

# TRAINING DIRECTORY

2020 / 2021

The course information is accurate as of Nov 2020.

## VOLUNTEER DEVELOPMENT & MANAGEMENT



Course Title	Duration	Schedule
<b>Bachelor Degree</b>		
Bachelor of Education (Special Education) <sup>1</sup>	2 years	TBA <sup>2</sup>
<b>Diploma &amp; Advanced Certificate</b>		
Advanced Certificate in Social Services	13 months	Oct 2020 to Nov 2021
Advanced Certificate in Supported Employment	6 months	- Jul 2020 to Jan 2021 - Aug 2020 to Jan 2021
Diploma of Community Services <sup>3</sup>	1 year	TBA <sup>2</sup>
Higher Diploma in Social Service	18 months	TBA <sup>2</sup>
<b>Certificates</b>		
Certificate in Education Studies (Special Education)	9 months	TBA <sup>2</sup>
Certificate in Para-counselling	60 hrs	- Jul to Sep 2020
Certificate in Peer Support <sup>4</sup>	180 hrs	- March to Jun 2021
Certificate in Residential Care for Children and Youth Persons	49 hrs	- 8 Jun to 9 Jul 2020 - 24 Sep to 29 Oct 2020 - 2 Nov to 25 Nov 2020 - 14 Jan to 10 Feb 2021
Professional Certificate in Casework (NSWCF Foundational) <sup>5</sup>	3 months	TBA
Professional Certificate in Group Work (NSWCF Foundational) <sup>5</sup>	2 months	TBA

Definition of Audience <sup>5</sup>	
Level 1: Support Level	Social Service Assistants, Social Work Associates, Teacher Aides, Therapy Aides, House Parents, Welfare Officers, Healthcare Attendants, Nursing Aides, Homecare Workers, Para-Counsellors, Programme Coordinators
Level 2: Executive Level	Social Workers, Counsellors, Case Workers, Therapists, Psychologists, Teachers, Job Coaches, Training Officers, Programme Executives, Admin Executives (HR, Fundraising, Finance etc)
Level 3: Supervisory/Managerial Level	Principal Social Workers, Senior Social Workers, Centre Managers, HODs, Senior Teachers, Programme Heads, Superintendents
Level 4: Leadership Level	Principal Social Workers, Executive Directors, Chief Executive Officers, General Managers, Directors
For Social Workers	Courses qualify for CPE credits for the renewal of accreditation at 1 credit per 1 training hour. For enquiries, please contact the SASW Accreditation Secretariat at <b>Tel: 6778 7922</b> or <b>accreditation@sasw.org.sg</b>

<sup>1</sup> Offered by Flinders University, in partnership with SSI.

<sup>2</sup> To be announced. This course is currently in development and will be launched soon.

<sup>3</sup> Offered by the Centre for Disability Studies, affiliated to The University of Sydney, Australia, in partnership with SSI.

<sup>4</sup> Please find other related Peer Support Specialist Programmes under the Mental Health section in the Training Directory.

<sup>5</sup> The National Social Work Competency Framework (NSWCF) is jointly developed with the Ministry of Social and Family Development (MSF) and Ministry of Health (MOH).



Course Title	Audience <sup>5</sup>				Duration	2020												2021		
	1	2	3	4		Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
<b>Environmental Systems &amp; Social Policies</b>	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Cultural Competency: Engaging with and Bridging across Differences	.	.			14 hrs	For Group Booking only														
May I Help You? (Boleh Saya Bantu Anda) Conversational Malay for Social Service Practitioners	.	.	.	.	21 hrs						7-9									
The Starting Point: An On-Boarding Programme for Social Workers		.	.		40 hrs					19-21 24-25							3-5 & 8-9			
Understanding and Working with the Malay-Muslim Clients	.	.			14 hrs					27-28										
Understanding Singapore's Social Services - Singapore's Social Compact <span style="background-color: #e0f2f1; border-radius: 50%; padding: 2px;">E-Learning</span>	.	.	.	.	1 hr	Enrol @ <a href="http://www.learningcloud.sg">www.learningcloud.sg</a>														
Understanding the Social Service Sector	.	.	.	.	1 hr	22	21	5	24	13	18	19	13	9	15	26	17			
<b>Ethics, Values &amp; Legislation</b>	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Family Law for Social Service Professionals	.	.	.		8 hrs										11	22				
Family Legistration and Ethical Challenges	.	.	.		14 hrs	For Group Booking only														
Juvenile Law for Social Service Professionals	.	.	.		3.5 hrs									7			8			
Syariah Family Law for Social Service Professionals	.	.	.		8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
<b>Generic Intervention Techniques</b>	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
2D Arts Expression Toolkit Training Workshop		.	.		10.5 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Building Emotional Resilience in Caregiving	.	.	.	.	14 hrs							1-2								
Case Management in Practice: Introduction		.	.	.	14 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Cognitive Behaviour Therapy: Introduction	.	.			14 hrs	15-17					16-18									
Cognitive Behaviour Therapy: Intermediate	.	.			21 hrs		21-22			27-28										
Counselling Skills and Practice: Introduction	.	.			14 hrs					11-12										
Counselling Skills and Practice: Intermediate		.	.		14 hrs		5-6	24-25	22-23		16-17									
Develop an Individualised Care Plan		.	.		14 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Financial Planning for Low-Income Clients	.	.	.		8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Fundamentals in Developing Community Work Programme (NSWCF Foundational)		.			14 hrs			11-12												
Motivational Interviewing: An Introduction for Social Service Practitioners		.	.		14 hrs		28-29		20-21		24-25									
Overcoming Compassion Fatigue and Burnout	.	.	.	.	14 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Recycled Arts Toolkit Training Workshop	.	.			10.5 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Reflecting Ethical Challenges: A Social Worker's Perspective		.	.		14 hrs	For Group Booking only														
Relate Happiness to Self Care at Work for Performance	.	.			14 hrs				20-21											
Solution Focused Brief Therapy: Introduction		.	.		21 hrs				8-10			14-16								
Solution Focused Brief Therapy: Intermediate	.	.	.		14 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Systemic Perspective Approach in Case Conceptualisation		.	.		14 hrs			8-9				7,8 & 9								
Understanding and Supporting People in Journey of Loss and Grief	.	.	.		14 hrs			11-12		3-4										

Course Title	Audience <sup>5</sup>				Duration	2020										2021		
	1	2	3	4		Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Research and Programme Evaluation</b>																		
Enhancing Programme Effectiveness through Client Outcomes and Services Standards			•	•	19.5 hrs						7-8, &18	5						
Qualitative Research Methods and Analysis	•	•			14 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
Survey Research and Quantitative Analysis	•	•			14 hrs													
<b>Supervision</b>	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Supervise Effective with Fieldwork Education Concepts and Tools			•		14 hrs					27-28							25-26	
<b>Systems Linkage, Analysis and Development</b>	1	2	3	4	Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Rules of Engagement: Collaborating for Greater Productivity			•	•	3.5 hrs									18		26		
Social Policy and System Linkage (NSWCF Foundational)		•			14 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												

## CHILDREN, YOUTH & FAMILY



Course Title	Audience <sup>5</sup>				Duration	2020										2021		
	1	2	3	4		Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Engagement</b>																		
Applying Developmental Theories in Working with Children and Youth		•			14 hrs						4,7,8 &28							
Certified User for Child and Adolescents Needs and Strengths (CANS)		•	•		21 hrs			22-23 &30		24-26	21-23			21-23				
Certified User for Youth Level of Services/Case Management Inventory (YLS/CMI)		•	•		21 hrs				6-8		28-30			28-30				
Delivering Impactful Training to Youths		•	•		21 hrs						8-10							
Engaging Reluctant Adolescents Using Motivational Approaches			•		14 hrs				13-17 &20		7-11 &16							
Engaging Youths-At-Risk through Effective Strategies and Techniques			•		21 hrs				13-17 &20		7-11 &16							
Family-based Casework Training for Family Service Centres		•	•	•	40 hrs					31	1-2, 8-11 & 14-15	14-16 & 19-20	25-27 & 30	1	13-15 & 18-19			
Helping Problem Gamblers using Tools and Intervention Techniques		•			14 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
Helping Youths Cope with Anger	•	•			14 hrs							13-16						
Overview of Gambling and Problem Gambling in Singapore	•	•			8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
Understanding Effective Fathering	•				7 hrs		20											

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	1	2	3	4		Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Intervention and Treatment</b>																		
An Introduction to Family Therapy		•	•		21 hrs					5-7								
Coaching and Mentoring Youths Effectively		•	•		14 hrs		12-15	11,30	1-3,6	17-21		1-2			7-8			
Family & Adult Support Tool (FAST) - User		•	•		14 hrs	16-17	21-22	18-19	16-17		10-11	15-16	5-6	3-4				
Family Therapy: Intermediate		•	•		21 hrs	1-3					16-18							
Game for Life for Youths-at-Risk		•			3.5 hrs						25							
Helping Family Members Cope with Issues Arising from Incarceration of a Loved One	•	•	•		14 hrs	18-19												
Management of Family Violence: Introduction	•	•			18 hrs		26-28	8-10	1-3	12-14	9-11	21-23	25-27	9-11	13-15	24-26	10-12	
Management of Family Violence: Talking to Children and Managing Abuse-Related Disclosure	•	•	•		14 hrs		18-19				24-25							
Management of Family Violence: Working with Couples in Violent Relationships		•	•		21 hrs			24-26				7-9						
Management of Family Violence: Intervention in Family Violence Cases <i>*Pre-requisite: "Management of Family Violence: Introduction"</i> <i>Refer to course registration page for full details on the schedule.</i>		•	•															
Management of Family Violence: Organisational Approaches to Child-Safe Practices for Centre and Team Leads			•	•	14 hrs								19-20					
Management of Family Violence: Organisational Approaches to Child-Safe Practices for Frontline Staff	•	•			7 hrs								9					
Management of Family Violence: Understanding Mental Health and Vulnerable Adult Issues in Protection Work	•	•			21.5 hrs								TBA <sup>2</sup>					
Rehabilitation and Re-integration Needs of Former Drug Offenders		•	•		21 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
Sector-Specific Screening Guide (SSSG) & Child Abuse Reporting Guide (CARG) User Training		•	•		7 hrs					28	28							
Techniques in Couple Counselling		•	•		21 hrs						2-4							
The Art of Cyber Wellness for Youth in the Digital Age		•	•		14 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
Working with Youths on Sexuality Issues		•	•		21 hrs													
Youth Work: Identify and Apply Effective Intervention Programme		•			14 hrs													
Youth Work: Introduction to an Evidence-based Approach	•	•			14 hrs													

# DISABILITY



Course Title	Audience <sup>5</sup>				Duration	2020												2021		
	1	2	3	4		Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
<b>Care Planning &amp; Evaluation</b>																				
Adapting Programmes for Persons with Disabilities	•	•			8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Classroom Behaviour Management: Prevention and Development Approach	•	•	•		14 hrs															
Creative Therapy for Working with Persons with Special Needs: Art Therapy	•	•			17.5 hrs					20-21	22									
Facilitating Communication, Language and Social Skills Development Using a Multi-modal Approach	•	•			8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Independent Travel Training for Professionals Supporting Persons with Disabilities		•			21 hrs					3-5										
Interacting and Working with Persons with Disabilities	•	•			8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Language Development for Children with Special Needs		•	•		14 hrs															
Managing Sexuality Issues of Adults with Intellectual Disabilities		•			14 hrs				9-10											
Nurturing Healthy Sexual Development in Persons with Developmental Disabilities	•	•			8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Positive Behaviour Support for Persons with Disability <small>Enhanced!</small>	•	•	•		21 hrs					24-26										
Positive Behaviour Support for Persons with Disability: Supervisor Extension <small>Enhanced!</small>			•		8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Strategies for Engaging and Teaching Persons with Learning Disabilities		•	•		16 hrs															
True Communication: Using Intensive Interaction to Connect with Learners with Profound Intellectual Disabilities		•	•		14 hrs															
Understanding Adolescents with Special Needs	•	•			8 hrs															
Understanding Children with Special Needs	•	•	•		8 hrs															
Understanding Creative Play and Development for Early Intervention	•	•			21 hrs															
Understanding Persons with Disabilities	•	•	•	•	14 hrs				29-30											
Understanding Special Needs Across the Lifespan	•	•			10.5 hrs							14-16								
Using Art and Creativity to Build Social and Emotional Skills	•	•			14 hrs						24-25									
Working Collaboratively with Families: Understanding the Needs of Families of Persons with Disabilities	•	•	•		8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Working Collaboratively with Families: Communicate with Families of Persons with Disabilities	•	•	•		8 hrs															
<b>Intervention &amp; Treatment</b>																				
A Holistic Approach to Early Intervention for Children with Special Needs	•	•			14 hrs				15-16											
Activity Therapy for Persons with Special Needs	•	•			8 hrs		5				8									
Conducting Communication and Language Assessments and Planning Intervention	•	•			8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Developing Readiness and Positive Toileting Behaviour in Children with Special Needs	•	•			8 hrs															
Strategies for Development of Hand Function, Pre-writing and Handwriting Skills for Children		•	•		8 hrs							14								



Course Title	Audience <sup>5</sup>				Duration	2020												2021		
	1	2	3	4		Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
<b>Engagement</b>																				
Case Management for Seniors in Using Action Learning Approach		•	•		14 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Communicate Effectively with Seniors	•	•			14 hrs							5,6 &9								
Communicate Effectively with Seniors (Mandarin)	•	•			14 hrs			1-2												
Conversation Starter Kit <small>E-Learning</small>	•	•	•	•	1 hr	Enrol @ <a href="http://www.learningcloud.sg">www.learningcloud.sg</a>														
Counselling for Seniors	•	•			14 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Empowering Seniors e-learning <small>E-Learning</small>	•	•	•	•	1 hr	Enrol @ <a href="http://www.learningcloud.sg">www.learningcloud.sg</a>														
Empowering Volunteers to Work Effectively with Seniors in Elder Care Settings	•					Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Essential Skills for SAC Practitioners	•	•	•		14 hrs															
Introduction to Art Therapy for Seniors (Mandarin) 老年人艺术治疗：初级	•	•	•	•	1 hr	Enrol @ <a href="http://www.learningcloud.sg">www.learningcloud.sg</a>														
Interacting Effectively with Persons with Dementia [E-Learning]	•	•			14 hrs						3, 4 &7									
The Ageing Process <small>E-Learning</small>	•	•	•	•	1 hr	Enrol @ <a href="http://www.learningcloud.sg">www.learningcloud.sg</a>														
WSQ Organise and Implement Group Activities and Recreation Programmes	•	•			16 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
WSQ Support Seniors to Meet their Physical, Emotional, Psychological, Cognitive and Spiritual Needs	•	•			16 hrs												22-23			
<b>Intervention &amp; Treatment</b>																				
Person-Centred Care Approach to Dementia	•	•			21 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Practising Person-Centred Care Approach		•	•		14 hrs				16-17											
Seniors' Life Review through the Arts		•			8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21														
Using Activities in Therapy with Seniors	•	•	•		8 hrs															
Using Creative Arts in Therapy: Understanding and Programme Planning for Work with Seniors	•	•	•		17.5 hrs															
Using Reminiscence in Therapy for Seniors	•	•			8 hrs													3-4		



Course Title	Audience <sup>5</sup>				Duration	2020										2021		
	1	2	3	4		Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Intervention &amp; Treatment</b>																		
Applied Suicide Intervention Skills Training (ASIST)		•	•	•	14 hrs	20-21	11-12											
Management of Depression in Seniors		•	•		14 hrs		18-19											
Mental Illness and Family		•			14 hrs		14-15											
Mental Illness and Recovery		•	•		14 hrs				13-14									
Peer Specialist Training: Preparatory Training for Potential Peer Support Specialist	•	•	•	•	14 hrs													TBA <sup>2</sup>
Psychiatric Rehabilitation in Welfare Homes		•			21 hrs			5,12 & 19										
Suicide Prevention and Management for Seniors	•	•			10.5 hrs				9-10									
Supporting Clients in their Trauma Recovery	•	•			14 hrs	28-29				24-26	9 & 30	1-2, & 19						
Tools and Skills for Supporting Youths with Mental Health Distress		•	•		14 hrs			25-26										

# VOLUNTEER DEVELOPMENT & MANAGEMENT



Course Title	Audience <sup>5</sup>				Duration	2020												2021		
	1	2	3	4		Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
<b>Volunteer Development</b>																				
Befriending Seniors	.	.	.	.	1 hr	Enrol @ <a href="http://www.learningspace.sg">www.learningspace.sg</a>														
Befriending Skills and Practice (For Volunteers)		.	.		8 hrs		26													
Introduction to Youth Mentoring (For Volunteers)		.			8 hrs			18												
Overview to Disabilities	.	.	.	.	1 hr	Enrol @ <a href="http://www.learningspace.sg">www.learningspace.sg</a>														
Understanding Persons with Developmental Disabilities	.	.	.	.	1 hr															
Understanding Persons with Intellectual Disabilities	.	.	.	.	1 hr															
Understanding Persons with Physical Disabilities	.	.	.	.	1 hr															
Understanding Persons with Sensory Disabilities	.	.	.	.	1 hr															
Volunteering in Singapore's Social Sector - What does it take	.	.			8 hrs														Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21	
Working Effectively with Youths		.	.		1 hr	Enrol @ <a href="http://www.learningspace.sg">www.learningspace.sg</a>														
<b>Volunteer Management</b>																				
Design and Develop an Effective Volunteer Work Programme			.	.	8 hrs			25												
Plan and Strategise for an Effective Volunteer Engagement Programme			.	.	8 hrs		28				24									
Volunteer Management System: Engaging Volunteers Systematically	.	.			8 hrs				3								TBA <sup>2</sup>			

# CAREGIVING



Course Title	Audience <sup>5</sup>				Duration	2020												2021		
	1	2	3	4		Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
<b>Caregivers Development</b>																				
Preparatory Caregiver Training Programme: Caregiver Stress and Management	.	.	.	.	1 hr	Enrol @ <a href="http://www.learningcloud.sg">www.learningcloud.sg</a>														
Preparatory Caregiver Training Programme: Communication in Caregiving	.	.	.	.	1 hr															
Preparatory Caregiver Training Programme: Know the Care Recipient	.	.	.	.	1 hr															
Preparatory Caregiver Training Programme: Understanding Caregiving	.	.			8 hrs															





Course Title	Audience <sup>5</sup>				Duration	2020										2021		
	1	2	3	4		Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Governance for Organisation</b>																		
Board and Management Dynamics				•	5 hrs					18								
Board Dynamics				•	5 hrs				28									
Essentials of Non-Profit Board Leadership				•	5 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
Financial Management and Accountability				•	5 hrs							20						
Fundraising and Outreach				•	5 hrs								3					
Social Trends				•	5 hrs								24					
Strategy and Board Performance				•	5 hrs						29							
Talent and Volunteer Management				•	5 hrs						8							
<b>Strategic Planning</b>																		
Assessing your Strategy: Is it Working? Is it Future-ready?				•	8 hrs	18												
Decoding the Future, Today! <small>New!</small>				•	8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
Situation Management: a Key Underpinning of Good Strategy Implementation (2 days)				•	16 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
Strategic Innovation <small>New!</small>				•	16 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
Strategy Formulation to Achieve/ Enhance your Distinct Relevance in your chosen Sector/ Sub-sector (2 days)				•	8 hrs		11-12											
Strategy Translation/ Operationalisation: Understanding the Key Steps and Tracking Mechanisms <small>New!</small>				•	8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
Vision & Mission the Beginning of the Journey to Distinct Relevance				•	8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												



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	1	2	3	4		Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Client Management</b>					Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Manage Challenging Social Service and NPO Clients			•		8 hrs					28								
<b>Facilities Management</b>					Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Plan for Facilities Management		•	•	•	8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
Plan New Facilities Development			•	•	8 hrs													
<b>Financial Management</b>					Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Budgeting for Charities			•	•	8 hrs			2										
Charities Accounting Standard and Its Application			•	•	14 hrs				7-8						TBA <sup>2</sup>			
Internal Controls (I): An Introduction to its Guidelines and Applications			•	•	8 hrs				7									
Internal Controls (II): Implementing Internal Controls for Revenue to Receivable Process, including Fund-raising			•	•	8 hrs					5								
Internal Controls (III): Implementing Internal Controls for Procurement to Payable Process			•	•	8 hrs						9							
Internal Controls (IV): General Accounting, Fixed Assets, Inventory and Human Resource Management			•	•	8 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
Internal Controls for Management (I): An Introduction to Internal Controls				•	8 hrs				15									
Internal Controls for Management (II): Safeguarding the Revenue and Procurement Processes against Fraud				•	10.5 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
<b>Fund Raising &amp; Marketing</b>					Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Branding Non-profit: An Introduction			•	•	8 hrs		18				11							
Donor Outreach Through Social Media			•	•	8 hrs					25-26								
Making Sense I: An Introduction to Fund Raising			•	•	8 hrs			4										
Making Sense II: Fund-Raising Strategy Development			•	•	8 hrs				29									
<b>Leadership Development</b>					Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Authentic Leadership Conversations				•	14 hrs			1										
Developing Your Coaching and Mentoring Skills for NPO Managers			•	•	14 hrs		18					6						
Effective Supervisory Skills for NPO Managers			•	•	14 hrs	13		1		19								
Evaluative Thinking for Successful Non-Profits				•	3.5 hrs										26			
Leadership Milestone Programme: Lead Managers				•	64 hrs							22						
Leadership Milestone Programme: Lead People				•	64 hrs						28							
Leadership Milestone Programme: Lead Self				•	64 hrs							5						
Principles of Persuasion				•	14 hrs			22-25										
Strategic Thinking for Impactful Outcomes in Non-Profits				•	16 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
Teambuilding and Leadership Development for NPO Leaders				•	14 hrs				22									
What Motivates Me				•	7 hrs	Currently unavailable. Please refer to the FY21/22 Training Directory, which will be published in Jan/Feb 21												
<b>People Development &amp; Management</b>					Hours	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
SSI-Franklin Covey Partnership: The 7 Habits of Highly Effective People			•	•	14 hrs			11-12		17-18								

## KEY INITIATIVES IN THE SOCIAL SERVICE INSTITUTE



**GatherHere** is an online community for social service professionals and social service agencies (SSAs) to work, communicate, network and reach out differently to do good for the sector. It is where the Social Service Tribe Meets & Collaborates!



Sign up for GatherHere by scanning this QR code.

**CreateHere** is the Social Service Institute's (SSI) media production studio. It provides Adult Educators (AEs) and SSAs with the opportunity to develop video-based content through a simplified and shortened process. The video content created can be used for a variety of purposes such as eLearning content and as a customised message for specific target audiences.



Book CreateHere by scanning this QR code.

**LearnHere** is a cloud-based platform that is able to host learning content. Through LearnHere, interactive media can be presented and learners are able to conduct self-directed learning and track their own progress across multiple devices while accessing peer feedback. SSI's Learning Cloud platform is an extension of LearnHere and it hosts SSI's e-Learning courses. Through LearnHere, learning can occur anytime, anywhere!



Visit LearningCloud by scanning this QR code.

The **Training Network Model** refers to the network of partners that SSI seeks to engage to champion training in their area of expertise. This will in turn lead to an increased number of skilled and enterprising professionals in the sector, greater capacity & capability of social purpose entities and the development of innovative solutions.



To explore partnership opportunities with SSI, scan this QR code.

## ABOUT THE SOCIAL SERVICE INSTITUTE

SSI is a key division under the Human Capital and Organisation Development Group (HCODG) of the National Council of Social Service (NCSS). It has been appointed as a Continuing Education and Training (CET) centre for social services by SkillsFuture Singapore (SSG) and aligns to the Social Service Sector Strategic Thrust (4ST) by developing skilled professionals and the capability of the sector.

This is achieved through SSI's leadership and partnership with stakeholders, agility in providing relevant and quality training and spirit of innovation and entrepreneurship.

## OUR LOGO



The SSI logo symbolises the concepts of training, practice and resource, while creating the "Windows of Opportunity" to stimulate, sustain and inspire the social service sector.

The logo's three main colours – orange, blue and red – signify "optimism", "success" and "passion" respectively. The three overlapping blocks symbolise SSI's philosophy in its leadership and partnership with stakeholders in building the capability of the sector. The interfacing blocks and curves reflect its dynamism in providing relevant and quality training for the social service sector.

**SOCIAL SERVICE INSTITUTE**



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