

FREQUENTLY ASKED QUESTIONS (FAQ) AND ANSWERS

Service Excellence Competency Framework (SVCF) Transition

S/N	Questions and Answers																				
About the Skills Framework																					
1	<p>What is the Skills Framework (SFw)?</p> <p>The SFw is a SkillsFuture initiative developed for the Singapore workforce to promote skills mastery and lifelong learning.</p> <p>Developed by the government together with the employers, unions, industry associations, professional bodies, and education and training institutions, the SFw provides useful information on:</p> <ul style="list-style-type: none"> • Sector and employment information; • Career pathways; • Occupations and job roles; • Required existing and emerging skills; and • Training programmes for skills upgrading and mastery. 																				
2.	<p>How is the SFw distinct from the Workforce Skills Qualifications (WSQ) Framework?</p> <p>The WSQ Framework remains as a key Continuing Education and Training (CET) credential system to facilitate skills certification and recognition. It makes reference to the skills and competencies in the SFw in developing programmes and qualifications.</p> <p>The SFw is a guide for individuals, employers and training providers, and contains additional information on sector and employment opportunities, career pathways, occupations and job roles.</p>																				
3.	<p>What is the difference between Technical Skills and Competencies (TSCs) and Generic Skills and Competencies (GSCs)?</p> <p>TSCs are defined as job-specific knowledge, skills and abilities that a person needs to have to perform the various tasks.</p> <p>GSCs are transferable skills that serves to complement the acquisition of technical skills.</p>																				
4.	<p>How does the levelling for TSCs and GSCs compare against the 6 WSQ levels?</p> <p>The TSC and GSC Proficiency Levels are pegged as such against the 6 WSQ levels:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="text-align: center;">WSQ</th> <th style="text-align: center;">TSC</th> <th style="text-align: center;">GSC</th> </tr> </thead> <tbody> <tr> <td rowspan="6" style="text-align: center;">Proficiency Level</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> <td rowspan="2" style="text-align: center;">Basic</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">2</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> <td rowspan="2" style="text-align: center;">Intermediate</td> </tr> <tr> <td style="text-align: center;">4</td> <td style="text-align: center;">4</td> </tr> <tr> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td rowspan="2" style="text-align: center;">Advanced</td> </tr> <tr> <td style="text-align: center;">6</td> <td style="text-align: center;">6</td> </tr> </tbody> </table>		WSQ	TSC	GSC	Proficiency Level	1	1	Basic	2	2	3	3	Intermediate	4	4	5	5	Advanced	6	6
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Transition of Service Excellence Competency Framework (SVCF)									
5.	<p>What is the impact of the transition on Service Excellence Competency Framework (SVCF) Competency Standards (CS) and/or Skills Standards (SS)?</p>								
	<p>Each SVCF CS/SS will be transitioned to a TSC at one Proficiency Level*. Following the transition, all SOAs will reflect the respective TSC titles and Proficiency Levels instead of the SVCF CS/SS title.</p> <p>* <i>This is with the exception of two CS/SS:</i></p> <ul style="list-style-type: none"> • <i>Provide Go-the-Extra-Mile Service (SVCF-CS-101C-1)</i> • <i>Project a Positive and Professional Image (SVCF-CS-102C-1)</i> <p><i>These two CS/SS are merged and mapped to the TSC 'Service Excellence' at Level 1.</i></p>								
6.	<p>Does this transition entail revisions to existing courseware?</p> <p>Courseware which are currently aligned to SVCF CS/SS will not need to be revised, as the TSCs identified are comparable to SVCF CS/SS*.</p> <p><i>*Please see Table 1 for exceptions.</i></p> <p>Table 1</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: center;">Scenario</th> <th style="text-align: center;">Transition Advice</th> </tr> </thead> <tbody> <tr> <td> Training providers are running both CS/SS as listed: <ul style="list-style-type: none"> • <i>Provide Go-the-Extra-Mile Service (SVCF-CS-101C-1)</i> • <i>Project a Positive and Professional Image (SVCF-CS-102C-1)</i> </td> <td> Existing courseware does not need to be revised. Following an administrative reaccreditation, training providers can proceed to run the courses without change. Trainees will only receive 1 SOA after completion. </td> </tr> <tr> <td> Training providers are running only one CS/SS as listed: <ul style="list-style-type: none"> • <i>Provide Go-the-Extra-Mile Service (SVCF-CS-101C-1)</i> </td> <td> As this CS/SS is only partially mapped to the TSC 'Service Excellence' at Level 1, training providers will need to revise and enhance their courseware before accrediting to the TSC 'Service Excellence' Level 1. Please refer to the mapping document for more details. </td> </tr> <tr> <td> Training providers are running only one CS/SS as listed: <ul style="list-style-type: none"> • <i>Project a Positive and Professional Image (SVCF-CS-102C-1)</i> </td> <td> As this CS/SS is <50% mapped to the TSC 'Service Excellence' at Level 1, training providers will need to revise and enhance their courseware before accrediting to the TSC 'Service Excellence' Level 1. Please refer to the mapping document for more details. </td> </tr> </tbody> </table>	Scenario	Transition Advice	Training providers are running both CS/SS as listed: <ul style="list-style-type: none"> • <i>Provide Go-the-Extra-Mile Service (SVCF-CS-101C-1)</i> • <i>Project a Positive and Professional Image (SVCF-CS-102C-1)</i> 	Existing courseware does not need to be revised. Following an administrative reaccreditation, training providers can proceed to run the courses without change. Trainees will only receive 1 SOA after completion.	Training providers are running only one CS/SS as listed: <ul style="list-style-type: none"> • <i>Provide Go-the-Extra-Mile Service (SVCF-CS-101C-1)</i> 	As this CS/SS is only partially mapped to the TSC 'Service Excellence' at Level 1, training providers will need to revise and enhance their courseware before accrediting to the TSC 'Service Excellence' Level 1. Please refer to the mapping document for more details.	Training providers are running only one CS/SS as listed: <ul style="list-style-type: none"> • <i>Project a Positive and Professional Image (SVCF-CS-102C-1)</i> 	As this CS/SS is <50% mapped to the TSC 'Service Excellence' at Level 1, training providers will need to revise and enhance their courseware before accrediting to the TSC 'Service Excellence' Level 1. Please refer to the mapping document for more details.
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7.	<p>What is the impact of the transition on SVCF qualifications?</p> <p>All four SVCF qualifications can continue to be delivered. Existing qualification bundles and naming nomenclature will be retained.</p>								

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8.	Will the trainees be issued a Retail qualification by mistake?				
	No. Following the transition, each SVCF qualification will comprise of a fixed set of TSCs from SFw for Retail. Therefore, the completion of this fixed set of TSCs will lead to a generation of a SVCF qualification instead of a Retail qualification. There will not be dual-generation of qualifications either.				
9.	Can new qualification bundles be proposed?				
	At the moment, no new qualification bundles can be proposed. As SVCF qualifications are by nature ‘horizontal’ qualifications, the qualification design is not affected by changes to qualification bundling rules that are applied to industry-specific or ‘vertical’ qualifications.				
10.	Must the “electives” for SVCF qualifications be chosen from SFw for Retail only?				
	They can be a TSC from any SFw, at the same level as the qualification, or taken from one level above or below that level.				
Certified Service Professional (CSP) Programme Version 2					
11.	Following the discontinuation of the CSP programme, can modular programmes for the respective TSCs still be delivered?				
	Yes, modular programmes can be delivered. Following the completion of the programmes, trainees will be issued SOAs instead of the CSP certificate.				
12.	Following the discontinuation of the CSP programme, can the title “Certified Service Professional” still be used in marketing and promotional materials and collaterals?				
	It is not advisable to use the same title for marketing and promotional purposes as it may mislead the public into thinking that the product remains supported by SSG.				
Transition Matters					
13.	When is the transition period?				
	<p>Training providers must go through organisational accreditation (OA) during the period of 1 April 2019 to 30 June 2019, and course accreditation (CA) during the period of 1 May 2019 to 31 July 2019, with fee waivers granted for both processes*.</p> <p>Training providers are to complete the training activities for WSQ courses based on SVCF CS/SS by 30 September 2020.</p> <p><i>*Please see Table 2 for exceptions to fee waivers.</i></p> <p>Table 2</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: center;">Scenario</th> <th style="text-align: center;">Transition Advice</th> </tr> </thead> <tbody> <tr> <td> Training providers are running both CS/SS as listed: <ul style="list-style-type: none"> • <i>Provide Go-the-Extra-Mile Service (SVCF-CS-101C-1)</i> </td> <td>Existing courseware does not need to be revised. Training providers can go through an administrative reaccreditation and indicate both course codes in the CA submission on</td> </tr> </tbody> </table>	Scenario	Transition Advice	Training providers are running both CS/SS as listed: <ul style="list-style-type: none"> • <i>Provide Go-the-Extra-Mile Service (SVCF-CS-101C-1)</i> 	Existing courseware does not need to be revised. Training providers can go through an administrative reaccreditation and indicate both course codes in the CA submission on
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	<ul style="list-style-type: none"> <i>Project a Positive and Professional Image (SVCF-CS-102C-1)</i> 	SkillsConnect. No course proposal is required, and fee waiver will be granted.
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14.	Can OA and CA still be submitted after the transition period?	
		Past the transition deadline, full OA and CA fees will apply.
15.	Will the OA and CA processes affect the delivery of existing SVCF programmes?	
		The required OA and CA processes are administrative procedures which will not affect the delivery of existing programmes.
16.	Is the submission of courseware necessary for this transition?	
		No, ATOs will only need to submit an administrative CA.
17.	Is the submission of course proposal necessary for this transition?	
		No. On the assumption that delivery methods, assessment(s) and course duration remain unchanged, ATOs will only need to submit an administrative CA.
18.	Can new courseware be submitted for accreditation during the stipulated transition period?	
		ATOs should approach relevant officers from the Quality Management Division (QMD) if they intend to submit new courseware for accreditation during the stipulated transition period.
Other		
19.	Can existing SVCF-aligned courseware be accredited to other TSCs, besides those that were identified?	
		SSG recommends that ATOs accredit SVCF-aligned courseware to the identified TSCs only to ensure a seamless transition. ATOs will have to submit a separate accreditation if they wish to align the courseware to other TSCs.
20.	Can existing SVCF-aligned courseware be accredited to GSCs?	
		SSG recommends that ATOs accredit SVCF-aligned courseware to the identified TSCs only to ensure a seamless transition.

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21.	Why should the OA and CA be submitted under industry-specific SFws, when service is a generic skill? Due to the cross-cutting nature of service skills, the SVCF standards have been adopted across multiple SFws. These skills are found to be relevant to job roles across different sectors. To streamline the OA and CA processes, SSG had identified first adopters of the SVCF standards for which training providers can accredit under. This means that the identified SFw is <u>not</u> the only framework that the SVCF standards reside within.
22.	Where can I find information about SVCF after the transition? The details of the framework and qualifications will remain publicly accessible on SSG's website, www.ssg.gov.sg/wsq/Industry-and-Occupational-Skills/Service-Excellence-Competency-Framework.html .

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Version Control Record

Version	Effective Date	Changes	Author
1	15 Feb 2019	Initial version	SSG (SDD)
2	1 Apr 2019	Added in points 15 - 18	SSG (SDD)