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.

### 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

### 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:**

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

**TECHNICAL SKILLS:**

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

**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

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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.

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.

BE RECOGNISED

Adult Education Professionalisation (AEP)
Be recognised for your pedagogical and professional excellence through the AEP initiative.

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.
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

LEARNING OUTCOMES

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)
### 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 DADE 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

### MODULES

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<td>WL2</td>
<td>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.</td>
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<td>WL3</td>
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### MANAGEMENT CLIENT RELATIONSHIPS

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.

### EVALUATE LEARNING AT WORK

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.
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

LEARNING OUTCOMES

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.

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

TARGET AUDIENCE

GET MORE DETAILS AT

www.ial.edu.sg/acta

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.

3.5 Months

MODULES

M1: Apply Adult Learning Principles in Training
Develop the knowledge and skills to apply adult learning principles in your delivery of training.

M2: Design a Learning Experience
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.

M3: Prepare and Facilitate a Learning Experience
Develop the knowledge and skills to prepare and facilitate an active learning experience for your learners.

M4: Interpret the Singapore Workforce Skills Qualifications System
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.

M5: Assess Competence
Develop the knowledge and skills to prepare and conduct a competency-based assessment.

M6: Prepare for Continuing Professional Development
Learn how to objectively reflect and assess your own training practice so you can continually improve through continuing professional development.
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 also a requirement for instructional designers looking to develop courseware for WSQ programmes.

GET MORE DETAILS AT
www.ial.edu.sg/dace

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

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.

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.
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.

**WSQ SPECIALIST DIPLOMA IN ADVANCED FACILITATION (SDAF)**

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**GET MORE DETAILS AT**

www.ial.edu.sg/sdaf

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**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

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**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.

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**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

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**MODULES**

**AF1**

Use Process Facilitation to Achieve Desired Group Outcomes

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.

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**AF2**

Branding Yourself for Professional Success in a Digital Age

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.

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**AF3**

Use Blended Learning to Deliver Effective Learning Facilitation

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

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**AF4**

Practicum Component

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

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**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.
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

**LEARNING OUTCOMES**

**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.

**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

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](http://www.ial.edu.sg/sdeqm)

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**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

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**MODULES**

- **QM1 Review Quality Systems**
  - 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.

- **QM2 Design and Develop an Education Quality System**
  - 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.

- **QM3 Implement and Sustain an Education Quality System**
  - 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.

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

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\(6\) 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.
Index

AE  Adult Education
AAE  Associate Adult Educator
ACTA  Advanced Certificate in Training and Assessment
AEF  Adult Education Fellow
AEN  Adult Education Network
AEP  Adult Education Professionalisation
CET  Continuing Education and Training
CLAP  Centre for Learning and Performance
CPD  Continuing Professional Development
CWLS  Certified Workplace Learning Specialist
DACE  Diploma in Adult and Continuing Education
HCM  Human Capital Management
IAL  Institute for Adult Learning
ICT  Information and Communications Technology
L&D  Learning and Development
OJT  On-the-Job Training
PHO  Practicum Host Organisation
SAE  Specialist Adult Educator
SDAF  Specialist Diploma in Advanced Facilitation
SDEQM  Specialist Diploma in Education Quality Management
SIG  Special Interest Group
TAE  Training and Adult Education
TM  Training Management
WSQ  Workforce Skills Qualifications
WTP  Workplace Trainer Programme
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.