



National Training Strategy for the Singapore's Community & Social Services (CSS) Sector

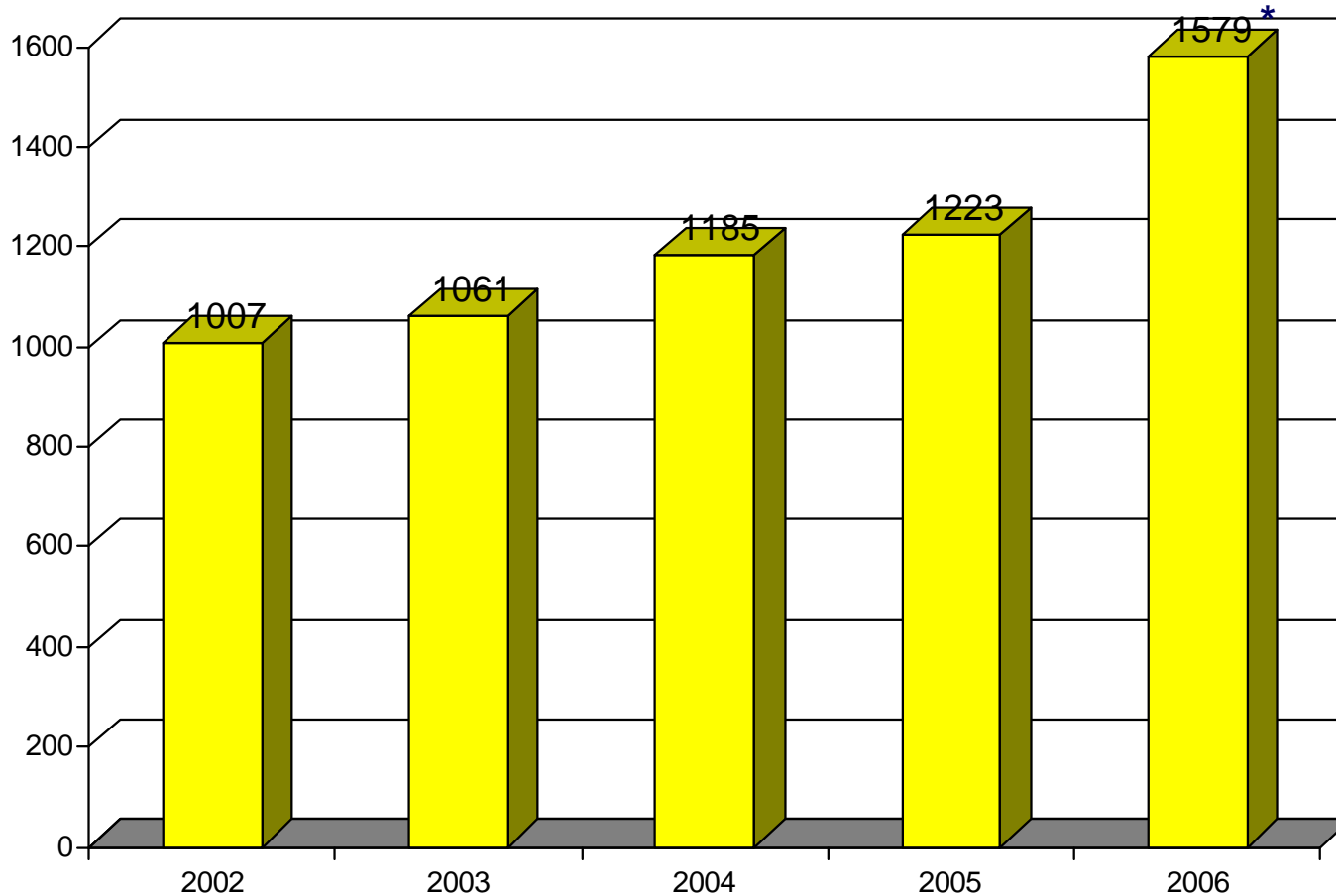
***Presentation at ASIA FOFUM ON AGEING 2009
11 – 14 January 2009***

**Background
to Developing
CSS WSQ**

**What CSS
WSQ is about**

**Implementing
through CET
Centres**

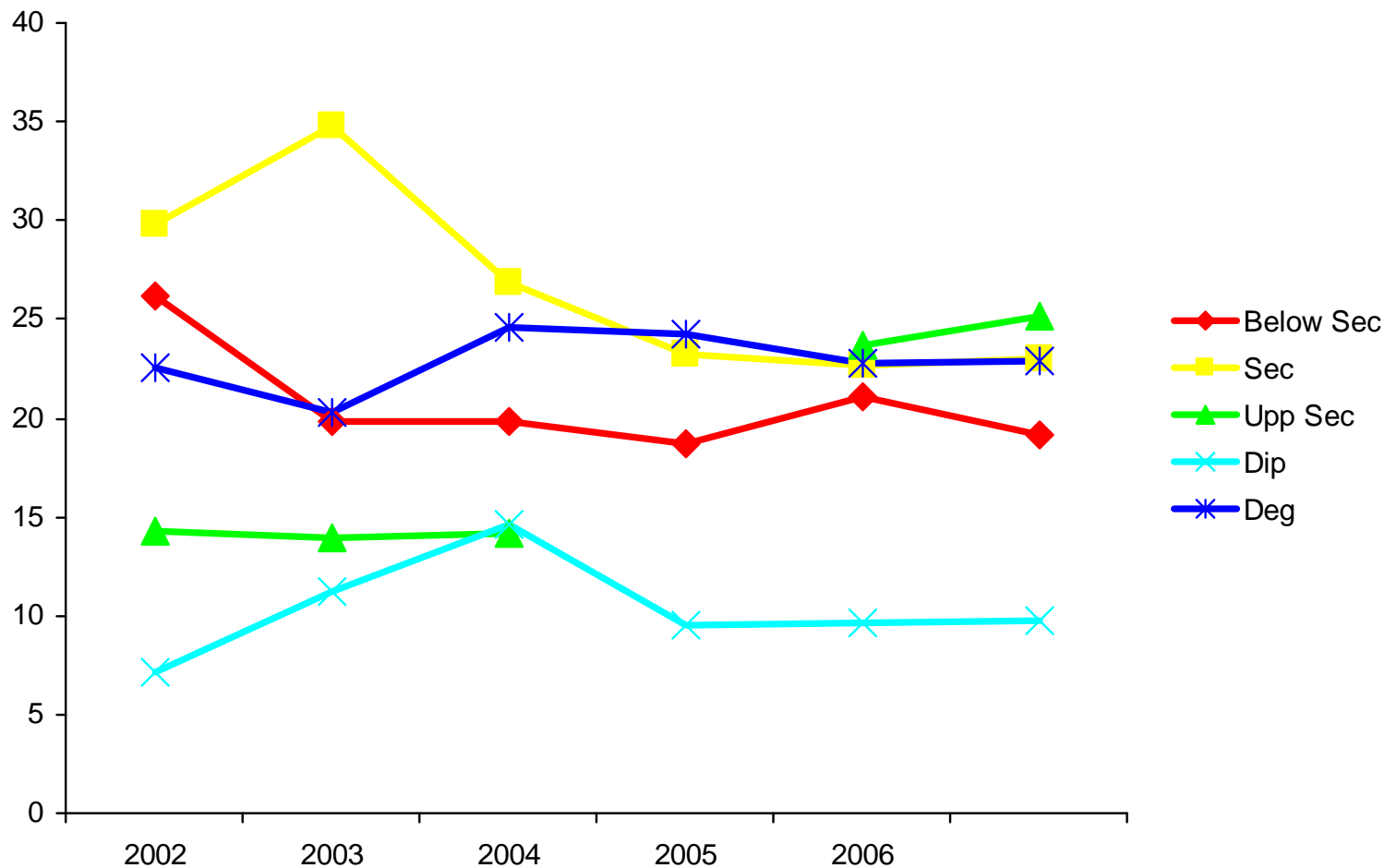
CSS Establishments have grown by 57% from 2002 - 2006



Source : MOM, Labour Force Survey, 2002-2004, 2006-2007
*National Manpower Demand & Skills Needs Survey by WDA 2007



Education profile of CSS Workforce is about the same since 2004



Source : MOM, Labour Force Survey, 2002-2004, 2006-2007
(Includes those with professional qualifications)



MANPOWER TRENDS

- A rapidly **ageing** society - By 2030, about 800,000 Singaporeans will be aged 65 and above*
- Continued **growth** and **increasing** hiring expectations given the increasing social problems (e.g. divorce, juvenile and family violence)
- **Strong demand for manpower** in the following positions:
 - Non-executives such as Healthcare Assistant, Nursing Aide, Personal Care Assistants, Therapy Assistant / Senior Therapy Assistants, House Keepers and Home Helpers
 - Executives such as Programme Executive, Enrolled Nurses, Social Worker and Occupational Therapists & Physiotherapists



Difficulties in Attracting People to CSS Sector

- Lack of formal training structures and training opportunity in most of CSS sector
- Lack of career progression due to organizations having flat hierarchy (particularly in the VWOs)
- Poor image of CSS professions resulting in difficulty in attracting and retaining workers
- Lack of awareness on the nature of the work



Manpower Issues and Challenges

- 40% (or 1,942) do not meet minimum educational qualifications for their respective positions in VWOs:
 - homecare workers (99%)
 - healthcare attendants (90%)
 - workshop instructors (89%)
 - supervisors (70%)
 - social work aides/ assistants (64%)
 - house parents (53%)
 - therapist aides/assistants (53%)
 - managers (53%)
 - general workers (45%)
 - counsellors (39%)
- 34% (or 726) of 2,153 workers in self-help groups, PA and CDCs do not meet minimum education qualifications
 - programme assistants/assistant programme co-ordinators (56%)
 - clerical officers (66%)





**Launched by former Minister for Manpower
Dr Ng Eng Hen
on 27 October 2005**

WSQ is the centre-piece of our national training strategy for adult workers



To support economic growth and industry development strategy by **bridging structural skills gaps** and providing avenues for workers to be **trained for new jobs** or to **upgrade skills**

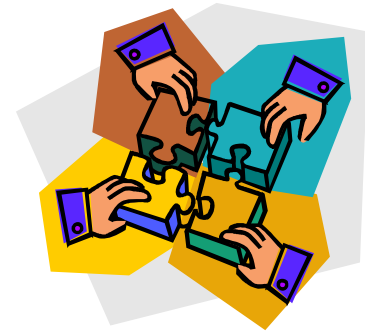
Underlying Principles of WSQ

- *Authority: Nationally recognised certification*
- *Accessibility: Open to all workers without PET pre-requisite*
- *Relevance: Industry endorsed work-ready standards*
- *Progression: Training pathways aligned to career development*



WSQ Key Features

- Competency and skills-based system
- Adult learning principles – bite-sized, when and where needed
- Access is open (no academic pre-requisites)
- Recognition of Prior Learning (work experience, credentials)
- Assessment is on ability to perform skills, not theory
- Training is flexible, self-paced and on the job
- Learning element can be single module to fill gaps; or built up to full qualifications
- Industry agreed standards
- International benchmarks



10 WSQ Industry Frameworks Developed

- **Services**

- Retail
- Tourism
- F&B
- Security
- Landscape
- InfoComm Technology
- Financial Services
- Training
- Community and Social Services



- **Manufacturing**

- Precision Engineering



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Objective:

To build a cohesive and resilient society by fostering socially responsible individuals, inspired and committed youth, strong and stable families, a caring and active community.

Guidance Growth & Development cluster

- Early Childhood Education (Infant care, kindergarten, childcare)
- Student Care

Social Intervention cluster

- Youth Care & Outreach
- Protection & Rehabilitation

Support Independence cluster

- **Senior Services**
- Disability Services
- Therapy Services

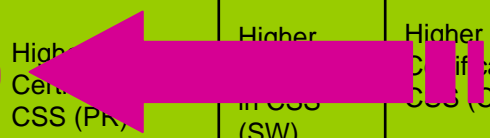
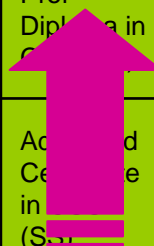
Community Development and Social Work

- Community Development
- Social Work

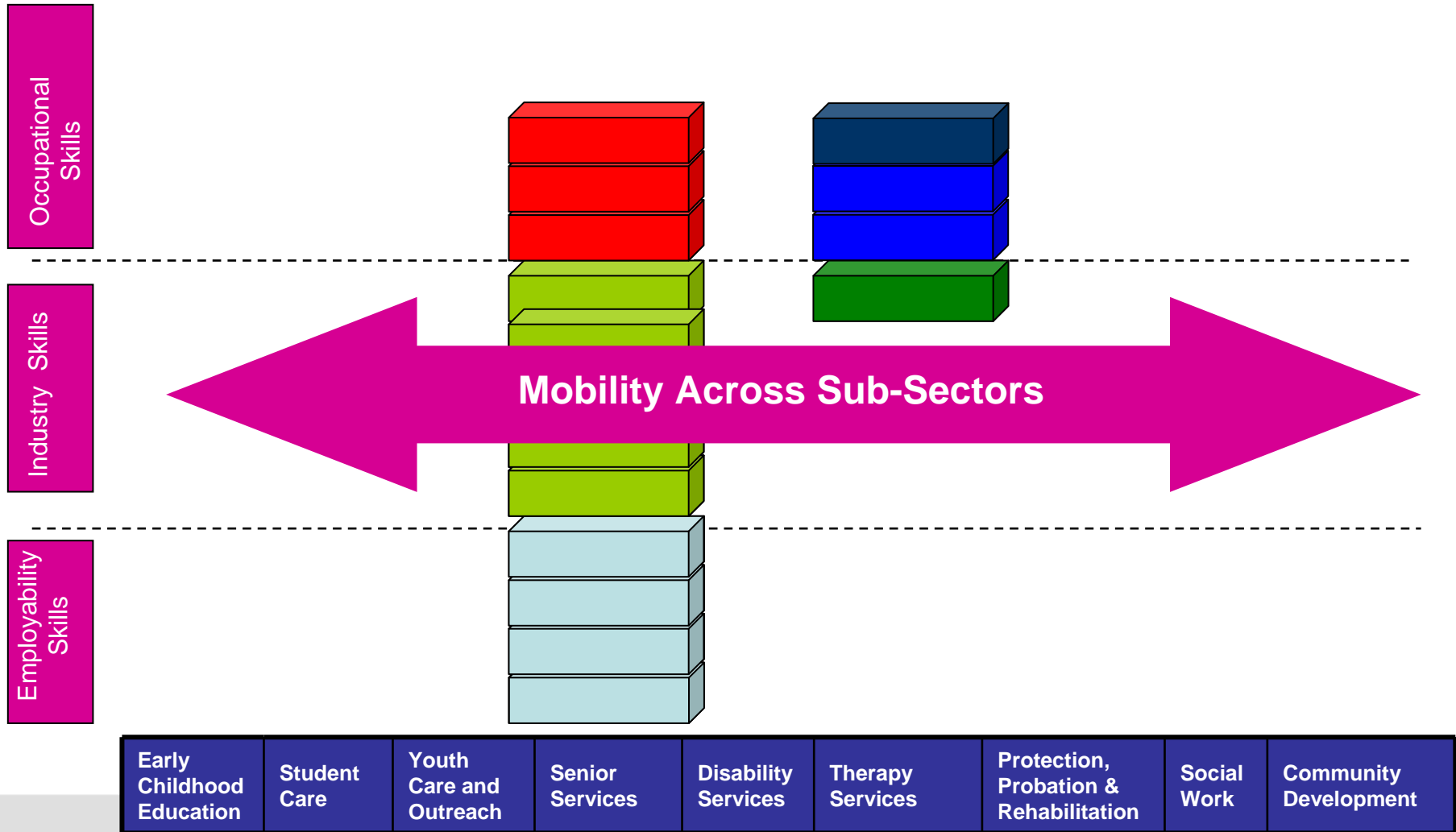
(Services provided by Self-Help Groups, CDCs, PA and E2i)

CSS WSQ Framework

Graduate Certificate / Diploma			Graduate Cert / Diploma in CSS (YCO)		Graduate Cert / Diploma in CSS (SW)	Graduate Cert / Diploma in CSS (CD)	Graduate Cert / Diploma in CSS (SS)		Graduate Cert / Diploma in CSS (DS)
Specialist Diploma	Specialist Diploma in Early Childhood Education	Specialist Diploma in CSS (SC)	Specialist Diploma in CSS (YCO)	Specialist Diploma in CSS (PR)	Specialist Diploma in CSS (SW)	Specialist Diploma in CSS (CD)	Specialist Diploma in CSS (SS)		Specialist Diploma in CSS (DS)
Professional Diploma	Prof Diploma in Early Childhood Education	Prof Diploma in CSS (SC)	Prof Diploma in CSS (YCO)	Prof Diploma in CSS (PR)	Prof Diploma in CSS (SW)	Prof Diploma in CSS (CD)	Prof Diploma in CSS (SS)		Prof Diploma in CSS (DS)
Advanced Certificate	Advanced Certificate in Early Childhood Education	Advanced Certificate in CSS (SC)	Advanced Certificate in CSS (YCO)	Advanced Certificate in CSS (PR)	Advanced Certificate in CSS (SW)	Advanced Certificate in CSS (CD)	Advanced Certificate in CSS (SS)	Advanced Certificate in Therapy Services	Advanced Certificate in CSS (DS)
Higher Certificate	Higher Certificate in Early Childhood Education	Higher Certificate in CSS (SC)	Higher Certificate in CSS (YCO)	Higher Certificate in CSS (PR)	Higher Certificate in CSS (SW)	Higher Certificate in CSS (CD)	Higher Certificate in CSS (SS)	Higher Certificate in Therapy Services	Higher Certificate in CSS (DS)
Certificate						Certificate in CSS (CD)	Certificate in CSS (SS)	Certificate in Therapy Services	
WSQ Qualifications	Early Childhood Education	Student Care	Youth Care and Outreach	Protection & Rehabilitation	Social Work	Community Development	Senior Services	Therapy Services	Disability Services



CSS WSQ Framework



Qualifications and Targeted Audience for Senior Services (SS) sub-sector

WSQ Level	SS Qualification	Typical Job Titles	Attainment of Qualifications
6	Graduate Certificate or Graduate Diploma in CSS (SS)	Administrator (Large Organisation), CE, Director, Assistant Director Executive Director, General Manager	10 Competency Standards (3 Core + 7 Elective) or 5 Competency Standards (3 Core + 2 Elective)
5	Specialist Diploma in CSS (SS)	Administrator (Small Organisation), Financial Administrator/Manager, HR Manager, Fundraising Manager	18 Competency Standards (6 Core + 12 Elective)
4	Professional Diploma in CSS (SS)	Training Manager, Centre Manager, Volunteer Manager/ Coordinator, Programme Manager	18 Competency Standards (13 Core + 5 Elective)
3	Advanced Certificate in CSS (SS)	Programme Coordinator / Executive, Case Manager	14 Competency Standards (10 Core + 4 Elective)
2	Higher Certificate in CSS (SS)	Health Care Assistant, Programme Assistant, Senior Home Helper	14 Competency Standards (8 Core + 6 Elective)
1	Certificate in CSS (SS)	Health Attendant, Home Helper, Personal Care Attendant	12 Competency Standards (7 Core + 5 Elective)

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Training is as good as the provider delivering it

CET Centres are established:

- To provide training and assessment to the workforce under the WSQ system
- To facilitate skills certification leading to Statements of Attainment (SOA) or Qualifications under the WSQ framework
- To offer career services i.e. giving career advice, organising recruitment fairs and facilitating placement of trainees
- To reach out to industry and promote the adoption and acceptance of WSQ as the national qualifications framework for adult workers

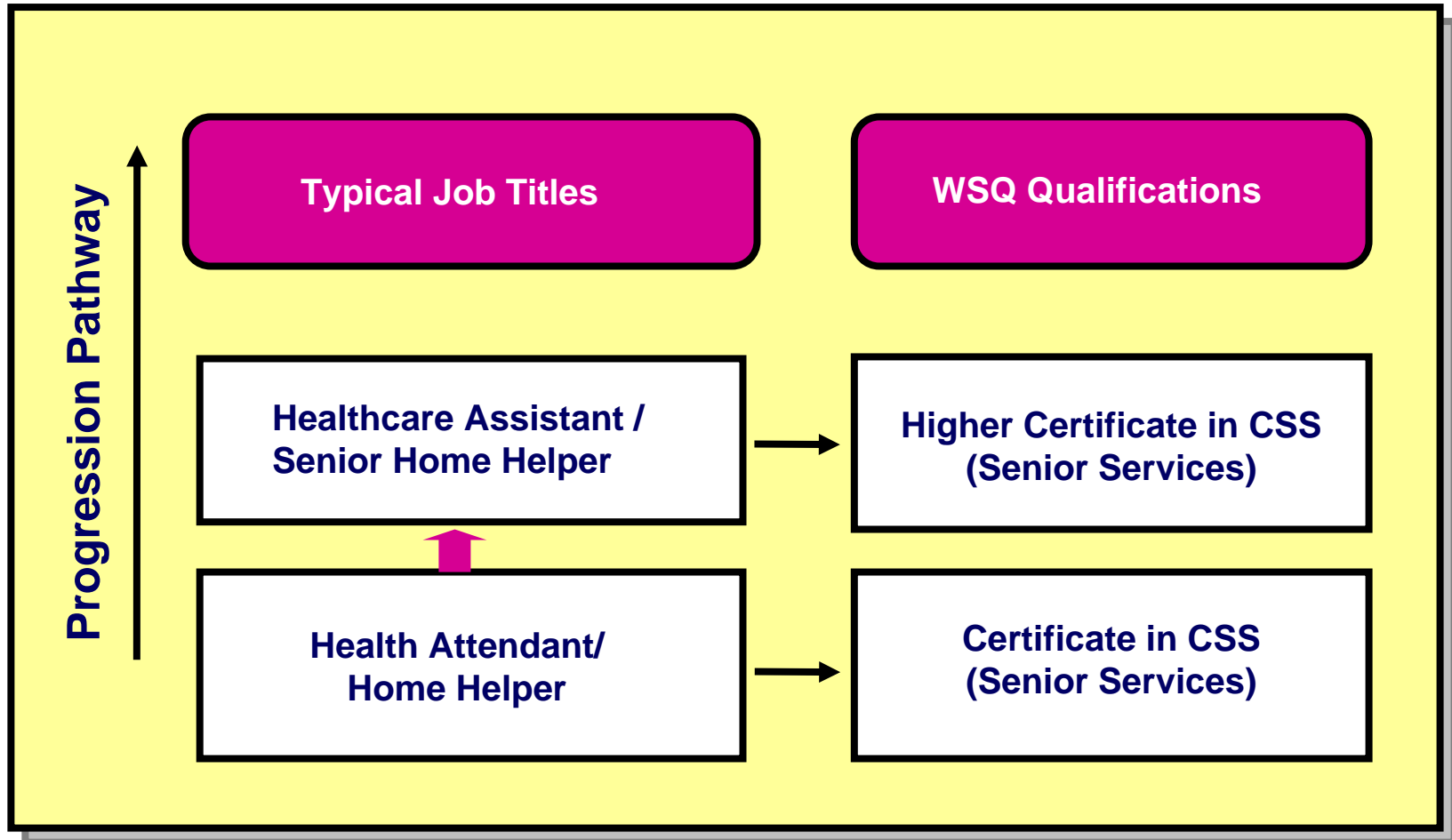


CET Centre for Senior Services Sub-sector

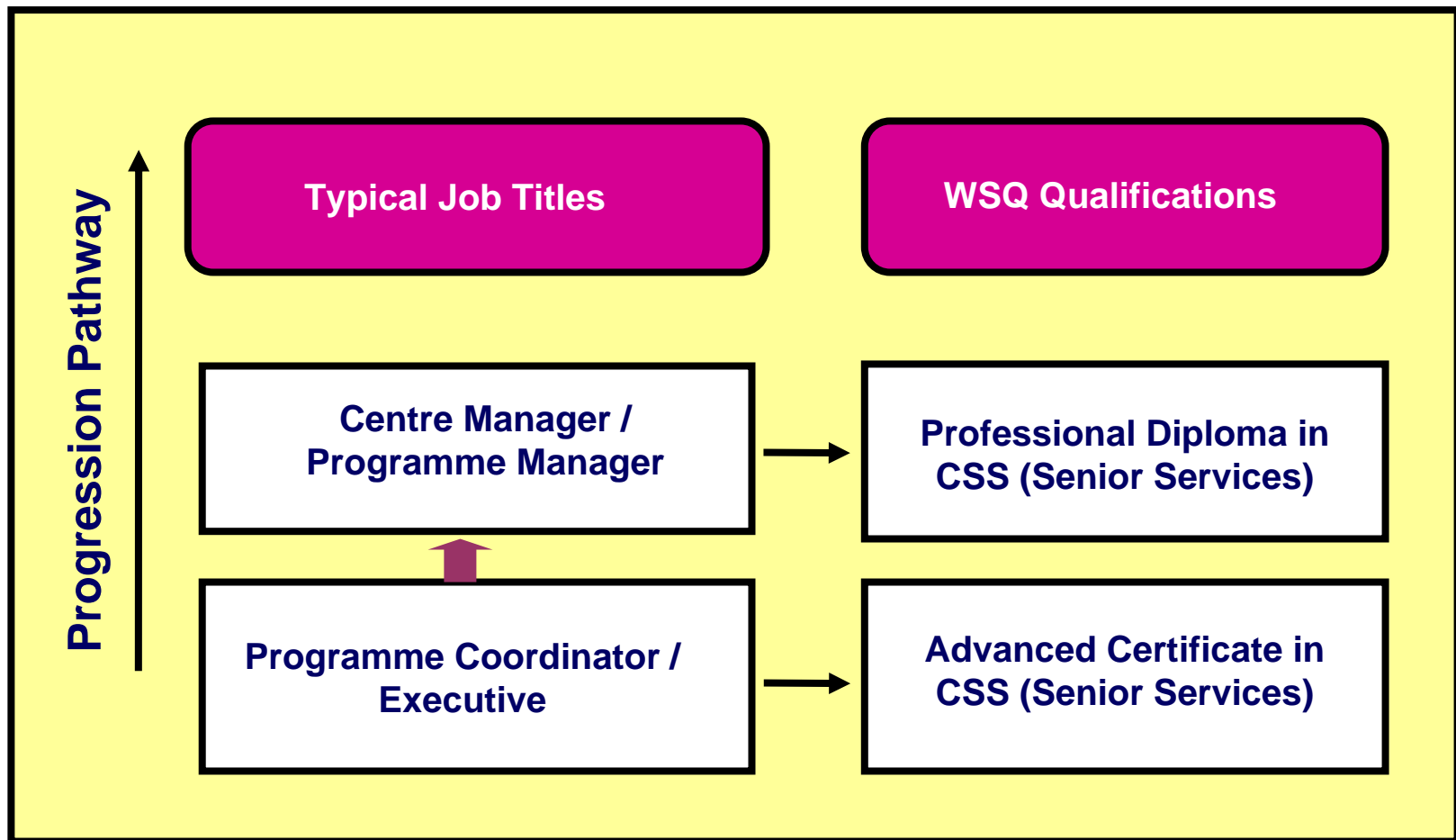
 <p>TSAO foundation For Successful Ageing</p> <p>Hua Mei Training Academy</p>	<ul style="list-style-type: none"> • Appointed in Dec 2007 • To provide training programmes in Senior Services for the Community & Social Services (CSS) sector
<p>WSQ Qualifications</p>	<ul style="list-style-type: none"> • Level 1 Certificate in CSS (Senior Services) • Level 2 Higher Certificate in CSS (Senior Services) • Level 3 Advanced Certificate in CSS (Senior Services) • Level 4 Professional Diploma in CSS (Senior Services)
<p>Training Capacity</p> <ul style="list-style-type: none"> • Facilitated Training • Assessment Only Pathway 	<p>Jan 2008 – Dec 2010</p> <ul style="list-style-type: none"> • Target to train/certify/place 700 people



Typical progression pathway for Healthcare Support staff



Typical Progression Pathway for Administrative and Management staff

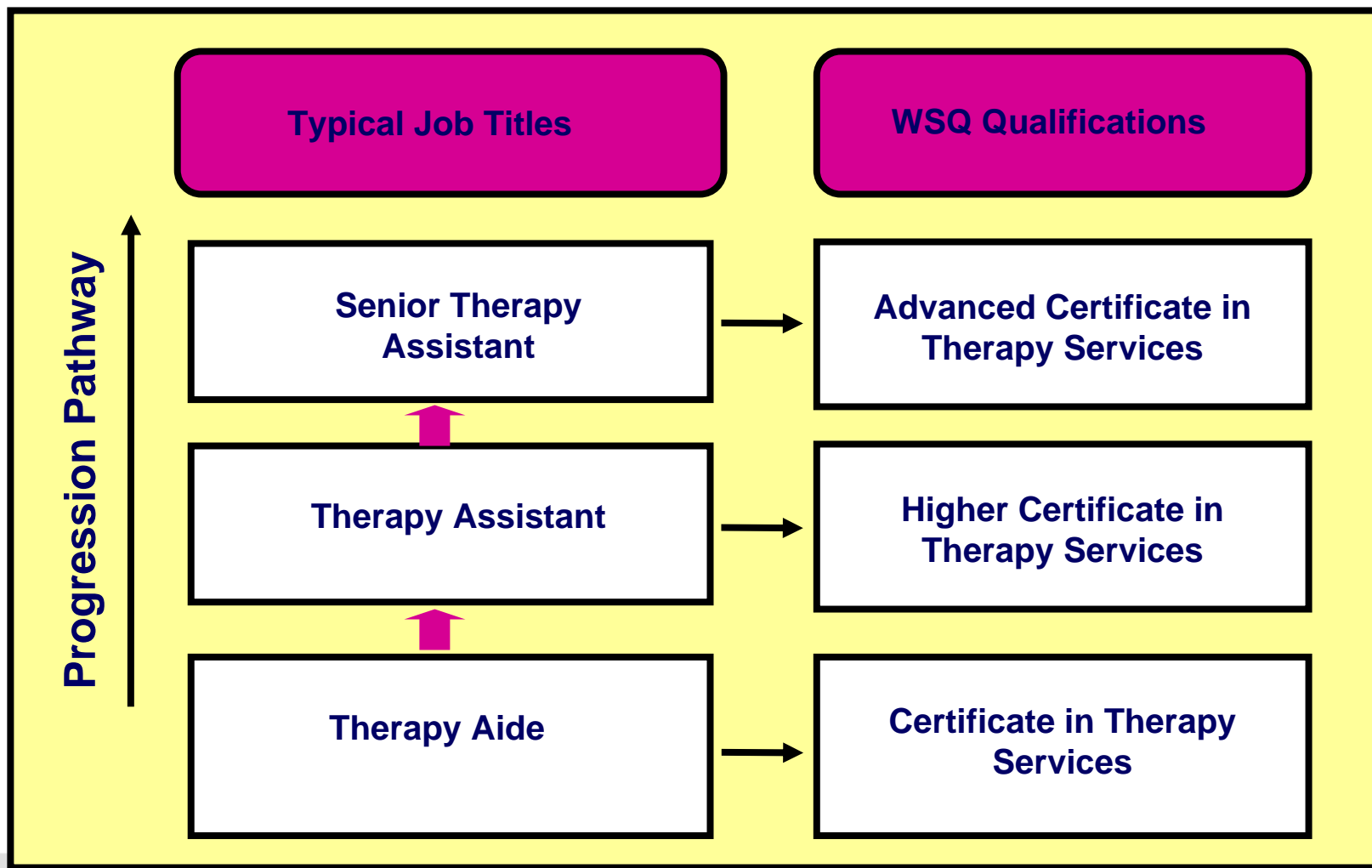


CET Centre for Therapy Services Sub-sector

	<ul style="list-style-type: none">• Appointed in Dec 2008• To provide training programmes in therapy services for the Community & Social Services sector and Healthcare Support sector
WSQ Qualifications	<ul style="list-style-type: none">• Level 1 Certificate in Therapy Services• Level 2 Higher Certificate in Therapy Services• Level 3 Advanced Certificate in Therapy Services
Training Capacity <ul style="list-style-type: none">• Facilitated Training• Assessment Only Pathway	<p>Jan 2009 – Dec 2011</p> <ul style="list-style-type: none">• Target to train/certify/place 900 people



Typical Progression Pathway for Healthcare Support staff



For more information on CET Centres

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Thank you