FAQ - Table of Contents

Course Information

1. **What is a competency-based programme?**

   These are courses designed to address different levels of competency in your area of specialisation e.g., social work, therapy, counselling, psychology, research and evaluation, operations, human resource, fundraising, etc. That way, you can select the level of programmes that is most suited to your needs and create your own learning plan to enhance your knowledge and skills.

2. **What is "blended learning" and how would it benefit my learning experience?**

   Blended learning refers to a combination of online digital learning with traditional classroom face-to-face learning.

   Learners will be able to download and review the course materials anytime-anywhere before the classroom session, freeing up some time during the course for more in-depth discussions and conversations with the adult educators and fellow learners.

Types of Funding and Funding Eligibility

3. **What are the funding schemes available for the courses?**

   For information on our funding schemes, please refer to the section on Training Grants.

4. **Who is eligible for SkillsFuture Singapore training grants, Charities Capability Fund and Professional Capability Grant?**

   Only Singapore Citizens, Permanent Residents and Long Term Visitor Pass Plus (LTVP+) Holders are eligible for the SkillsFuture Funding (SSG) training grants. For more information on the eligibility criteria, please refer to the section on Training Grants on SkillsFuture Singapore Funding, Charities Capability Fund and Professional Capability Grant.

Course Registration

5. **How do I register for courses offered by Social Service Institute (SSI)?**

   All registrations have to be made online via *Online Registration Portal*, accessible via LearnHere.

   1. If your application is organisation-sponsored, please select 'Company' and login via CorpPass/ Organisation's Login Credentials.

   2. If your application is self-sponsored, please select 'Individual' and login via SingPass/ Learner's Login Credentials.

   Please note that application via SingPass/ Learner's Login Credentials is strictly for self-sponsored application only. You may click here for the user guide.

Course Confirmation

6. How do I check my application's status?
You may login via *Student Portal*, accessible via [LearnHere,](#) to check your application status.

7. When will I receive the Course Confirmation Email?
Upon receiving the payment, the confirmation email will be sent to you about 1-2 weeks before the course commencement.

8. My organisation is sponsoring my application. Can the payment be made after I attend the course?
No. Regardless of your application's sponsorship, all payments must be received at least 3 weeks before the course start date.

Payment Matters

9. How do I make payment for the courses?

- **ATM and Internet Banking**

Bank	DBS
Swift Code	DBSSSGSG
Bank Code	7171
Branch Code	100
A/C Number	100 000150 5
A/C Name	NATIONAL COUNCIL OF SOCIAL SERVICE
Bank Address	Plaza Singapura, 68 Orchard Road #B1-25 Singapore 238839

All transactions must be accompanied with an email to SSI, clearly stating:

1. Your name as per NRIC
2. Course Title & Date(s)
3. Transaction Reference Number
4. Transaction Date & Time
5. Payment Amount

- **Online payments**

Gebiz or Vendors@Gov

For agencies/ministries raising purchase orders via Gebiz or Vendors@Gov, please enter the following:

Vendor ID: MTI01100270
Account name: National Council of Social Service

Student/ Client Portal

Learners/ Organisation may login to the Student or Client Portal respectively to make online payment via Credit/ Debit. Please click 'Payment' and select the payment records under the 'Outstanding Payment Detail'.

- **Paynow**

  To pay via PayNow (UEN), please follow the below steps: -
  1) Login to your bank's existing internet banking or mobile banking app
  2) At the PayNow Transfer screen, enter the following details

  UEN: T08GB0034KGEN
  (Entity name will be reflected as National Council of Social Service)
  Remark: [Billing Reference Number]
  (example: BR21000001)

  For self-sponsored learners: To retrieve the Billing Reference Number, please login to *Student Portal*, accessible via LearnHere, with your Singpass/ Learners Login Credentials. Under "View Invoices/ Receipts", search for the respective course and copy the payment number (e.g BR21000001).

  For organisation-sponsored learners: To retrieve the Billing Reference Number, please login to *Student Portal/Client Portal*, accessible via LearnHere, with either Singpass (Individual) /CorpPass (Organisation) or Login Credentials. Under "View Invoices/ Receipts", search for the respective course and copy the payment number (e.g BR21000001).

  You may contact us at +65 6210 2500 or email us at socialserviceinstitute@ncss.gov.sg to request for the payment number.

  For other payment types, do liaise with the SSI training administrator for the remark's description.

  3) Please email the payment screenshot to socialserviceinstitute@ncss.gov.sg upon successful transaction

  Alternatively, you may scan the QR code below to make the payment transfer.

  UEN: T08GB0034KGEN

  1) Enter **[Billing Reference Number]** (example: BR21000001) in the **Remarks** section.

Please email the payment screenshot to socialservicesnstitute@ncss.gov.sg upon successful transaction.

- **SkillsFuture credit (SFC)**
  All Singaporeans aged 25 and above who intend to use their SFC to pay for the courses will need to submit a claim via www.myskillsfuture.sg/credit at least THREE(3) weeks before the course start date.

With effect from 01 April 2022, cash and cheque payments for organisation-sponsored learners and/or Continuing Education and Training (CET) programmes are no longer accepted. With effect from May 2023, NETS payment over the counter is no longer accepted.

With reference to MAS and PMO's directive on the drive towards Singapore cheque-free by 2025, several Financial Banks have started imposing administrative charges on both payees and payers in view of declining volume of cheques, starting in early 2023. We encourage all payees to adopt e-payment modes. Should payees prefer to continue with cheque payments, applicable bank charges would be imposed on the payee, if any.

10. Why is my organisation unable to log-in to the Online Registration Portal to register staff for courses?

Organisations with payments that are outstanding beyond 90 days from invoice due date might have their iLTMS account temporarily suspended. Access to iLTMS would be reinstated upon successful payment.

Replacement

11. Is replacement of learners allowed?

Yes, replacement of organisation-sponsored learners is allowed prior to the receipt of confirmation email for the course and subjected to the learner replacing the originally registered learner meeting the eligibility criteria of the course. Any replacement request should be made in writing to SSI.

Please note that payment must be received at least 3 weeks before the course start date. No further extension of payment due date will be granted for replacement application.

Any further replacement of organisation-sponsored learners after confirmation email has been sent by SSI will not be permitted. The organisation will be charged the full course fee and any request for waiver of full course fees will be at SSI's discretion.

Withdrawal and Refund

12. Is withdrawal of learners allowed?

For withdrawals, the following conditions apply* (except if learner's withdrawal is due to medical reasons supported by medical certification):

Before confirmation email is sent out by SSI	Full refund of amount paid

After confirmation email is sent out by SSI	An admin fee of $100 (before GST) or equivalent to the nett course fee (before GST), whichever is higher, will be applicable

*Applicable to courses starting from 01 November 2023 onwards

Access to Online Course Materials

13. How do I access the online course materials/ e-learning activity?

You may login to the *Student Portal*, accessible via [LearnHere,](#) via SingPass/ Learner's Login Credential to access or download the online course materials.

Note: Learners are not to replicate or circulate course materials without permission from SSI.

14. Is there any time duration to access the online course materials/ e-learning activity?

The course materials are available for download and viewing on *Student Portal*, accessible via [LearnHere,](#) 2 weeks before the course starts and 2 weeks after the course ends. No further extension will be granted after the access period expires.

15. I am not able to access the online course materials. What should I do?

Check that you are connected to the internet and that you have enabled the content to be played on your web browser. If you are still unable to, close the web browser and login again. Alternatively, try to switch off your browser's pop-up blocker under 'Settings'.

If you are still unable to view the content, please provide the error screenshots and email socialserviceinstitute@ncss.gov.sg for assistance.

16. Can SSI provide the printed copy/ email the softcopy materials?

No. All learners will need to access the materials online via *Student Portal,* accessible via [LearnHere.](#)

17. How long does the pre-course asynchronous e-learning activity take?

The time taken to complete each asynchronous e-learning content is based on the pace of which you undertake the learning. As it is online, you can access it at your convenience. The pre-course asynchronous e-learning must be completed before the actual training.

18. Do I need to complete the asynchronous e-learning activity at one sitting? Can I complete it over a few sessions?
You can access your asynchronous e-learning contents at your own convenience. If you are unable to complete the entire topic in one sitting, you can just click "Back" and your progress will be saved.

When you re-open the course, there will be a pop-up asking you if you would like to continue from where you left off, select "yes" to return to your last saved position.

19. What will happen if I do not complete the pre course asynchronous e-learning session?

The asynchronous e-learning session is compulsory for all learners who are confirmed for the course. Failing which, learners will not be eligible for funding.

Course Administration

20. How is the training conducted?

Depending on the nature of the course, the training may be conducted face-to-face at SSI or through online course delivery.

As part of the curriculum, there will also be an assessment component, which may be conducted through methods such as written assessment which will be conducted face-to-face at SSI, presentation, role play and/or an oral exam.

21. Am I required to bring my laptop/ tablet for the course?

Learners are encouraged to bring their fully-charged electronic devices with the course materials that have been already downloaded for use during the training. While you are able to access the content online, it is advisable to download the content to your computer. You can re-charge your electronic devices at the side of the training room.

SSI will not be providing any electronic devices for loan and there will not be any printed course materials. Learners will need to make the necessary provisions to benefit from the course.

22. If I am going to print my set of training materials prior to the course, do I still need to bring laptop/ tablet?

Learners are encouraged to access the course materials in their Student Portal account prior to the actual training. It will be helpful to learners to review the materials before the course to prepare yourself for the classroom session. If there are any issues with the downloading, please alert SSI so that we can resolve the issues before you attend the course.

23. How do I login to the online platform for training?

You may download the [User Guide](#) for accessing SSI classes over ZOOM. Please ensure you read this User Guide in preparation for the course. We will share more details in the confirmation email which will be sent 1-2 weeks before the course start date.

24. Who will be entitled to e-certificate?

SSI will be issuing electronic certificates (e-certificates) to learners who have met the attendance and assessment (if applicable) component(s) of the SSI courses.

25. How do I access and download the SSI e-certificates?

Certificate of Attendance

For courses without an assessment component, learners will be awarded with a Certificate of Attendance from SSI. Please note that your Certificate will only be ready approximately 4-6 weeks from the end of the course. The e-certificate will be available for download via *Student Portal*, accessible via LearnHere. Click here to find out the steps to retrieve your e-certificate

Certificate of Achievement
For courses with an assessment component, grading and processing of results can only take place after course completion. Learners who pass the assessment(s) will be awarded with a Certificate of Achievement from SSI. Please note that your Certificate will only be ready approximately 4-6 weeks from the end of the assessment date. The e-certificate will be available for download via *Student Portal*, accessible via LearnHere. Click here to find out the steps to retrieve your e-certificate.

Certificate of Completion
For full e-learning courses, learners will be awarded with a Certificate of Completion from SSI. Please note that your Certificate will only be ready approximately 2-3 weeks from the course end date. The e-certificate will be available for download via *Student Portal*, accessible via LearnHere. Click here to find out the steps to retrieve your e-certificate.

Statement of Attainment (SOA) (for WSQ courses only)
As there is an assessment component for this course, grading and processing of results can only take place after course completion.

From 1 Nov 2019 onwards, learners assessed to be "Competent" will be issued with the OpenCerts certificate(s) from SkillsFuture Singapore (SSG). OpenCerts is an open platform developed by the Government Technology Agency (GovTech) to issue digital certificates and certify the authenticity of these certificates using blockchain technology. Learners will be able to access their OpenCerts certificates and print or download PDF copies through their Skills Passports on MySkillsFurture portal. After selecting the OpenCerts certificates, learners will be redirected to view, download and print their OpenCerts certificates on https://opencerts.io (link).

26. **Can I request for a printed copy of SSI e-certificate?**

As the certificates are now provided to learners electronically, SSI will not provide a printed copy of learners' e-certificates.

27. **How are the courses evaluated?**

SSI will be obtaining feedback from you and your supervisors at various stages of the course. As such, you will be required to give consent to allow SSI or its appointed agent/s to call/ email/ SMS you for the purpose of obtaining information related to our courses. Post-course feedback will enable us to gauge the effectiveness of our curriculum and assess the transfer of knowledge into practice.

You are requested to complete your E-evaluation within 1-day after the end of the classroom session. The information collected in the feedback form will be used by SSI for course review, course fee funding claims and/ or publicity purposes. No personal information will be identified and unless it is specifically provided by the respondent.

If you provide us with personally identifiable data, SSI may share necessary data for the purposes mentioned above, unless such sharing is prohibited by law. SSI will retain your personal data only as necessary for the effective delivery of services to you.

Code of Conduct

As a Continuing Education and Training (CET) Centre, SSI is committed to providing a conducive environment for every learner to maximise his or her learning experience. This Code of Learner Conduct establishes general guidelines for acceptable codes of conduct by every enrolled learner to maintain a healthy learning environment in SSI at all times.

Failure to comply with this code of conduct may result in disciplinary action, resulting in suspension or eventual expulsion of learners.

1. Appropriate Conduct

Learners are expected to conduct themselves in an appropriate manner within SSI premises. These include but are not limited to the following:

- Adherence to the lesson schedule and punctuality for classes
- Treat fellow learners, adult educators, and SSI staff with respect
- Refrain from causing disruption to the teaching, research, or learning activities of others
- Refrain from instigating other learners to cause disruption to the smooth conduct of lessons
- Refrain from using profanities
- No acts of vandalism
- No downloading of illegal software or accessing websites with objectionable content using SSI equipment

2. Appropriate Dress Code

Learners are required to be in smart casual attire when attending lessons in SSI.

3. Use of SSI Resources and Facilities

SSI provides resources and facilities such as computers and internet access to facilitate learners' learning and research. As these are shared facilities, learners should exercise consideration for others by keeping the premises clean and using them in an appropriate and responsible manner.

4. Acts of Misconduct

Acts of misconduct include but are not limited to the following:

- Interference with SSI activities

Any conduct or action which results in the obstruction or disruption of functions, activities or duties of the Institute, SSI employees, associates or the learners is considered a form of misconduct. Acting in a manner

that is detrimental to the interests of SSI or brings SSI into disrepute will also be considered as a form of misconduct.

- Harassment and bullying

Harassment and bullying in any form (physical, verbal or written communication such as emails), towards fellow learners, AEs or SSI staff, will not be condoned and are strictly prohibited.

Discrimination against a person or group on the basis of nationality, culture, ethnicity, religion, gender, age, disability, sexual orientation or any other traits will not be condoned and is strictly prohibited.

- Disclosure of confidential information

Divulgence of any confidential, proprietary or personal information relating to any SSI matter, employee or learner in circumstances where there is no judicious or lawful reason for doing so would be considered as a form of misconduct. Learners suspected or found to have violated laws of Singapore will be reported to the authorities.

5. Reporting of Suspected Misconduct

Learners may report any suspected misconduct to the Course Administrator.

6. Investigation of Suspected Misconduct

SSI takes a serious view on allegations of misconduct and will carry out a thorough investigation, should an act of misconduct be reported. For any breach of SSI's code of learner conduct, the learner will be subjected to SSI's disciplinary procedures.

7. Disciplinary Actions & Dismissal

Learners who violate SSI's code of learner conduct will first be given a verbal warning followed by a first warning letter. If the learner persists with the behaviour, a final warning letter will be issued, and SSI reserves the right to dismiss or expel him/ her without any refund of the fees paid. In addition, the learner is liable to make full fee payment to SSI.