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ACCOUNT LOGIN
On SSI <admin@ssi.sg> wrote:

Dear [Name],

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.

Enrolment confirmation

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

Dear [First Name],

You have enrolled in the following training:

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

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’.
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.
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”.
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.
Making Assistance Accessible
<table>
<thead>
<tr>
<th>Understanding Social Service Sector - Topic 1</th>
<th>Understanding Social Service Sector - Topic 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="green.png" alt="Green tab" /> Open training</td>
<td><img src="yellow.png" alt="Yellow tab" /> Open training</td>
</tr>
<tr>
<td><img src="green_tick.png" alt="Green circle with tick" /></td>
<td></td>
</tr>
</tbody>
</table>

- Click the **'Up Arrow'** to return to the main syllabus and view all e-learning contents.
- Click the **'Previous'** to return to the previous 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.
- Green circle with tick indicates completion of online content.
- Click **'Next'** to access the next e-learning content.
COMPLETION OF E-EVALUATION
(end-of-course)
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)

New entrants in social service settings who want to understand the social service sector, in-service social service professionals who wish to refresh their understanding on the social service sector, individuals who wish to consider social service setting as their career choice.

Pre-Requisites: 1) Be able to apply communication techniques suited to working with a range of clients; 2) Know the basic principles of client service; 3) Familiar with local community resources; 4) Know the general practices of Workplace Safety and Health; 5) Be able to listen and speak English at a proficiency level equivalent to the Employability Skills System (ESS) Literacy Level 5; 6) Be able to read and write English at a proficiency level equivalent to the Employability Skills System (ESS) Literacy Level 5; and 7) Be able to manipulate numbers at a proficiency level equivalent to Employability Skills System (ESS) Numeracy Level 4.

Assessment Requirements
This is a non-assessable short course.

Click to access the SSI Evaluation Form
To begin evaluation, click ‘START FEEDBACK’
Click to access the questions.
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”.
Click "YES, Submit Feedback"
Click 'My Courses' then choose 'Completed' to check that you have completed your E-learning.
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
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.
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 compatibility (IE11+ / Chrome most ideal).
3. If still no, check that browser has pdf reader built in.
1. Check internet connection.
2. Check the browser compatibility (IE11+ / Chrome most ideal).
1. Check internet connection.
2. Check the browser compatibility (IE11+ / Chrome most ideal).
3. Close the browser and go to learning space again.
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.