



Workforce Skills
Qualifications (WSQ)
and IAL Certifiable
Programmes

Programme Directory



We want to empower every Singaporean to succeed in the future economy. This is why we need to support and enable our workforce to acquire the skillsets that can help them thrive in new and emerging industries. This will not be a one-off exercise. It is a journey, a movement and something that we have to work hard on year after year. These skillsets must continue to be refreshed and updated throughout the worker's career, so that our workforce and workers are always nimble and competitive.



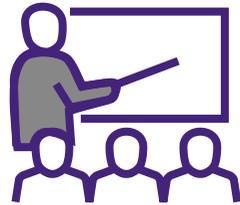
MR CHEE HONG TAT

Senior Minister of State (Ministry of Trade and Industry & Ministry of Education)

In his Opening Address at the Adult Learning Symposium 2018

Strengthening Capabilities in Training & Adult Education

Here's an overview of the various programmes and initiatives offered by IAL to ensure the success of your Training and Adult Education journey. Develop critical and emerging skills as well as deepen existing skills to stay relevant and grow professionally.



AE Adult Education

Individuals who are involved in direct activities of development and training for the continuing education and training of the workforce – as a primary or secondary function.

YOU ARE A/AN:

- Assessor
- Courseware Developer
- Curriculum Lead
- Learning Consultant/ Learning Solutionist
- Learning Facilitator
- Learning Technology Designer

GENERIC SKILLS:

- Computational Thinking
- Digital Literacy
- Leadership
- Sense Making
- Transdisciplinary Thinking

TECHNICAL SKILLS:

- Emerging Technology Synthesis
 - Group Dynamics Facilitation
 - Learning Experience Delivery
 - Learning Solution Design
 - Organisational Impact Analysis
- ...and many more.*

OUR MAIN PROGRAMMES:

- WSQ Advanced Certificate in Training and Assessment (ACTA)
- WSQ Diploma in Adult and Continuing Education (DACE)
- WSQ Specialist Diploma in Advanced Facilitation (SDAF)
- WSQ Workplace Trainer Programme (WTP)
- Certified Workplace Learning Specialist (CWLS) Programme



TM Learning Management

Individuals who are involved in running a training institution or department as their primary role.

YOU ARE A/AN:

- Business Development Manager
- Centre Director / Head of Institute
- Learning and Operations Manager
- Learning Quality Manager
- Learning Support Executive
- Learning Systems Manager
- Product Development Manager

GENERIC SKILLS:

- Communication
- Creative Thinking
- Global Mindset
- Problem Solving
- Sense Making

TECHNICAL SKILLS:

- Business Environment Analysis
 - Business Opportunities Development
 - Organisational Strategising
 - Research Data Analysis
 - Stakeholder Engagement and Management
- ...and many more.*

OUR MAIN PROGRAMMES:

- WSQ Specialist Diploma in Education Quality Management (SDEQM)
- WSQ Workplace Trainer Programme (WTP)

* Please refer to **Skills Framework for Training and Adult Education** publication for a full list of technical and generic competencies required for each role.

Strengthening Capabilities in Training & Adult Education

Here's an overview of the various programmes and initiatives offered by IAL to ensure the success of your Training and Adult Education journey. Develop critical and emerging skills as well as deepen existing skills to stay relevant and grow professionally.

BE CONNECTED



Adult Education Network (AEN)

Join a community of professionals coming together to connect, collaborate and learn for continuing professional development and skills acquisition. Take advantage of preferential workshop rates, opportunities for networking, jobs and mentorship.

Continuing Professional Development (CPD) Programmes

Develop critical emerging skills to meet the professional demands of tomorrow. As AEN members, enjoy preferential rates for CPD programmes.



BUSINESS INSIGHTS



PEDAGOGICAL INNOVATION



PRODUCTIVITY & PERFORMANCE



TECH-ENABLED LEARNING



WORKPLACE LEARNING

Special Interest Groups (SIG)

Join a community of like-minded individuals who meet up to share, discuss and exchange best practices, perspectives and experiences in the focus areas.



COACHING & MENTORING



FACILITATION



INSTRUCTIONAL DESIGN



LEARNING TECHNOLOGY



TRAINING MANAGEMENT

BE RECOGNISED

Adult Education Professionalisation (AEP)

Be recognised for your pedagogical and professional excellence through the AEP initiative.



Associate Adult Educator (AAE)



Specialist Adult Educator (SAE)



Adult Education Fellow (AEF)

Take advantage of these exclusive AEP benefits:

Invites to local company hosted visits



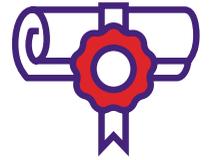
Invites to overseas learning journeys



Get first-hand information on jobs and practice opportunities



Eligible for SkillsFuture Study Award



RESEARCH & INNOVATION

Centres of Research

The IAL aims to provide a strong knowledge for practice development in the CET sector. These 4 research centres work together to facilitate projects, build research capability amongst practitioners, and serve as a conduit for funding and commissioning research. Underpinned by current knowledge and research, the centres also enable the sharing of international and local best practices.



Centre for Learning & Performance

Centre for Work & Learning

Centre for Innovation & Development

Centre for Skills, Performance & Productivity



iN.LAB is set up to explore, collaborate and contribute to learning innovation within Singapore's Continuing Education and Training (CET) sector. iN.LAB provides not only the facilities, equipment and tools, but also educational programmes and networking opportunities to support your experimentations, collaborations and project works.



🕒 2 Months

WSQ CERTIFICATE FOR WORKPLACE TRAINER PROGRAMME (WTP)

If you've been nominated to be a trainer or assessor in your organisation, it's likely that you already have excellent job skills and knowledge. Imparting these abilities and 'know-hows' to others effectively may however, be challenging. The WSQ Workplace Trainer Programme (WTP) aims to solve these challenges, by arming you with competencies to effectively deliver training and assessment at a worksite.

You will be a much more effective trainer when you have the ability to come up with a learning plan and assessment records to support your training and assessment delivery.

This is a concise and succinct programme that is ideal for anyone who needs to rise up to the challenge of ensuring better transfer of learning at the workplace.

GET MORE DETAILS AT

www.ial.edu.sg/wtp



MODULES

Facilitate Workplace Learning

WP1

Design and develop a workplace learning plan and deliver a learning experience for a workplace setup.

Assess Competence

WP2

Design and develop assessment records for a workplace learning plan, and deliver a competency-based assessment.



TARGET AUDIENCE

- The programme will benefit you if you are:
- A supervisor, line-leader or manager who performs the role of a worksite trainer, coach or assessor
 - A professional who wants to be more effective in learning transfer at the workplace



DELIVERY

The programme is delivered as in-classroom training, with coaching sessions provided at the workplace where appropriate. You will engage in discussions, facilitated activities, skills practice, and exchange of feedback for learning purposes.



LEARNING OUTCOMES

- Graduates of this programme will be able to:
- Design and deliver a workplace learning experience
 - Deliver a competency-based assessment, which is aligned to the workplace learning plan



ENTRY REQUIREMENTS

- To enrol, you must meet the following criteria:
- Be employer-sponsored and given resource support, with your employer making available the relevant reference materials e.g. standard operating procedures, checklists and job aids. You also need to have your employer's permission to use your worksite to conduct workplace learning and assessment.
 - Have good English proficiency (a 'Pass' grade in English language at lower secondary school level and above, or WSQ Workplace Literacy skills of Level 4 and above)



9 Months

CERTIFICATE IN CERTIFIED WORKPLACE LEARNING SPECIALIST (CWLS) PROGRAMME

Awareness of Continuing Education and Training is at an all-time high – initiatives such as SkillsFuture and the Future Economy Council have made employers and businesses aware of the importance of skills mastery. As an experienced Training and Adult Education (TAE) practitioner, you're already benefiting from this, but can you take it even further?

The Certified Workplace Learning Specialist (CWLS) programme can help accomplished TAE practitioners take on roles in designing and developing workplace learning solutions, engaging and influencing enterprises and functioning as a workplace learning consultant. You will get to analyse real-world performance issues, and get hands-on experience implementing workplace learning interventions for actual businesses.

GET MORE DETAILS AT

www.ial.edu.sg/cwls



MODULES

Embark on the Workplace Learning Initiative (Diagnosis & Grant application)

WL1

Diagnose learning and performance gaps in a business unit through quantitative and qualitative means. Gain practical pointers on putting together an effective enterprise grant application as part of your professional services.

Managing Client Relationships

WL4

Building rapport and trust with clients is critical in enterprise consultancy work. Learn foundational micro-skills e.g. inquiry, advocacy, active listening, conflict resolution and facilitation skills for more productive interaction with enterprise stakeholders.

Manage Performance at Work (Performance Management & Job Process Design)

WL2

Gain a deeper understanding of:

- Essentials for successful recruitment and on-boarding new hires
- The performance management cycle and how it provides direction, support and worker performance accountability
- Approaches for recognition and rewards

Evaluate Learning at Work

WL5

Develop a sound and practical evaluation plan, indicators, data collection tools, and impact evaluation reports to assess efficacy of workplace learning solutions.

Practicum Component

Bring your knowledge into the real world — successfully complete an enterprise project as a workplace learning specialist.

Training on the Job

WL3

Learn the importance of a well-designed On-the-Job Training (OJT) in building a consistent, comprehensive workplace learning experience, and in bringing new hires from novices to competent employees.

Gain the skills to plan, develop, review and evaluate a structured OJT blueprint as a critical enabler of structured workplace learning and accelerating competence development.



TARGET AUDIENCE

The programme will benefit you if you are:

- An adult educator or human capital management practitioner looking to design and develop workplace learning solutions



DELIVERY

The programme is delivered in a combination of self learning hours and in-classroom training, and leverages the use of technology. You will engage in facilitated activities, discussions, skills practice, and feedback exchanges for learning purposes.

Your learning is reinforced with a work-based project (practicum component) which will give you ample opportunity for skills practice to a deliver workplace learning solution.



LEARNING OUTCOMES

Graduates of this programme will be able to:

- Diagnose learning and performance issues, in relation to business needs
- Work with key stakeholders to create workplace solutions
- Facilitate implementation of solutions by enterprise stakeholders, track progress, and troubleshoot issues
- Evaluate the effect of the solutions, in relation to enterprise goals



ENTRY REQUIREMENTS

To enrol, you must meet the following criteria:

- Attended a CWLS programme preview
- Obtained Certificate of Competence in the "Basics of Workplace Learning Design" offered under the IAL Adult Education Network, or completed the DACE elective module EM4 on 'Develop a Workplace Learning Plan'
- Possess at least 8 years of industry experience and 5 years of managerial/supervisory experience
- Knowledge and experience in needs analysis, project management, group facilitation, change management
- Corporate experience, especially in a learning and development, human resource development, or organisational development job function
- Possess experience in adult training and development work in the last 5 years
- Enterprise consultancy experience is preferred
- Have excellent English proficiency (written and oral)
- Possess a diploma qualification and above, and qualifications related to Adult Training and Education
- Preferably to have secured a Practicum Host Organisation (PHO)³

³ It is a requirement for CWLS programme candidates to secure an organisation with a minimum staff strength of at least 12 employees, that is agreeable to function as a host for the undertaking of the practicum.



 3.5 Months

WSQ ADVANCED CERTIFICATE IN TRAINING AND ASSESSMENT (ACTA)

How do you go from being an expert in your field, to being an expert adult educator, confident of your delivery, your training methods, and of giving your learners what they need to succeed? If you're an educator looking to make inroads in Adult Education, or looking to deliver WSQ programmes, the WSQ Advanced Certificate in Training and Assessment (ACTA) (5th version) is a vital step forward.

The programme is designed to equip current and prospective adult educators with the learning facilitation skills and knowledge, and the confidence to conduct training and assessment in a diverse range of industries, in the modern, tech-driven workplace.

It is also a requirement for adult educators looking to deliver training and assessment for WSQ programmes.

GET MORE DETAILS AT

www.ial.edu.sg/acta



MODULES

Apply Adult Learning Principles in Training

M1

Develop the knowledge and skills to apply adult learning principles in your delivery of training.

Design a Learning Experience

M2

Learn how to apply your knowledge of adult learning principles, instructional methods, and active learning qualities, in the design of your lesson plans for a short learning experience.

Prepare and Facilitate a Learning Experience

M3

Develop the knowledge and skills to prepare and facilitate an active learning experience for your learners.

Interpret the Singapore Workforce Skills Qualifications System

M4

Learn how to interpret the Singapore WSQ system and its competency standards. Gain an understanding of how it can be used in a learning and development context.

Assess Competence

M5

Develop the knowledge and skills to prepare and conduct a competency-based assessment.

Prepare for Continuing Professional Development

M6

Learn how to objectively reflect and assess your own training practice so you can continually improve through continuing professional development.



TARGET AUDIENCE

This programme will benefit you if you are:

- A professional who wants to perform effectively as a learning facilitator
- A professional who needs to conduct competency-based assessments
- A professional who wants to conduct training and/or assessment for a WSQ programme



DELIVERY

The programme is delivered in a combination of in-classroom training, self-learning hours, and online webinars. It leverages the use of technology.

You will engage in facilitated activities, discussions, skills practice, reflective practice, e-portfolio, and feedback exchanges for learning purposes.



LEARNING OUTCOMES

Graduates of this programme will be able to:

- Understand and communicate the changing needs of adult learners in this technology-rich age
- Demonstrate a firm foundation in adult learning pedagogical and facilitation skills and knowledge
- Interpret the Singapore WSQ system
- Design an active learning experience
- Deliver effective training and competency-based assessments



ENTRY REQUIREMENTS

To enrol, you must meet the following criteria:

- Have good English proficiency (English language at GCE 'O' Level of C6 and above, or WSQ Workplace Literacy skills of Level 6 and above)
- Possess an appropriate level of subject matter specialisation and industry experience relevant for the design, facilitation and assessment of learning
- Possess basic ICT skills



🕒 12 Months

WSQ DIPLOMA IN ADULT AND CONTINUING EDUCATION (DACE)

Interested in developing competency-based curriculum and courseware, but don't know where to start? The WSQ Diploma in Adult and Continuing Education (DACE) (2nd version) programme equips you with the knowledge and skills to conduct training needs analysis in an actual organisational setting, and employ effective instructional design strategies in the development of curricula and assessments. Through the programme's practicum component you will be able to apply learnt theoretical concepts to an organisation, and hone your instructional design and development skills. As part of the programme curriculum, you will also have the option to gain additional knowledge in one of these specialised design and development areas: Assessment and Evaluation, E-learning, or Workplace Learning and Training.

The programme is also a requirement for instructional designers looking to develop courseware for WSQ programmes.

GET MORE DETAILS AT

www.ial.edu.sg/dace



TARGET AUDIENCE

The programme will benefit you if you are:

- An adult educator with a keen interest in the design and development of curriculum, learning courseware and assessment
- A current or prospective instructional designer and/or courseware developer who needs to design curriculum and/or courseware that fits the Singapore WSQ frameworks



DELIVERY

The programme is delivered in a combination of in-classroom training and self-learning hours, and leverages the use of technology. You will engage in facilitated activities, discussions, skills practice, reflective practice, e-portfolio, and feedback exchanges for learning purposes.

Your learning is reinforced with a work-based project (practicum component) which will give you ample opportunity for practical work in developing curricula, courseware and assessments.

CORE MODULES

CM1 Develop Practice Through Reflection

Develop the practice of reflection as an avenue to lifelong professional development.

CM2 Review Competency-Based Training Approaches For Adult Workers

Examine various competency-based training approaches, and determine its implications, impact and place in Singapore.

CM3 Conduct a Training Needs Analysis

Learn how to conduct a training needs analysis, and explore its relevance in a business or training context.

CM4 Develop Curriculum and Instruction for an Adult Learning Programme

Develop effective courseware that is aligned to sound curriculum design, using concepts such as curriculum models and instructional design principles.

CM5 Develop and Review Competency-based Assessment

Develop and evaluate assessment plans, methods, and tools.

Practicum Component

Bring your knowledge into the real world — conduct a training needs analysis, design a curriculum, and develop training and assessment courseware for your chosen organisation.

ELECTIVE TRACKS (select 1 of the 3)

ET1 Develop Assessment Tools

Examine assessment issues and develop further skills in assessment design.

ET2 Evaluate an Adult Learning Programme

Design a plan to evaluate a training programme. Develop an instrument for data collection, and prepare an evaluation report.

ET3 Design and Develop an E-learning Programme

Learn how to conceptualise e-learning programmes, by analysing various e-learning environments and how it impacts learning.

Develop a Workplace Learning Plan

Gain the skills to incorporate workplace learning strategies into the design, development and evaluation of a workplace learning plan.

Develop an On-the-Job Training Programme

Examine the characteristics of On-the-Job-Training (OJT), then plan, develop, review and evaluate an OJT programme to meet an organisation's needs.



LEARNING OUTCOMES

Graduates of this programme will be able to:

- Take on courseware development assignments holistically, coupled with good curriculum design sensibilities
- Understand the wide range of instructional strategies available, and which to employ for different learning situations
- Develop valid and reliable assessments
- Demonstrate the qualities of a reflective practitioner



ENTRY REQUIREMENTS

To enrol, you must meet the following criteria:

- Possess strong analytical and communication skills
- Have completed the WSQ Advanced Certificate in Training and Assessment (ACTA) programme
- Secured a Practicum Host Organisation (PHO)⁴
- Have good English proficiency (English language at GCE 'O' Level of B4 and above, or WSQ Workplace Literacy skills of Level 7 and above)
- Possess good ICT and research skills

⁴ It is a requirement for DACE candidates to secure an organisation that is agreeable to function as a host for the undertaking of the practicum.



 7 Months

WSQ SPECIALIST DIPLOMA IN ADVANCED FACILITATION (SDAF)

Have you already established yourself as an adult educator and want to advance further along the road to success?

The WSQ Specialist Diploma in Advanced Facilitation (SDAF) programme takes you from the point that the ACTA programme left off, and equips you with additional skills to perform as a facilitator in varying contexts.

With more organisations becoming aware of, and seeking out training beyond the traditional classroom, the need for adult educators to be able to facilitate programmes of a blended learning format becomes critical. The SDAF covers the specific skills needed for online facilitation, including how you can use process facilitation to reach group goals, and create mindset shifts to improve learning effectiveness.

GET MORE DETAILS AT

www.ial.edu.sg/sdaf



MODULES

(A) Facilitate Mindset Shifts for Impactful Change

Understand the role of mindsets in learning and development and embark on a personal change journey.

AF1

(B) Facilitate Mindset Shifts for Impactful Change

Be introduced to concepts and tools that facilitation practitioners can use to foster deeper self-inquiry and reflection. Unearth values, beliefs and assumptions, and reframe them to optimise desired learning and change.

AF2

Use Blended Learning to Deliver Effective Learning Facilitation

Design and deliver blended learning experiences that integrate online facilitation strategies and different active learning approaches.

Use Process Facilitation to Achieve Desired Group Outcomes

AF3

Design and deliver a process facilitation session using a variety of skills and techniques to elicit optimal group participation and reflection to achieve stakeholders' objectives.

Brand Yourself for Professional Success in a Digital Age

AF4

Discover the elements of a holistic career development plan and learn how to build professional credibility and visibility by establishing a professional identity and unique branding. Explore the use of online platforms and social media to showcase professional artefacts.

Practicum Component

Bring your knowledge into the real world — design and deliver a facilitated session that achieves stakeholder objectives for your chosen organisation.



TARGET AUDIENCE

The programme will benefit you if you are:

- An educator looking to deepen and expand your ability to design and deliver learning facilitation in both classroom and online environments
- A professional looking to deploy process facilitation to enable sustained learning and change
- A professional who wants to develop and refine your professional branding in the digital world



DELIVERY

The programme is delivered in a combination of in-classroom training, self-learning hours, and online webinars. It leverages the use of technology.

You will engage in facilitated activities, discussions, skills practice, reflective practice, e-portfolio, and feedback exchanges for learning purposes.

Your learning is reinforced with a work-based project (practicum component) which will give you ample opportunity for skills practice to exercise your facilitation skills.



LEARNING OUTCOMES

Graduates of this programme will be able to:

- Design and facilitate blended learning experiences, integrating classroom and online learning
- Lead professional development activities for organisational learning and capability building
- Establish and refine professional branding in the digital space, and enhance market presence



ENTRY REQUIREMENTS

To enrol, you must meet the following criteria:

- Have completed the WSQ Advanced Certificate in Training and Assessment (ACTA) programme or equivalent
- Have at least 3 years' experience in facilitated training and instructional design, for a variety of learning environments
- Secured a Practicum Host Organisation (PHO)⁵
- Have good English proficiency (English language at GCE 'O' Level of B4 and above, or WSQ Workplace Literacy skills of Level 7 and above)
- Possess fair mastery of ICT skills

⁵ It is a requirement for SDAF candidates to secure an organisation that is agreeable to function as a host for the undertaking of the practicum.



🕒 9 Months

WSQ SPECIALIST DIPLOMA IN EDUCATION QUALITY MANAGEMENT (SDEQM)

Looking to strengthen your training organisation with Continuing Education and Training (CET) best practices that will improve your processes and systems? The WSQ Specialist Diploma in Education and Quality Management (SDEQM) is one of the few programmes in the market out there that focuses on quality management in organisations that have a business function in training and adult education.

You will be equipped with the knowledge and skills to assess existing organisational quality systems and implement change, while looking at continuous efforts to improve the system.

GET MORE DETAILS AT

www.ial.edu.sg/sdeqm



TARGET AUDIENCE

This programme will benefit you if you are:

- A professional who performs either a primary or secondary function in managing quality of education services and/or programmes



DELIVERY

The programme is delivered in a combination of in-classroom training, self-learning hours, and one-to-one coaching. It leverages the use of technology.

You will engage in facilitated activities, discussions, and skills practice for learning purposes.

Your learning is reinforced with a work-based project (practicum component) which will give you ample opportunity for skills practice on implementing education quality changes in an organisation.

MODULES

Review Quality Systems

QM1

Be introduced to the 3 quality models, ISO9001, ISO29990 and EduTrust, which are commonly adopted by training organisations. Understand the strengths, weaknesses, threats and opportunities of the different quality models.

Implement and Sustain an Education Quality System

QM3

Improve or implement an education quality system for your organisation by adopting one of the quality models, and ensure sustained commitment to continually improve the quality system.

Design and Develop an Education Quality System

QM2

Learn to design and develop different elements of a quality system, incorporating industry best practices and addressing requirements of the chosen quality models. Learn the project and change management skills necessary to manage the quality system design and development process.

Practicum Component

Bring your knowledge into the real world - Improve or implement an actual education quality system and processes for your chosen organisation.



LEARNING OUTCOMES

Graduates of this programme will be able to:

- Understand the CET best practices for education quality management and be able to propose key changes in an organisation
- Conduct quality checks on processes, people and programmes
- Rectify errors related to quality assurance for continual improvement
- Implement sustainable quality systems for organisational processes and programmes



ENTRY REQUIREMENTS

To enrol, you must meet the following criteria:

- Secured a Practicum Host Organisation (PHO)⁶
- Have good English proficiency (English language at GCE 'O' Level of B4 and above, or WSQ Workplace Literacy skills of Level 7 and above)
- Performed management functions within a learning and development unit or organisation in the past 2 years or more
- Occupy a middle or senior management position in the organisation, or have a similar level of influence, in order to bring about effective changes
- Involved in quality management processes within a training organisation with that has least 10 employees
- Possess at least a Diploma qualification

⁶ It is a requirement for SDEQM candidates to secure an organisation that is agreeable to function as a host for the undertaking of the practicum.

The Institute for Adult Learning (IAL) is at the forefront of building capabilities and continuing professional development for an effective, innovative and responsive Continuing Education and Training (CET) sector. We work closely and support adult educators, businesses, human resource developers and policy makers through our comprehensive suite of programmes and services. IAL also champions research in the key areas of sustaining economic performance through skills, shaping employment and CET decisions as well as developing innovations through learning technology and pedagogy for informed policies and practices.

For more information, please visit www.ial.edu.sg.



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