WSQ Professional Diploma in Community and Social Service
(Senior Services)

Objectives
To equip learners who are already working or who wish to enter a Senior Services organisation with essential skills and knowledge to support and manage the administration and operations of eldercare organisations.

Programme Structure

Classroom Training
The training adopts an interactive and experiential based approach. Trainers use a combination of lectures, exercises and discussions to enable participants to reflect and apply the topics in the real life situations. Participants' diverse backgrounds will be integrated into the discussions and strategy planning exercise to provide a wholesome and holistic learning experience. Trainers further enhance and value-add to the learning effectiveness by incorporating elements of action learning and personal reflection of past experiences to communicate the ideas.

Workplace Attachment
Participant will be attached to eldercare organisations where the combination of theoretical knowledge, skills and attitudes that can be integrated in practice. It focuses on interactions and processes involving elderly, their families and significant other professionals which must be practised and demonstrated in an appropriate workplace setting.

Structure of Assessment
a. Written Assessment
This is a summative assessment. The participant is expected to complete the assessment for each module on the same day at the end of the classroom training. The assessment can be in a form of Written Test / Report / Presentation / Questions, Short Answer Questions Case Study, Role Play, etc.
b. **Oral Questions / Interviews**
It is a summative assessment. The participant is expected to complete this assessment during the workplace attachment. The participant would be engaged with oral questioning and interviews with our assessor(s).

c. **Workplace Observation (WO)**
It is a summative assessment. The participant is expected to complete the assessment during the workplace attachment. The assessor(s) will observe and assess the participant in his/her working environment. For selective units that may not be appropriate to have workplace observation, the assessor(s) will provide actual case scenarios to help the participant to complete his/her assessment.

**Duration**
The duration of the programme is 5.5 months on a full-time basis and comprises two components:

- Classroom Training - 45.5 days
- Workplace Attachment - 37 days

**Entry Requirements**

§ GCE A Level (with a pass in General Paper) and above or

§ WSQ ESS Workplace Literacy and Numeracy Level 5 is recommended.

**Programme Fees**

Total Course Fee S$10,800.00

Less WDA S$ 7,560.00

Funding (70%)

Nett Course Fee S$ 3,240.00

7%GST S$ 226.80
Programme Outcomes

1. Maintain Legal and Ethical Behaviour throughout the Organisation
2. Integrate Professional Common Processes in Senior Services
3. Design, Source and Adapt Resources to Motivate Client Participation
4. Manage and Implement Workplace Information Systems
5. Undertake Management of Volunteers
6. Provide and Maintain a Safe Environment
7. Develop, Implement and Evaluate Services and Programmes
8. Implement Programmes to address the Total Wellbeing (Physical, Emotional, Psychological, Cognitive and Spiritual Needs) of Senior Services Clients
9. Motivate Clients to Accept and Participate in Services and Programmes
10. Research Current Trends to Bridge Service Gaps and Implement New Services
11. Manage Multi-Disciplinary Professionals and Stakeholders
12. Communicate with Others Effectively
13. Manage Effective Workplace Relationships
14. Support Organisation's Finances and Accounts
15. Coordinate Fundraising
16. Manage Human Resources to Achieve Service Excellence
17. Work with Clients with Dementia
18. Provide Quality Casework