

FAQ for Advanced Certificate in Social Service (ACSS)

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1. About the Programme

1. What is the SSI ACSS programme about?

The ACSS programme comprises seven (7) individual modules and includes a compulsory one-day Social Service Field Experience. This gives you exposure to different areas of work in the social service sector. The seven (7) modules are

- a) Understand the Social Service Sector;
- b) Understanding Group Dynamics and Working with Volunteers;
- c) Organise and Implement Basic Socio-recreational Activities;
- d) Working with Family;
- e) Working with Children and Youths;
- f) Working with Seniors; and
- g) Working with Persons with Disabilities

2. Why is the ACSS programme suitable for me?

The ACSS programme is suitable if you are new to the social service sector, making a career switch or exploring meaningful work in later career life. It focuses on practical, application-based learning across diverse social service settings.

3. Where can I find out more about the ACSS programme?

You may refer to the SSI programme webpage or email SocialServiceInstitute@ncss.gov.sg for more information.

2. Programme Structure, Delivery, Schedule and Commitment

1. What is the term structure and duration of the ACSS programme?

The ACSS programme is approximately seven (7) months long. Classes are generally held two to three weekdays per week, from 7.00pm to 10.00pm, though the specific days may vary by module. The confirmed schedule will be shared by the programme administrator when available.

2. How many intakes are there each year?

There are two intakes each year.

3. Will lessons be conducted online, face-to-face, or in a blended format (a combination of both online and face-to-face)?

Lessons will be conducted in a blended format, combining both online and face-to-face sessions at SSI's premises

4. **Is there a minimum attendance requirement?**

Yes. You must attend least 75% of each module to be eligible to take the assessment. To qualify for funding, you must also be assessed as competent.

5. **Will there be assignments, group projects or examinations?**

Assessment methods include written assessment, written assignment, role play assessment and oral presentation. Each module's assessment method varies.

6. **Will the class schedule be provided before I accept the offer?**

Before you accept the offer, you will be informed of the programme start and end dates. The detailed class schedule will be shared before or during orientation. The schedule may be adjusted from time to time due to operational requirements, and you will be informed of any changes as early as possible.

3. Programme Fee and Funding

1. **What is the programme fee for the ACSS programme?**

The full programme fee is \$5,680 before GST. If you are eligible for SWDA funding, the nett programme fee is \$1,704 before GST, subject to SWDA funding terms and conditions. Please note that this fee does not include the Social Service Field Experience fee.

2. **Will the application fee be refunded if my application is unsuccessful?**

The application fee is non-refundable and non-transferable.

3. **Can I use SkillsFuture Credit to offset the programme fee directly?**

You may use SkillsFuture Credit for the programme fee. You will need to pay the fee upfront when you accept the offer and submit your SkillsFuture Credit claim when it becomes available. SSI will process the refund after receiving the disbursement.

4. **Can SkillsFuture Mid-Career Enhanced Subsidy (MCES) be used for the ACSS programme?**

Yes. Singapore Citizens aged 40 and above are eligible for the SkillsFuture Mid-Career Enhanced Subsidy (MCES) and may use it to offset the programme fees for the ACSS programme, subject to prevailing funding eligibility criteria.

5. **Can I use PSEA funds for this programme?**

If you are eligible, you may use PSEA funds to supplement the nett programme fee payable. Please inform SSI of your intention and make the upfront payment first. SSI will process the refund after your application is approved and the funds are received.

6. **Is payment required before the programme commences?**

Yes. You will need to pay the programme fee within the stated timeline when you accept the offer.

7. **Are fees refundable if I withdraw after accepting the offer?**

If you need to withdraw after accepting the offer, any refund will be based on SSI's withdrawal and refund policy shown below. Please review the policy carefully before accepting the offer.

Written notice given to SSI	Refund Amount
At least 4 weeks before commencement	100% of nett fee
Between 2 to 4 weeks before commencement	50% of nett fee
Less than 2 weeks before programme commencement	No refund will be made

4. Social Service Field Experience

1. What is the Social Service Field Experience?

The Social Service Field Experience is a one-day field visit that allows you to visit a social service agency and better understand real-world practice.

2. Is Social Service Field Experience mandatory for ACSS?

In addition to completing the seven (7) ACSS modules, you must attend one Social Service Field Experience trip during the programme.

3. I am already working in the sector; can I be exempted from Service Field Experience

No. You cannot be exempted from the Social Service Field Experience.

4. What is the fee for the Social Service Field Experience?

The fee is \$180 before GST. As the Social Service Field Experience is not funded by SWDA, funding does not apply to this component.

5. Entry Requirements and Eligibility, including E-learning Requirements

1. What are the admission requirements for the ACSS programme?

To apply for the ACSS programme you must meet all the following entry requirements:

1.1. A minimum grade of C6 for GCE 'O' Level English (or equivalent).

1.2. Either one of the following qualifications:

(a) A minimum of three GCE 'O' Level credits with at least two years of working experience;

or

(b) A NITEC in Community Care and Social Services with at least 1.5 years of full-time working experience, including Industry Attachment.

1.3. Completion of the SSI's Understanding Singapore's Social Compact and Social Policies e-learning course offered by SSI.

1.4. Completion of the Getting Started in the Social Service Sector e-learning course offered by SSI.

2. What qualifications are considered equivalent to GCE 'O' Level English?

Equivalent English qualifications may include recognised English proficiency qualifications such as the International English Language Testing System (IELTS), Test of English as a Foreign Language (TOEFL), Workplace Literacy (WPL), or Workplace Literacy and Numeracy (WPLN). For WPLN, you should have at least a Statement of Attainment at Level 5 covering Listening, Reading, Speaking, and Writing.

3. Can part-time work, internship, contract work or National Service be counted towards the working experience requirement?

Full-time National Service and full-time contract employment may be counted towards the working experience requirement. Experience gained through part-time work,

internships, volunteer work, or other relevant experience may also be considered and will be assessed on a case-by-case basis based on the information provided in your application.

4. Is the e-learning courses compulsory before applying?

Yes. The complimentary e-learning courses are part of the programme requirements. You should complete it and submit the e-certificate with your application.

5. Can I submit my application first and provide the e-certificates later?

No. You must complete the e-learning courses and submit the e-certificate when you register for the programme.

6. Application Process and Submission

1. How do I apply for the ACSS programme?

You may apply through the [SSI portal](#) when the application window is open. You must submit the online application with all required supporting documents and pay for the application fee.

2. What documents do I need to submit with my application?

You will need to register online, pay the application fee, and upload all relevant academic certificates, transcripts, and other supporting documents through the SSI portal. If your submission is incomplete, your application may be delayed or rejected. Please check that you have uploaded all required documents.

3. What happens after I submit my application? How will I know if I have been shortlisted?

SSI will review your application based on the qualifications, experience, and programme criteria you have submitted. You will be notified of the outcome by email.

7. Articulation Pathways

1. How will the ACSS programme support my further studies?

After successfully completing the ACSS qualification, you may apply for the SSI Higher Diploma in Social Service (SSI HDSS) and, thereafter, the Bachelor of Social Work programme offered by the Singapore University of Social Sciences (SUSS).

8. Career Opportunities

1. Will completing the ACSS programme help me enter the social service sector?

The ACSS programme helps you build foundational knowledge for entry-level or support roles in Singapore's social service sector. Your employment outcome will depend on your suitability, experience, and available job opportunities.

2. If I am making a mid-career switch with many years of work experience outside the social service sector, which programme is more suitable?

If you are new to the social service sector, you are generally encouraged to start with the ACSS programme because it provides the foundational knowledge needed for the field. However, you may apply directly for the HDSS programme if you meet its entry requirements.

3. Will career services be provided to me during this programme?

You may visit the Social Service Tribe webpage for information about the social service sector, career guides, and job opportunities.