CONTENT

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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.
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.

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Enrolment confirmation

PCGW (NSWCF Foundational) Intake 1: Module 2: Facilitate Group Work Sessions [1700640]

Dear [Name],

You have enrolled in the following training:

<table>
<thead>
<tr>
<th>Name:</th>
<th>PCGW (NSWCF Foundational) Intake 1: Module 2: Facilitate Group Work Sessions [1700640]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start:</td>
<td>11-Nov-2017 09:00</td>
</tr>
<tr>
<td>End:</td>
<td>11-Nov-2018 09:00</td>
</tr>
<tr>
<td>Duration of use</td>
<td>see start/finish</td>
</tr>
<tr>
<td>Location:</td>
<td></td>
</tr>
<tr>
<td>Price:</td>
<td></td>
</tr>
</tbody>
</table>

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.
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

Click ‘Login’ and choose ‘Learners’
Login with your ID and password (sent in the email) and click the 'Login' button below.
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’
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

Terms of use

English (UK)  中文 (简体)
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”.

Courses

Understanding the Social Service Sector (TD)
Ends on 12 Apr 2018
Enrolled E-Learning
Info contains an overview of the course.

Complete your e-learning contents from Syllabus.

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.

You may download your learning materials from Library.
Grey tab will be shown when you have not access to the e-learning content.

Click to access the e-learning slides.
When you have reached your last slide, click the '< Back' button to continue your next e-learning content.
Click the ‘**Up Arrow**’ to return to the main syllabus and view all e-learning contents.

Click ‘**Previous**’ to return to the previous the E-learning content.

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

Yellow tab will be shown when you have access to your E-learning content but have yet to complete.

Click ‘**Next**’ to access the next e-learning content.

Green circle with tick indicates completion of online content.
Once you have completed all your slides, you will begin your Pre-course quiz. Click ‘Next’ to access the quiz.
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
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
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.
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.

To logout, click your name, from the dropdown list, choose ‘Logout’.
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

Click ‘Login’ and choose ‘Learners’
Login with your ID and password (sent in the email) and click the ‘Login’ button below.
Upon login, you will be directed to your dashboard. Click the course title to access the e-learning content.
A ‘Green Tick’ indicates that you have completed your E-Learning content.

Scroll down the page and you will see the SSI Evaluation Form. Complete the SSI Evaluation Form at the end of the training.
Understanding the Social Service Sector (TD)

Assessment Requirements
This is a non-assessable short course.
To begin evaluation, click ‘START FEEDBACK’
Click to access the questions.
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.
Once you have completed the feedback, click "Submit Feedback"
Submit feedback

Do you want to submit your feedback? This action cannot be undone.

- NO, CONTINUE FEEDBACK
- YES, SUBMIT FEEDBACK

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.

CANCEL FEEDBACK  SUBMIT FEEDBACK

Click “YES, Submit Feedback”
Click 'My Courses' then choose 'Completed' to check that you have completed your E-learning.

SSI Evaluation Form

You successfully submitted this feedback

Thank you!

20 Questions

REVIEW FEEDBACK
Click 'Completed' to check that you have completed your E-learning.
To logout, click your name, from the dropdown list, choose ‘Logout’.
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 compatibility (IE11+/Chrome most ideal).
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.