the course materials anytime-anywhere before the classroom session, freeing up some time during the course for more in-depth discussions and conversations with the adult educators and fellow learners.

Why is SSI moving towards blended learning?

In line with SkillsFuture Singapore’s vision of CET 2020 to transform the CET System in Singapore to build a competitive economy and a career resilient workforce, SSI has also signed up to be part of the pioneer CETs to realise this national vision.

As a start, SSI will convert some of her training courses into blended learning, moving away from the sole traditional mode of classroom teaching. Amongst others, blended learning will free up some

classroom time for more in-depth discussions or conversations with the adult educators and fellow learners.

I am not tech-savvy and anticipate that I may have challenges navigating the LearningCloud portal.

SSI has prepared an [user guide](#) on navigating the LearningCloud portal to ease our learners' transition to blended learning.

What is LearningCloud?

LearningCloud is the learning management system (LMS) that has been adopted for use by SSI. This LMS will allow learners to login and view their learning materials, e-learning content as well as complete e-evaluation on the system.

User Creation/Login

I cannot access the LearningCloud portal. Why?

The LearningCloud portal will be compatible with Google Chrome (Recommended) Mozilla Firefox, IE10+ or Safari.

For the user guide to access LearningCloud, [click here](#).

When will I receive my User ID and password? I do not know my User ID, where can I retrieve it?

For first time users, you will receive an email from LearningCloud with your LearningCloud User ID and password, one - two working day(s) after you receive the confirmation email.

You may write to us at socialserviceinstitute@ncss.gov.sg if you still do not receive an email from LearningCloud on the login details within two working days.

If you already have an existing account with LearningCloud, you may access your account directly through LearninCloud.

If you have forgotten your login details, please reset your password by clicking "Forgot your password?"

It has been two days and I have not received the email from LearningCloud. What should I do?

You may write to us at socialserviceinstitute@ncss.gov.sg if you still do not receive an email from LearningCloud on the login details.

Can I change my User ID as I find that it is difficult for me to remember? What should I do if I have forgotten my User ID?

The User ID is a unique identifier for individual learners generated by our system. You are unable to change your user ID.

Please write to us at socialserviceinstitute@ncss.gov.sg if you have forgotten your user ID.

I noticed that I am required to fill in my email address during the account set-up. Currently, when my organisation uses a generic email when they sign us up for SSI courses. Do we use the generic

email?

Learners are encouraged to use their personal/individual work email addresses as information regarding the account, notifications for e-learning activity, evaluation, and e-certificates will be sent to the given email account.

What does the “Pending Enrolment” tab in our LearningCloud account mean? Is it indicative of the other SSI courses that we have registered with SSI?

The “Pending Enrolment” tab in your LearningCloud account is not indicative of the other SSI courses that you have registered with SSI. You will still continue to receive confirmation emails for the SSI courses that you have signed up for. Once you are confirmed for the course, you will be able to access the e-material on LearningCloud.

I have an existing LearningCloud account. I logged into my LearningCloud account but could not find the SSI course which I have registered for. Why is that so?

You are required to log-in using the LearningCloud account created by SSI to access the course which you have registered for.

I tried to log-in to my LearningCloud account, however after keying in my log-in details, I keep coming back to the log-in page. What has happened?

Please clear your cache/internet browsing history, and try logging-in again.

Pre-Course Administration

The e-content (e.g. e-learning session and reading materials) are not loading. What should I do?

Check that you are connected to the internet and that you have enabled the content to be played on your web browser. If you are still unable to, close the web browser and login again. Alternatively, try to switch off your browser’s pop-up blocker under settings.

If you are still unable to view the content, please contact socialserviceinstitute@ncss.gov.sg.

What long does the pre-course e-learning activity take? Is there any time duration to access the e-learning activity?

The time taken to complete each e-learning contents is based on the pace of which you undertake the learning. As it is online, you can access it at your convenience.

The course materials are available for download and viewing on LearningCloud two weeks before course starts and two weeks after course ends.

Do I need to complete the e-learning activity at one sitting? Can I complete it over a few sessions?

You can access your e-learning contents at your own convenience, if you are unable to complete the entire topic at one sitting, you can just click “Back” and your progress will be saved.

When you re-open the course, there will be a pop-up asking you if you would like to continue from where you left off, select “yes” to return to your last saved position.

What will happen if I do not complete the pre course e-learning session?

The e-learning session is compulsory for all learners who are confirmed for the course. Failing which, learners will not be eligible for funding.

Is there any time duration for the downloading of the training materials?

Learners would be given access to the course materials for pre-reading at least two weeks before the training.

During Course Administration

Am I required to bring my laptop/tablet for the course?

Learners are encouraged to bring their fully-charged electronic devices with the course materials that have been already downloaded for use during the training. While you are able to access the content online, it is advisable to download the content to your computer. You can re-charge your electronic devices at the side of the training room.

SSI will not be providing any electronic devices for loan and there will not be any printed course materials. Learners will need to make necessary provisions so as to benefit from the course.

If I am going to print my set of training materials prior to the course, do I still need to bring Laptop/ Tablet?

Learners are encouraged to access the course materials in their LearningCloud account prior to the actual training. It will be helpful to learners to review the materials before the course to prepare yourself for the classroom session. If there are any issues with the downloading, please alert SSI so that we can resolve the issues before you attend the course.

I can't access to the training materials, can SSI help me to print? Why can't SSI provide printed course materials?

SSI will not be providing printed course materials progressively from 1 May 2017. Learners will be able to review course materials anytime-anywhere before the class commences. This means that the time during classroom session can be used more meaningfully for discussion and application of ideas.

SSI has embarked on the EI 2020 initiative to bring innovation to learning in the social service sector. SSI will be progressively converting our courses into blended learning to incorporate an online component with quizzes, slides and supplementary reading materials before the classroom session.

Note: Learners are not to replicate and circulate course materials without permission from SSI.

I was asked to replace my colleague for an e-mode course at last minute notice. Will SSI help to

create a LearningCloud account for me?

SSI is not able to cater to requests for replacement of learners after email confirmation has been sent by SSI (two weeks before the course commencement date), in view of the time needed to process and create accounts in LearningCloud.

Are we required to complete our evaluation forms in LearningCloud? Is the e-Evaluation compulsory?

Completion of evaluation forms via LearningCloud (e-evaluation) will be implemented progressively from 1 May 2017. Learners are encouraged to complete them at the end of the course. Learners must complete the e-evaluation before they are able to receive their e-certificates and for funding claim purposes.

The information collected in the feedback form will be used by SSI for course review, course fee funding claims and/or publicity purposes.

Are my responses in the e-evaluation confidential?

The information collected in the feedback form will be used by SSI for course review, course fee funding claims and/or publicity purposes. No personal information will be identified and unless it is specifically provided by the respondent.

If you provide us with personally identifiable data, we may share necessary data for the purposes mentioned above, unless such sharing is prohibited by law. We will retain your personal data only as necessary for the effective delivery of services to you.

Are we required to complete our Assessments in LearningCloud?

SSI will implement this at the later phases. For courses held in FY2017, we will continue to print and provide the Learner's Assessment Workbook to learners and Assessment Record/Summary Forms to assessors.

Post-Course Administration**How do we know when our certificate is ready? Will we still be getting the hard copy certificates? Is there a time duration for me to retrieve my e-certificate?**

From 1 August 2017, learners who have met the funding requirements and completed the e-evaluation will receive the e-certificates. Learners will be awarded an e-certificate of Attendance/Achievement or Statement of Attainment once they achieve at least 75% attendance and/or pass all assessment component(s) of the course.

Code of Conduct

As a CET Centre, the SSI is committed to providing a conducive environment for every learner to maximise your learning experience. This Code of Learner Conduct establishes general guidelines for acceptable code of conduct by each learner to maintain a healthy learning environment in SSI at all times. It is applicable to every learner enrolled at SSI.

Failure to comply with this code of conduct may result in disciplinary action, resulting in suspension or eventual expulsion of learners.

1. Appropriate Conduct

Learners are expected to conduct themselves in an appropriate manner within SSI premises. These include but are not limited to the following:

- Adherence to the lesson schedule and punctuality for classes.
- Treat fellow learners, adult educators, and SSI staff with respect.
- Refrain from causing disruption to the teaching, research, or learning activities of others.
- Refrain from instigating other learners to cause disruption to the smooth conduct of lessons.
- Refrain from using profanities.
- No acts of vandalism.
- No downloading of illegal software or accessing websites with objectionable content using SSI equipment.

2. Appropriate Dress Code

Learners are required to be in smart casual attire when attending lessons in SSI.

3. Use of SSI Resources and Facilities

SSI provides resources and facilities such as computers and internet access to facilitate learners' learning and research. As these are shared facilities, learners should exercise consideration for others by keeping the premises clean and using them in an appropriate and responsible manner.

4. Acts of Misconduct

Acts of misconduct include but are not limited to the following:

- Interference with SSI activities

Any conduct or action which results in the obstruction or disruption of functions, activities or duties of the Institute, SSI employees, associates or the learners is considered as a form of misconduct. Acting in a manner that is detrimental to the interests of the SSI or brings SSI into disrepute will also be considered as a form of misconduct.

- Harassment and bullying

Harassment and bullying of any forms (physical, verbal or written communication such as emails), toward fellow learners, AEs or SSI staff, are strictly prohibited.

- Discrimination Discrimination against a person or group on the basis of national origin, culture, ethnicity, religion, gender, age, disability, sexual orientation or any other traits is strictly prohibited.
- Disclosure of confidential information Divulgence of any confidential, proprietary or personal information relating to any SSI matter, employee or learner in circumstances where there is no judicious or lawful reason for doing so would be considered as a form of

misconduct. Learners suspected or found to have violated laws of Singapore will be reported to the authorities.

5. Reporting of Suspected Misconduct

Learners may report any suspected misconduct to the Course Administrator.

6. Investigation of Suspected Misconduct

SSI takes a serious view on allegations of misconduct and will carry out thorough investigation, should an act of misconduct be reported. For any breach of SSI's code of learner conduct, the learner will be subjected to SSI's disciplinary procedures.

7. Disciplinary Actions & Dismissal

Learner who violates SSI's code of learner conduct will first be given a verbal warning followed by a first warning letter. If the learner persists with the behaviour, a final warning letter will be issued and SSI reserves the right to dismiss or expel him/ her without any refund of the fees paid. In addition, the learner is liable to make full fee payment to SSI.

Updated on 28 Sep 2020