1. Why are these programmes suitable for me?

SSI is a key division under the Human Capital Development Group of the National Council of Social Service (NCSS), and is appointed by the SkillsFuture Singapore (SSG) as the Continuing Education and Training (CET) centre for Social Service.

The WSQ Advanced Certificate in Social Service and the WSQ Diploma in Social Service are jointly developed by Ministry of Social & Family Development and SSG, in consultation with social service industry stakeholders, to provide learners with a comprehensive and firm foundation of knowledge and skills required in the social service sector. The Singapore Workforce Skills Qualifications (WSQ) is an important recognition of the value of the courses run by SSI at a national level. Both programmes reside under the Social Service WSQ framework and consists of competency-based modules.

For more information on WSQ credentialing system, please refer to [http://www.ssg.gov.sg/wsq.html](http://www.ssg.gov.sg/wsq.html)

Both WSQ Advanced Certificate in Social Service and WSQ Diploma in Social Services qualification are nationally recognised and WSQ Diploma in Social Service is part of an articulation pathway into the Bachelor of Social Work offered by SUSS (Singapore University of Social Sciences)\(^1\).

For more information on the Bachelor of Social Work offered by SUSS, please refer to [www.suss.edu.sg](http://www.suss.edu.sg).

2. Who are the trainers for the programme?

At SSI, our trainers are termed as Adult Educators. They are in-service practitioners with years of sectorial experience, and are also certified in WSQ Advanced Certificate in Training and Assessment (ACTA) to deliver training and assessment.

3. What are the eligibility criteria for SSG funding?

Singapore Citizens and Permanent Residents are eligible for SSG funding. Learners eligible for SkillsFuture Singapore (SSG) funding must achieve at least 75% attendance per module and be certified competent in all the assessment components. Individuals or Organisations will have to bear the full course fees in the event that learners fail to meet the attendance/assessment

\(^1\) Previously known as UniSIM
requirements and terms and conditions for SSG funding eligibility. Please refer to www.skillsconnect.gov.sg for more information on SSG funding. Terms and conditions apply.

4. Where can I find resources on social service to help me in my studies?

SSI is equipped with a Resource Hub that provides information and resource materials on local, regional and international developments in social service related issues. The Resource Hub also provides a platform where social service practitioners could make full use of the resources available.

Our reference library collection comprises both print and electronic resources ranging from books, periodicals and journals, to e-books and access to ProQuest to help learners stay abreast with new research and developments in the social service sector.

ProQuest subscription gives access to the following 4 databases that contain an aggregated collection of important scholarly journals and periodicals:

- Nursing & Allied Health Database
- Psychology Database
- Public Health Database
- Social Science Premium Collection

5. What is Education Innovation 2020 and how will it impact me?

SSI will leverage on technology to enrich the learning experience. This includes equipping classrooms with smart-technology facilities and adopting innovative teaching pedagogies with the use of online platforms. This move towards digital means that you can now:

- Learn on-the-go, as you have access to the learning anytime and anywhere (i.e. you will receive online access to courseware instead of printed materials)
- Learn at your own pace with unlimited access to the materials and discussions
- Ask questions and engage in meaningful discussions before and after classroom sessions

Please refer to Education Innovation 2020 for more information.

6. What are the admission requirements for the programme?

All candidates must meet all 3 entry requirements:

1. A minimum grade of C6 for GCE ‘O’ level English (or its equivalent*)
2. At least 2 years of full-time working experience
3. Either one of these:
   - WSQ Advanced Certificate in Social Service
   - SSI Diploma in Social Service
   - SSI Diploma in Disability Studies
   - SIM-SSTI Specialist Diploma in Human Services
• Local Polytechnic Diploma
• 2 GCE ‘A’ and 2 ‘AO’ Levels

*All eligible applicants for WSQ DSS will be notified to sit for a compulsory Written Aptitude Test administered by SSI. In addition, some applicants may be required to undergo an interview with SSI.

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<tr>
<th>*List of current qualifications equivalent to the GCE ‘O’ Level English</th>
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<tr>
<td>1. A minimum score of 5.5. for IELTS; or</td>
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<td>2. A minimum score of 79 for TOEFL Internet-based test; or</td>
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<td>3. A minimum score of 213 for TOEFL Computer-based test; or</td>
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<td>4. A minimum score of 550 for TOEFL Paper-based test; or</td>
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<tr>
<td>5. At least a Statement of Attainment at Level 5 in <em>Workplace Literacy (WPL) – Comprehensive</em> (covering Listening, Reading, Speaking and Writing under the SSG’s Employability Skills System)</td>
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The Centre for Employability Skills (CES) provides WPL assessments and can be contacted as follows:
Address: Lifelong Learning Institute, 11 Eunos Road 8, #02-01
Singapore 408601
Tel: 6883 5885
Fax: 6709 4268
You may also reach SSG at the number above for contact information of Continuing Education and Training (CET) centres offering WPL training courses.

7. **What is the Written Aptitude Test?**

All eligible applicants for WSQ DSS will be notified to sit for a Written Aptitude Test (WAT) administered by SSI.
The WAT will be administered about 2 weeks after application is closed. For Intake 5, the WAT will be administered on 12 Oct 2017 (10.00AM) OR 13 Oct 2017 (3.00PM.) You will receive an email from SSI informing you about your WAT date/time. Please ensure that you are available as no alternative arrangements will be made for you to sit for the WAT.

8. **Can I apply for the WSQ Diploma in Social Service if I do not meet all the entry requirements?**

Do ensure that you meet all the entry requirements before submitting an application. There will be no refund of registration fee if you are unsuccessful in your application for admission. Only applications which meet all the entry requirements stated will be considered.
9. What is the course fee for WSQ Diploma in Social Service?

The full course fee is $11,160 (before GST).
Nett course fee after SSG funding is $4,094* (before GST).

* Under the SkillsFuture Mid-Career Enhanced Subsidy, Singapore Citizens aged 40 and above can enjoy up to 90% course fees subsidies. Eligible applicants will only need to pay the nett course fee after SSG funding, including the additional subsidy. Please refer to www.skillsfuture.sg/enhancedsubsidy for more information.

* Learners eligible for SSG funding must achieve at least 75% attendance per module and be certified competent in all the assessment components. Individuals or Organisations will have to bear the full course fees in the event that learners fail to meet the attendance/assessment requirements and terms and conditions for SSG funding eligibility. Please refer to www.skillsconnect.gov.sg for more information on SSG funding.

10. Are there other forms of funding available?

A. SkillsFuture Credit
SkillsFuture Credit aims to encourage individuals to take ownership of their skills development and lifelong learning. All Singaporeans aged 25 and above will receive an opening credit of S$500 from January 2016. Your credit will not expire and the government will provide periodic top-ups, so you may accumulate your credit.
You may use your credit to offset nett course fee payable by applying for a claim for each module.
You may visit www.skillsfuture.sg to find out more about SkillsFuture Credit.

B. SkillsFuture Study Awards for the Social Service Sector
SkillsFuture Study Award for Social Service Sector is for Singapore Citizens who have at least 2 years of full-time work experience in the social service sector. Successful applicants will receive $5,000 to defray out-of-pocket expenses associated with the course. This is in addition to the SSG funding.
You may visit www.skillsfuture.sg/studyawards/social-service to find out more.

C. Post-Secondary Education Account (PSEA)
The PSEA is administered by the Ministry of Education and can be used for nett course fee payable for the programme. Eligible individuals are required to inform SSI about their intention to use PSEA fund and complete payment for nett course fee first. You are required to download the PSEA withdrawal application form from MOE website and submit the completed application form to SSI.
The application is subject to MOE’s approval and SSI will notify you about the outcome of your application. Upon successful application of the use of PSEA fund amount, SSI will refund this amount paid upfront by the learner. Please refer to https://www.moe.gov.sg/education/post-secondary/post-secondary-education-account/about-the-psea for eligibility of PSEA and more information about this fund.

D. Enhanced Training Support for SMEs (ETSS)

This initiative provides enhanced funding to enable SMEs to send their employees for training. SMEs and industry associations previously identified training and upgrading as a key area where they hope to receive Government support. Please visit ETSS for more information.

11. Is there any incentive upon completion of the WSQ Diploma in Social Service?

Since 1 March 2011, Singapore Citizens who successfully complete and are awarded their first WSQ Certificate / Higher Certificate / Advanced Certificate are eligible for a SkillsFuture Qualification Award of $200. You can apply online for your SkillsFuture Qualification Award after receiving the WSQ Advanced Certificate in Social Service. Simply login with your SingPass at the SkillsConnect homepage: https://www.skillsconnect.gov.sg/

More information is available here: www.skillsfuture.sg/qualificationaward

12. Where can I find out more about the programme?

You may refer to http://www.ssi.sg/WSQDSS for more information. Alternatively, you may email us at socialserviceinstitute@ncss.gov.sg or visit us at

Address: 298 Tiong Bahru Road #18-01 Central Plaza Singapore 168730.
Telephone: 6589 5555
Our operating hours are Mondays to Fridays from 9.00am to 6.00pm.

13. What is the term structure like?

Classes for the 18-month WSQ Diploma in Social Service are held 2 weekday evenings a week, and 3 hours per session. Classes may fall on different days of the week for each module. You will be informed of the class schedule at the orientation.
14. Can I defer from the programme whilst in the midst of doing the programme?

You have to apply in writing for leave of absence from Social Service Institute. Application will be subject to the Institute’s consideration and approval, and subject to administrative fees. However, you must complete the WSQ Diploma in Social Service within 3 years.

15. I am currently undertaking the SSI Diploma in Social Service. If WSQ Diploma in Social Service and SSI Diploma in Social Service are different programmes, but seems almost the same, how can I help my future or current employer understand this?

SSI Diploma in Social Service and WSQ Diploma in Social Service are different programmes, and not pegged at the same level. The SSI Diploma in Social Service is no longer being offered.

If you are a graduate of SSI Higher Diploma in Social Service, you may still consider applying for the Bachelor of Social Work programme offered by SUSS. Admission will be subjected to admission criteria/requirements set by SUSS.

If you have graduated from or will be completing the SSI Diploma in Social Service programme, you will be eligible to apply for admission to the WSQ Diploma in Social Service (with fulfilment of other admission requirements stated). Upon successful completion of the WSQ Diploma in Social Service, you will be able to progress to the Bachelor of Social Work programme offered by SUSS.

16. How different in courseware are the SSI Diploma in Social Service and SSI Higher Diploma in Social Service, from the WSQ Advanced Certificate in Social Service and WSQ Diploma in Social Service?

SSI Diploma in Social Service and SSI Higher Diploma in Social Service were developed under a different framework from WSQ Advanced Certificate in Social Service and WSQ Diploma in Social Service. There may be certain similarities in the module titles but the course materials and assessments for WSQ Advanced Certificate in Social Service and WSQ Diploma in Social Service are different from both SSI Diploma in Social Service and SSI Higher Diploma in Social Service.

17. Will the SSI Diploma in Social Service and SSI Higher Diploma in Social Service still be relevant for those of us who have completed it?

SSI Diploma in Social Service and SSI Higher Diploma in Social Service are still recognised by the sector and SUSS as part of the academic entry requirements to the SUSS Bachelor of Social Work. Therefore, both qualifications are still highly regarded in the social service sector.
1. **How many intakes are there per year?**

   There are 2 intakes per year.

2. **How long does it take for my application to be processed and to get a reply?**

   You will be informed of your application outcome via email at least 4 to 6 weeks after application period has ended. No verbal offers of admission will not be made nor accepted.

3. **How can I apply into the programme?**

   Completed application form are to be submitted to SSI at 298 Tiong Bahru Road #18-01 Central Plaza Singapore 168730.
   The applications must be accompanied by:
   - Copies of **relevant** academic certificates and transcripts;
   - Copy of your NRIC/Work Pass;
   - Copy of WTS letter and 3 months’ payslip (if applicable)
   - A **non-refundable** registration fee of S$53.50 (inclusive of 7% GST)

   Payment for registration fee may be made by NETS at SSI. Other modes of payment are not accepted.

   Application forms without complete supporting documents and registration fee payment will be deemed as incomplete and will not be processed.

4. **Will the application fee be refunded if my application is unsuccessful?**

   Application fee is neither refundable nor transferable.

5. **Can I apply for the SkillsFuture Study Awards to support WSQ Diploma in Social Service?**

   Yes, upon receiving an offer of admission from SSI, you may apply for the SkillsFuture Study Awards for the social service sector, to defray expenses associated with the WSQ Diploma in Social Service. More details about SkillsFuture Study Awards for the Social Service Sector can be found at [www.skillsfuture.sg/studyawards/social-service](http://www.skillsfuture.sg/studyawards/social-service).
6. I am unable to sit for the Written Aptitude Test (WAT). Can SSI arrange another date/time for me?

There are two available slots for the WAT for each Intake. Eligible applicants must ensure that they are available on either slot for the WAT. Applicants who are unable to sit for the WAT will not be offered a place in the WSQ DSS programme.

7. Does SSI offer job placements?

You may approach our Career Centre to find out more about the career opportunities available in the sector. Our career consultants will work with job seekers to facilitate job search related activities.

- Helping individuals to learn more about the career opportunities available in the social service sector
- Facilitating job search activities

Contact information Career Centre
Email: career_centre@ncss.gov.sg
Website: www.socialservicejobs.org.sg

Operating Hours
Mondays to Fridays: 9am – 6pm
Closed on Saturdays, Sundays and Public Holidays