



# Adult Educator Resource Kit

Social Service Institute

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# Chapter 1: Partnering You

## a. SSI's Mission for Adult Educators

At SSI we believe in developing talents to shine with altruism. We encourage and facilitate professional growth for our Adult Educators (AEs) and continuously build a solid and lasting partnership with them. We stand committed to evolve stronger as a family. In mind with our prime mission to create trends, explore possibilities and inspire compassion.

## b. Why join the AE pool?

Adult Educators (AEs) who partner with SSI can look forward to opportunities to take on different roles. Various engagement mediums and professional development opportunities are also in place to encourage AEs' continuous professional growth, active engagements and interactions, and a providence of a quality feedback pool with SSI. We are looking to evolve from transactional relationships to holistic relationships that empowers.

## c. Our AE Schemes and Onboarding Criteria

### 1) Honorarium AEs

- Social Service Professionals employed by Social Service Agencies
- Receive Letter of Invitation (LOI)



# Chapter 1: Partnering You

## 2) Associate AEs

- Professionals / Sector or Social Service Professionals
- **To sign and renew** Service Agreement (SA) every **2** years

## 3) Pro-Bono AEs

- Professionals / Sector professionals / NCSS Staff
- Receive Letter of Invitation (LOI)

- **Onboarding Criteria**

SSI is always excited to welcome new AEs to share their expertise. Our AEs support the expansion of the SSI into the social service sector in providing continuing education and training, targeted at meeting learning needs. To join us as an AE, you should possess the following basic requirements:

- Minimum 3 years of relevant industry experience (may include experience as a practitioner/consultant)
- Minimum of Bachelor's Degree

**You should also possess a professional qualification, such as:**





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- WSQ Advanced Certificate in Training and Assessment (ACTA) / WSQ Advanced Certificate in Learning and Performance (ACLP)
- WSQ Diploma in Adult and Continuing Education (DACE) / WSQ Diploma in Design and Development of Learning for Performance (DDDLP)
- Other equivalent professional qualifications

Our annual recruitment drive for AEs will open for 2 windows; in **April** and **October annually**. Each window will open for a month.

Application Window	If Shortlisted, you will be contacted by:
1 - 30 April	First working day of May
1 - 31 October	First working day of November

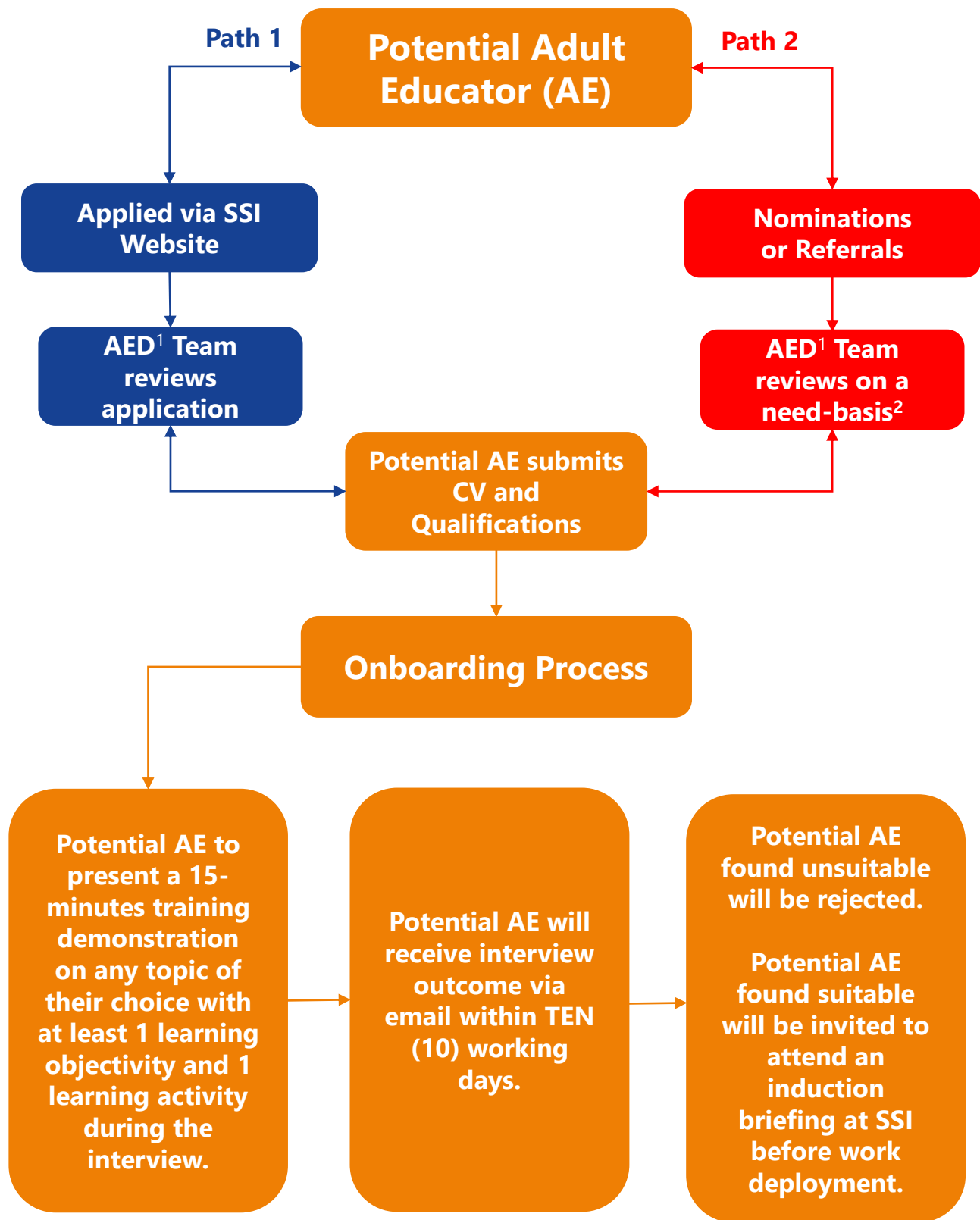
Kindly submit the [application form](#) along with your documents (CV and credentials). If you have not heard from us 2 weeks after the closing window, your application is unsuccessful.



# Chapter 1: Partnering You

## d. Coming Onboard

Refer to the chart below for a step-by-step overview of the onboarding process.



<sup>1</sup>Adult Educator Development (AED) Team  
<sup>2</sup>Needs-basis depends on the availability of courses for potential Adult Educator (AE)



## Chapter 2: Nurturing You

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# Chapter 2: **Nurturing You**

## **a. Welcome Onboard**

Introducing our new AE Talent Development Scheme: EVOL<sup>+</sup>.

### **EVOL<sup>+</sup> Talent Development Scheme**

EVOL<sup>+</sup> signifies for 'love' spelt backward. It may also stand for 'evolution' in short. The '+' in 'EVOL<sup>+</sup>' encompasses the intended message of 'EVOLution with love, passion and joy.'

### **Purpose**

We aim to develop our Adult Educators (AEs) holistically, in order for them to achieve optimal professional growth and desirable states of well-being. As such, we look to grow and flourish with our AEs as one big family where we proactively look out for the needs and interests of our AEs.

### **Process**

EVOL<sup>+</sup> is a scheme that journeys with AEs from Recruitment, Engagement, Development, Performance Management to Retention. Each of these milestones has its programmes and activities to cater to the needs of the AEs.



# Chapter 2: **Nurturing You**

## **b. Roles Partnering SSI**

SSI generates and delivers high-quality training and courseware through our collaboration with Subject Matter Experts, Trainers, Content Developers, Courseware Developers and Facilitators.

### **1) Subject Matter Expert (SME)**

As an SME, the AE will help to determine the appropriate content and coverage that go into a course during the development phase. The SME will work closely with the Learning & Professional Development (LPD) officers and Consortium Leads for Courseware Development (CD).

### **2) Trainer**

The AE:

- i. Who contributed as Subject Matter Expert (SME) or Content Developer (CTD) to a course may be invited to facilitate and train after the courseware is ready.
- ii. Who was nominated by an organization or onboarded by SSI to train the course.
- iii. Who was identified or interested to share or train domain knowledge via social learning channels.

The Trainer will work closely with the Learning & Professional Development (LPD) officers and depending on circumstances, with either Subject Matter Experts (SME) / Content Developers (CTD) or Courseware Developers (CD) or both.



## Chapter 2: **Nurturing You**

### **3) Content Developer (CTD)**

As a CTD, the AE will perform research on articles and prepare materials to create content pieces such as theories, quizzes, role plays, or other learning activities used in the course. The CTD will work closely with the Learning & Professional Development (LPD) officers and Courseware Developers (CD).

### **4) Courseware Developer (CD)**

As a CD the AE will conducts research and develops learning materials. The CD will work closely with the Learning & Professional Development (LPD) officers and Subject Matter Experts (SME)/Content Developers (CTD).

### **5) Facilitator**

The AE plans, guides and manages a group event, such as a Focus Group Discussion, to meet its goals. The Facilitator will work closely with the Learning & Professional Development (LPD) officers and Content Developers (CTD).



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- a. AE Digest
- b. AE Circular
- c. AE Discoveries
- d. AE Continual Professional Development (CPD) Workshops
- e. AE Seminar



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## Chapter 3: Engaging You

The Adult Educator Development (AED) Team aims to engage SSI AEs through various activities and channels to further build and empower our talent ecosystem. Some of our initiatives include the AE Digest, AE Discoveries, AE Continual Professional Development (CPD) workshops, AE Seminar, STAR AE Awards and more.

### a. AE Digest

AE Digest is a bi-monthly article newsletter curated for our Adult Educators. The AE Digest highlights and summarises past and upcoming AE activities. AEs can benefit from the content that is especially relevant to them in the training and social service sector. AEs are also encouraged to contribute to the Digest. The Digest is sent via our AE mailing list.

### b. AE Circular

AE Circular illustrates important standard operating procedures (SOP) relevant to our AEs. Such as change of SOPs, regulations, declarations, and other public relations announcements.





## Chapter 3: Engaging You

### c. AE Discoveries

AE Discoveries is hosted 3 times a year by the Adult Educator Development (AED) Team with the intention to sow deeper relationships with our AEs, to provide experiential learning and to share updates on our upcoming plans for them. Sessions are conducted at various dedicated locations. AEs are given the opportunity to immerse themselves on an eye-opening journey and openly exchange their reflections as well as feedback.

### d. Continual Professional Development (CPD) Workshops

Conducted 3 times a year, the Adult Educator Development (AED) Team organises exclusive workshops and training for our AEs to continuously upskill and further develop themselves as excelling professionals in different subject matters and capacities.

### e. AE Seminar

AE Seminar is an event that is held yearly typically over two days. It is a key gathering session for both SSI, non-SSI AEs and aspiring AEs to learn more about the training and social service sector. AEs are strengthened professionally in terms of their capability and capacity, are recognised for their contributions to the sector and are provided with greater self-branding networking opportunities.



# Chapter 3: Engaging You

## AE Discoveries



AE Digest



AE Continual Professional Development



AE Circular



AE Seminar 2023

## Chapter 4: Impacting You

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  - i. STAR Adult Educator Awards
  - ii. Long Service Award



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## Chapter 4: Impacting You

### a. Appraisal

AEs will go through appraisal and receive feedback for their training at SSI. Observation sessions and reviews are conducted by our Learning and Professional Development (LPD) and Quality Assurance and Evaluation (QAE) officers in SSI. This is done to ensure sustained quality of teaching and learning for both AEs and their learners over time.

### b. Enhancement – Customised 1-1 AE Coaching

AEs will receive customised one-to-one coaching by our sector professionals or specialist AE Coach. The objective behind this is to further empower AEs on their journey towards greater professional development. AEs will be provided with a space to share their professional concerns and obtain valuable feedback on their training. Additionally, this scheme enables AEs to sharpen their organisational, facilitation and/or other technical skills.

- Present (2022 - ) AE Coach: Mr Sabarudin Hashim
- Past (2021) AE Coach: Mr Steven Koh

### c. Token of Affirmation

As a long-standing tradition, SSI demonstrates our promise to uphold lasting positive relationships and keen appreciation for our AEs by minimally rewarding them with exclusive AE gift tokens.



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## Chapter 4: Impacting You

Our tokens are a symbol of our gratitude for the impact and contribution our AEs have made for the sector.

### d. AE Recognition System

SSI values the time, investments and commitments of our passionate AEs in the social service sector and have a system in place to honour their contribution.

Our recognition system includes:

- STAR Adult Educator Awards
- Long Service Award



Digital LinkedIn Badges

### STAR Adult Educator (AE) Awards

The STAR AE Awards is a biennial award system to recognize SSI AEs for their active contribution and development of the Social Service Sector. AEs are judged based on a yearly **STAR** criteria, which stands for **S**hining Performance, **T**rainer's Effectiveness, **A**ctive Participation and **R**aising One's Professional Standards.

### AE Long Service Award

Aside the STAR AE Awards, we also recognize AEs who have been in training service with SSI for equal to or more than 10 years.

Recipients of both awards will receive a physical lapel pin and a digital LinkedIn Badge to embellish on their LinkedIn profiles.



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## Chapter 5: Journeying With You

a. Growing Together to Impact as One



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Connect with us



[ssi.gov.sg](https://ssi.gov.sg)



## Chapter 5: Journeying With You

We believe in being a change catalyst. By impacting the lives of our Adult Educators (AEs), our AEs impact the lives of their learners, and learners impact the lives of those in need.

We also hope that our AE initiatives such as our annual AE Seminar, quarterly AE Discoveries and AE Continual Professional Development workshops, and other coaching and talent development schemes such as EVOL<sup>+</sup> demonstrates our commitment to grow with you as a family.

All our initiatives serve as a purposeful mission for our AEs to vigorously upgrade themselves, to be informed of latest pedagogies and industrial updates, and to connect, collaborate and work together towards a common goal with SSI.

**Growing Together to Impact as One.**

