

## FAQ - Table of Contents

<b>Course Information .....</b>	<b>2</b>
<b>Types of Funding and Funding Eligibility .....</b>	<b>2</b>
<b>Course Registration .....</b>	<b>2</b>
<b>Course Confirmation .....</b>	<b>3</b>
<b>Modes of Payment .....</b>	<b>3</b>
<b>Replacement.....</b>	<b>5</b>
<b>Withdrawal and Refund .....</b>	<b>5</b>
<b>Access to Online Course Materials .....</b>	<b>6</b>
<b>Course Administration .....</b>	<b>7</b>
<b>Code of Conduct .....</b>	<b>9</b>
<b>Advisory and Updates on COVID-19 .....</b>	<b>10</b>

## Course Information

### 1. 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.

### 2. What is “blended learning” and how would it benefit my learning experience?

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.

## Types of Funding and Funding Eligibility

### 3. What are the funding schemes available for the courses?

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

### 4. Who is eligible for 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 Registration

### 5. How do I register for courses offered by Social Service Institute (SSI)?

All registrations have to be made online via [Online Registration Portal](#).

1. If your application is organisation-sponsored, please select ‘Company’ and login via CorpPass/ Organisation’s Login Credentials.
2. If your application is self-sponsored, please select ‘Individual’ and login via SingPass/ Learner’s Login Credentials.

Please note that application via SingPass/ Learner’s Login Credentials is strictly for self-sponsored application only. You may click [here](#) for the user guide.

## Course Confirmation

### 6. How do I check my application's status?

You may login via [Student Portal](#) to check your application status.

### 7. When will I receive the Course Confirmation Email?

Upon receiving the payment, the email confirmation will be sent to you about 1-2 weeks before the course commencement.

### 8. My organisation is sponsoring my application. Can the payment be made after I attend the course?

No. Regardless of your application's sponsorship, all payments must be received at least 3 weeks before the course start date.

## Modes of Payment

### 9. 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-sponsored learners for short courses.

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

- **ATM and Internet Banking**

Bank	DBS
Swift Code	DBSSSGSG
Bank Code	7171
Branch Code	100
A/C Number	100 000150 5
A/C Name	NATIONAL COUNCIL OF SOCIAL SERVICE
Bank Address	Plaza Singapura, 68 Orchard Road #B1-25 Singapore 238839

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

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

- **Online payments**

Gebiz or Vendors@Gov

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

Student/ Client Portal

Learners/ Organisation may login to the Student or Client Portal respectively to make online payment via Credit/ Debit. Please click 'Payment' and select the payment records under the 'Outstanding Payment Detail'.

- **Paynow**

To pay via PayNow (UEN), please follow the below steps: -

- 1) Login to your bank's existing internet banking or mobile banking app
- 2) At the PayNow Transfer screen, enter the following details

**UEN: T08GB0034KGEN**

*(Entity name will be reflected as National Council of Social Service)*

**Remark: [Billing Reference Number]**

*(example: BR21000001)*

To retrieve the Billing Reference Number, please login to [Student Portal](#) with your Singpass/ Learners Login Credentials. Under "View Invoices/ Receipts", search for the respective course and copy the payment number (e.g BR21000001).

You may contact us at 6589 5555 or email us at [SocialServiceInstitute@ncss.gov.sg](mailto:SocialServiceInstitute@ncss.gov.sg) to request for the payment number.

For other payment types, do liaise with the SSI training administrator for the remark's description.

- 3) Please email the payment screenshot to [SocialServiceInstitute@ncss.gov.sg](mailto:SocialServiceInstitute@ncss.gov.sg) upon successful transaction

Alternatively, you may scan the QR code below to make the payment transfer.

**UEN: T08GB0034KGEN**



- 1) Enter **[Billing Reference Number]** (example: BR21000001) in the **Remarks** section.
- 2) Please email the payment screenshot to [SocialServiceInstitute@ncss.gov.sg](mailto:SocialServiceInstitute@ncss.gov.sg) upon successful transaction.

- **Over-the-counter payments**

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

## Replacement

### 10. 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 of the course. Any replacement request should be made in writing to SSI.

Please note that payment must be received at least 3 weeks before the course start date. No further extension of payment due date will be granted for replacement application.

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

## Withdrawal and Refund

### 11. Is withdrawal of learners allowed?

For withdrawals, the following conditions apply (except if learner's withdrawal is due to medical reasons supported by medical certification):

Before confirmation email is sent out by SSI	Full refund of amount paid
After confirmation email is sent out by SSI	No refund: participants will have to pay the full course fees to SSI

## Access to Online Course Materials

### 12. How do I access the online course materials/ e-learning activity?

You may login to the [Student Portal](#) via SingPass/ Learner's Login Credential to access or download the online course materials.

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

### 13. Is there any time duration to access the online course materials/ e-learning activity?

The course materials are available for download and viewing on [Student Portal](#) 2 weeks before the course starts and 2 weeks after the course ends. No further extension will be granted after the access period expires.

### 14. I am not able to access the online course materials. 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 provide the error screenshots and email [socialserviceinstitute@ncss.gov.sg](mailto:socialserviceinstitute@ncss.gov.sg) for assistance.

### 15. Can SSI provide the printed copy/ email the softcopy materials?

No. All learners will need to access the materials online via [Student Portal](#).

### 16. How long does the pre-course e-learning activity take?

The time taken to complete each e-learning content is based on the pace of which you undertake the learning. As it is online, you can access it at your convenience. The pre-course e-learning must be completed before the actual training.

### 17. 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 in 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.

### 18. 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.

## Course Administration

### 19. How is the training conducted?

In view of the current COVID-19 situation in Singapore, online course delivery is the preferred mode of training. Depending on the nature of the course, the training may be conducted face-to-face at SSI.

As part of the curriculum, there will also be an assessment component, which may be conducted through methods such as written assessment, presentation, role play and/or an oral exam.

### 20. 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 the necessary provisions to benefit from the course.

In view of the current COVID-19 situation in Singapore, online course delivery is the preferred mode of training.

### 21. 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 Student Portal 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.

### 22. How do I login to the online platform for training?

You may download the [User Guide](#) for accessing SSI classes over ZOOM. Please ensure you read this User Guide in preparation for the course. We will share more details in the confirmation email which will be sent 1-2 weeks before the course start date.

### 23. Who will be entitled to e-certificate?

SSI will be issuing electronic certificates (e-certificates) to learners who have met the attendance and assessment (if applicable) component(s) of the SSI courses.

### 24. How do I access and download the SSI e-certificates?

#### Certificate of Attendance

For courses without an assessment component, learners will be awarded with a Certificate of Attendance from SSI. Please note that your Certificate will only be ready approximately 4-6 weeks from the end of the course. The e-certificate will be available for download via [Student Portal](#). Click [here](#) to find out the steps to retrieve your e-certificate.

### Certificate of Achievement

For courses with an assessment component, 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 4-6 weeks from the end of the assessment date. The e-certificate will be available for download via [Student Portal](#). Click [here](#) to find out the steps to retrieve your e-certificate.

### Certificate of Completion

For full e-learning courses, learners will be awarded with a Certificate of Completion from SSI. Please note that your Certificate will only be ready approximately 2-3 weeks from the course end date. The e-certificate will be available for download via [Student Portal](#). Click [here](#) to find out the steps to retrieve your e-certificate.

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

As 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 SkillsFuture Singapore (SSG). Learners will receive a notification email/ SMS from SSG when the SOA is ready. 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 [MySkillsFuture](#).

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.

## **25. Can I request for a printed copy of SSI e-certificate?**

Learners who would like to have a printed copy of your e-certificate may contact SSI at [socialserviceinstitute@ncss.gov.sg](mailto:socialserviceinstitute@ncss.gov.sg) within 6 months of course completion. The first print will be provided free of charge and subsequent requests for reprints of the e-certificate charged at prevailing rates by SSI. In view of the current COVID-19 situation, counter service at SSI is available strictly by appointment only. Learners may write in to request for a hard copy and arrange an appointment for the collection.

## **26. How are the courses evaluated?**

SSI 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 SSI or its appointed agent/s to call/ email/ SMS you for the purpose of obtaining information related to our courses. Post-course feedback will enable us to gauge the effectiveness of our curriculum and assess the transfer of knowledge into practice.

You are requested to complete your E-evaluation within 1-day after the end of the classroom session. 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, SSI may share necessary data for the purposes mentioned above, unless such sharing is prohibited by law. SSI will retain your personal data only as necessary for the effective delivery of services to you.



## Code of Conduct

As a Continuing Education and Training (CET) Centre, SSI is committed to providing a conducive environment for every learner to maximise his or her learning experience. This Code of Learner Conduct establishes general guidelines for acceptable codes of conduct by every enrolled learner to maintain a healthy learning environment in SSI at all times.

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 a form of misconduct. Acting in a manner that is detrimental to the interests of SSI or brings SSI into disrepute will also be considered as a form of misconduct.

- Harassment and bullying

Harassment and bullying in any form (physical, verbal or written communication such as emails), towards fellow learners, AEs or SSI staff, will not be condoned and are strictly prohibited.

Discrimination against a person or group on the basis of nationality, culture, ethnicity, religion, gender, age, disability, sexual orientation or any other traits will not be condoned and 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 a 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**

Learners who violate 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.

# **Advisory and Updates on COVID-19**

(As of 08 Feb 2022)

As part of SSI's efforts to safeguard the well-being of our Learners, Adult Educators and staff, the following additional precautionary measures have been put in place with effect from 20 October 2021.

1. Antigen Rapid Test (ART) self-test requirement for learners issued with Health Risk Warning (HRW), and learners who are medically ineligible to receive mRNA COVID-19 vaccines and Sinovac/Sinopharm
2. TraceTogether SafeEntry at the main entrance of SSI, with verification of learners' vaccination status and/ or submission of ART results (if applicable)
3. Requirement for declaration of positive Covid-19 results

## **Vaccination Status**

**1. Am I allowed to attend a face-to-face course/ assessment at SSI if I am partially vaccinated or not vaccinated?**

Learners who are partially vaccinated or not vaccinated may attend course/ assessment at SSI premises if they fall under the following categories:

a. Recovered from COVID-19 in Singapore with unvaccinated or incomplete vaccination status within 180 days starting from the day of first:

- Positive PCR test result; or
- Positive healthcare-administered ART result for symptomatic persons; or
- Positive serology test result attributable to infection and not past vaccination

ART self-testing is not required to be done, and proof of recovery (e.g. PET exemption notice / Discharge/Recovery Memo) is to be furnished.

b. Medically ineligible to receive mRNA COVID-19 vaccines and Sinovac/Sinopharm.

Proof of medically ineligible status under the National Vaccination Programme (NVP) by a certifying doctor would have to be furnished.

In addition, an ART is required to be done on the eve of the course date, with negative ART results obtained. The ART is to be done per every 4 days interval if the course/ assessment spans over a period of more than 3 days (e.g. test to be done on Sunday for course/ assessment at SSI on Monday, and additional test to be done on Wednesday for course/ assessment at SSI on Thursday).

## **2. Am I allowed to attend a face-to-face course/ assessment at SSI if I am issued with a health risk warning (HRW)?**

Learners are to notify SSI if a HRW has been issued (via SMS from Ministry of Health, MOH). Learners who have received a HRW may attend course/ assessment at SSI premises if they have a negative ART result for COVID-19. With reference to MOH guidelines, learners issued with HRW must do an ART self-test once per day before leaving your house during the 7-day HRW period; and are allowed to continue normal activity if ART result is negative.

### **ART Results**

## **3. How do I share my ART results?**

ART results are to be uploaded on [FormSG](#), for record purposes, by the course date. The following details are to be included in 1 photo as proof of the test results:

- a. ART swab results
- b. Date and time stamp
- c. Name as per NRIC

### **Entry to Social Service Institute via Tiong Bahru Plaza**

TraceTogether SafeEntry continues to be implemented at the entry points to SSI. Unvaccinated learners who are medically ineligible for vaccination are to show the Course Confirmation email reflecting the name and date of the course as documentary proof for entry via Tiong Bahru Plaza. At SSI, all learners are required to do TraceTogether check-in at the main entrance of SSI. The TraceTogether app or token is to be presented for verification on learner's vaccination status.

## **Declaration of Positive COVID-19 Results**

To facilitate contact tracing, learners are required to notify SSI should any learners be tested positive for COVID-19 within 5 days from the last course/ assessment date at SSI.

## **For Assistance**

The above requirements are aligned with MOH protocols, and shall be reviewed in accordance with any changes in the prevailing protocols. SSI has the right to refuse entry to SSI premises of any individual who refuses to comply with above guidelines. Learners will be liable for the full course fee if the course attendance or assessment requirements are not met. SSI urges everyone to exercise social responsibility and to provide the most accurate information with regard to one's health status.

Front Desk services remain temporarily unavailable. For any queries, please feel free to contact us at [socialserviceinstitute@ncss.gov.sg](mailto:socialserviceinstitute@ncss.gov.sg) or our hotline at +65 6589 5555.

## **Useful Links**

- MOH's Information Sheet on Vaccination-Differentiated Safe Management Measures (SMMs) - [Link](#)
- For individuals feeling unwell - [Link](#)
- For individuals issued with Health Risk Warning (HRW) - [Link](#)
- Uploading of ART results on SSI's FormSG - [Link](#)