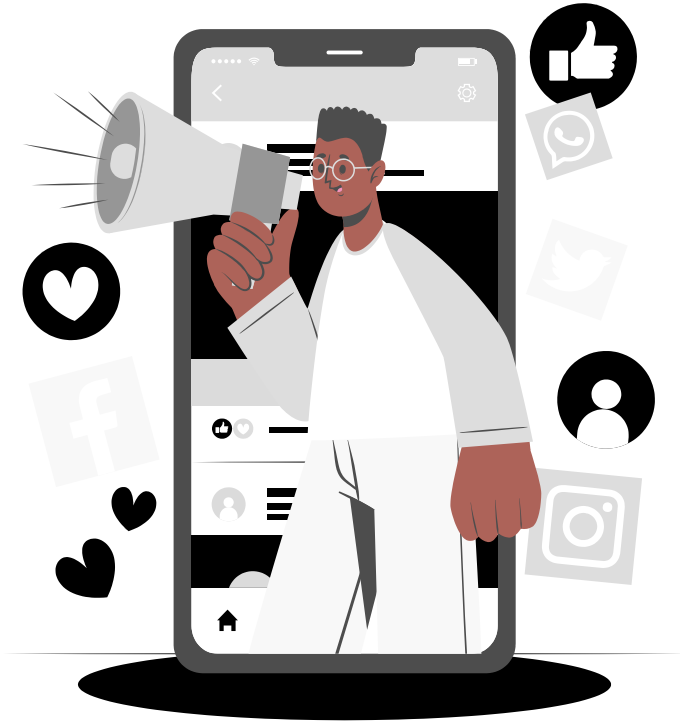
LCCS Courses Q&A



What changes did we make:

- What else are you getting besides the old RP training
- What are the available funding from SkillsFuture SG?
- What is the new sign up platform?

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Fundamentals of Restorative Practices

Building Relational Capacity

What is restorative practices?

- The science of relationships and community
  - Focuses on strengthening relationships for more effective engagement within workplaces/schools/home

What is building relational capacity?

- The ability to relate and connect to others

Why the change of name?

- To provide a more inclusive title that focuses on the relational capacity of a practitioner
- That is done by using the framework of restorative practices to guide our engagement with others

Table of Contents

1 **Course Design**

Course duration, contents and assesment

2 **Funding Availability**

What is the funding structure from SSG

3 **Sign-up Platform**

The new method of signing up

4 **Old Versus New**

The differences in a nutshell

1

Course Design

Course contents, duration
and assessment

1 Course Design

1

Duration

How long is the course

2

Contents

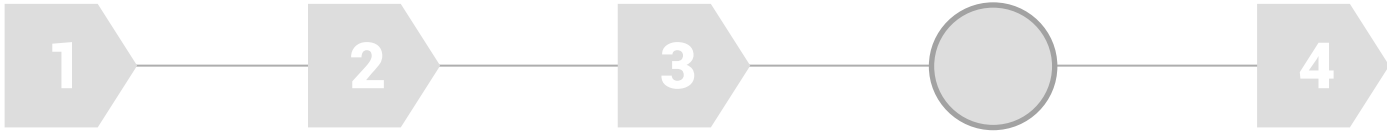
What do we talk about in the course

3

Assessment

What is the assessment format

1 Course Design – Duration



Day 1

Grounding on why relationships matter

Day 2

Concepts of Restorative Practices

Day 3

Restorative Principles and reflective methods

Practice

2 months practice and reflection

Assessment

To conclude your learning journey

3 days course | 2 months practice | 1.5hours assessment

Course Design – Contents

Individual Reflection
Activity
Roleplay
Paired Conversation
Group Discussion
Video

Day 1
Day 2
Day 3

Why relationships matter?

- Anchor on the importance of effective relationships
- The premise of restorative practices

Relational capacity constructs

- Discuss the 7 constructs that guides practitioners towards providing others with a restorative experience

The practice domains

- Adapted from the social discipline window; discuss the 4 different practitioner styles and be aware of one's engagement with others

Course Design – Contents

Individual Reflection
Activity
Roleplay
Paired Conversation
Group Discussion
Video

Day 1
Day 2
Day 3

The practice domains (continued)

- Roleplays and discussions to further internalise the experience of the 4 different practitioner styles.

Fair process

- Learn about the 3 principles of fair process
- What fair process aims to achieve and what it is not

The shame affect

- Learn about what shame is and why it matters when engaging service users
- Introduction to using the compass of shame scale
- Discuss the sources of shame

Course Design – Contents

Individual Reflection
Activity
Roleplay
Paired Conversation
Group Discussion
Video

Day 1
Day 2
Day 3

LCCS 7 principles of restorative practices

- Learn the 7 principles that guides practitioners to be explicitly restorative

Relational engagement

- Learn about affective statements and affective questions (RP questions)

Practice reflection method

- Learn the 2 models of reflection
- Gibbs reflective cycle
- Lawrence-Wilkes “Reflect” model

1 Course Design – Assessment

ASSESSMENT

1 hour and 30 minutes

Portfolio

4 reflection journals

Roleplay

Roleplay with another candidate followed by oral questioning

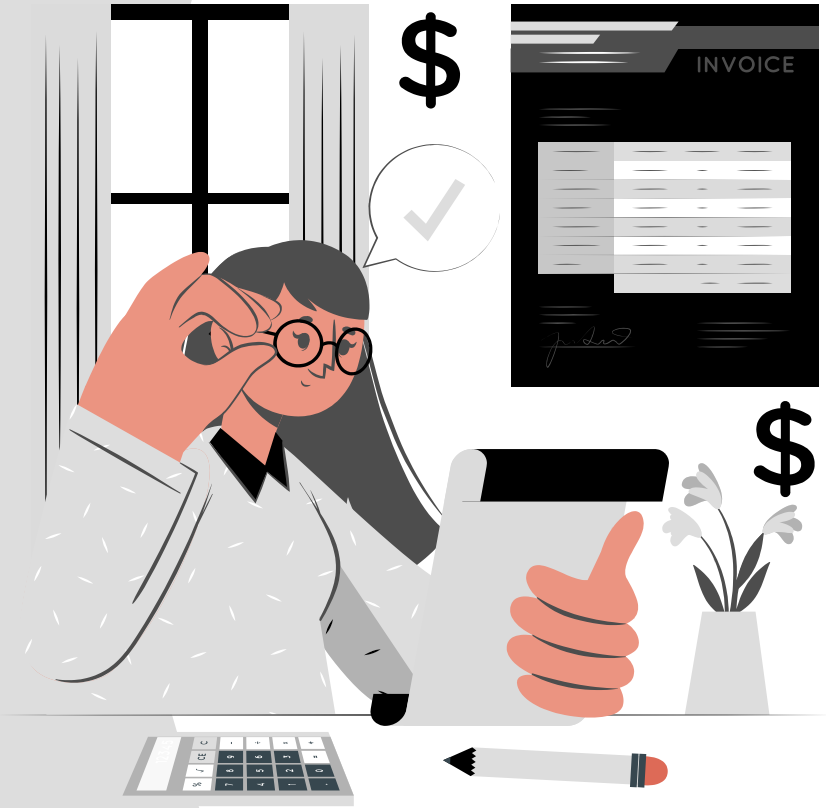
Oral Questioning

1 one 1 with assessor

2

Funding Availability

Available funding from SSG



Funding Availability

SKILLSFUTURE SG WSG Workforce Singapore

SKILLSFUTURE SG – WORKFORCE SINGAPORE

SFEC

SkillsFuture Enterprise Credit

ETSS

Enhanced Training Support for SMEs

MCES

SkillsFuture Mid-Career Enhanced Subsidy

SFC

SkillsFuture Credit

Absentee Payroll

Covers employee time taken for training

Funding Availability – SFEC

SKILLSFuture SG Wsg Workforce Singapore

OVERVIEW

The SkillsFuture Enterprise Credit (SFEC) encourages employers to invest in enterprise transformation and capabilities of their employees. Eligible employers will receive a one-off S$10,000 credit to cover up to 90% of out-of-pocket expenses on qualifying costs for supportable initiatives, over and above the support levels of existing schemes.

Can be used for:

- Individual employee training
- Organisation wide training

Additional information:

- Click here for the claims guide
- Click here for more information about SFEC
- Click here for enterprise courses
- Click here for SFEC claims login

Funding Availability – ETSS

OVERVIEW

Recognising the challenges that SMEs may face in sending their employees for training, the Enhanced Training Support for SMEs (ETSS) offers additional support for SMEs in the form of higher course fee subsidies. SMEs enjoy SkillsFuture funding of up to 90% of the course fees when they sponsor their employees to attend courses supported by SkillsFuture Singapore (SSG).

Automatic:

- Employers will be automatically given the funding upon billing by the training partner

SMEs to meet the criteria:

- Must be Singapore Citizens or Singapore Permanent Residents.
- Courses have to be fully paid for by the employer.
- Trainee is not a full-time national serviceman.

Additional information:

- Click here for more information about ETSS

Funding Availability – MCES

OVERVIEW

The SkillsFuture Mid-Career Enhanced Subsidy supports and encourages lifelong learning and helps Singaporeans stay responsive to a changing workplace. The SkillsFuture Mid-Career Enhanced Subsidy is for Singaporeans aged 40 years old and above.

Automatic:

- Employers will be automatically given the funding upon billing by the training partner

Additional information:

- Click here for more information about MCES
- Click here for SkillsFuture courses

Enhanced Course Fee Subsidies for SSG-supported Courses:

- Courses offered by SSG-appointed CET Centres
  - **Up to 90%** of course fees
- Certifiable-skills Training Courses
  - **Up to 70%** of course fees

Funding Availability – SFC

SKILLSFuture SG Wsg Workforce Singapore

OVERVIEW

SkillsFuture Credit aims to encourage individuals to take ownership of their skills development and lifelong learning. Introduced in 2015, all Singaporeans aged 25 and above will receive an opening credit of S$500. To further encourage Singaporeans, another one-off SkillsFuture Credit top-up of $500 was provided to every Singapore Citizen aged 25 years and above as at 31 December 2020.

Select to use credits:

- Learners will need to select payment as individual sponsored

Additional information:

- Click here for more information about SFC
- Click here for SkillsFuture courses

Funding Availability – Absentee Payroll

OVERVIEW

All locally registered or incorporated organisations in Singapore are eligible for course fee and absentee payroll funding when you sponsor your Singapore Citizen and Permanent Resident employees for training courses funded by SSG.

Online calculator:

- Click here to calculate how much the organisation will receive for staff's time away

Additional information:

- Click here for more information about MCES

Funding Availability – Case Study

INDIVIDUAL SPONSORED

Sam would like to attend the course Building Relational Capacity by LCCS. LCCS has certifiable-skills training courses with up to 70% funding.

Funding Type	Spore Citizen/SPR >21 years old	Spore Citizen >= 40 years old
Course Fee (before funding)	$1,200	$1,200
SSG Baseline funding (50%)	$(600)	$(600)
Mid-Career Enhanced Subsidy (20%)	-	$(240)
Net Fee Payable (Out-of-pocket expense)	**$600**	**$360**

Funding Availability – Case Study

SKILLSFuture SG Workforce Singapore

COMPANY SPONSORED

Sam would like to attend the course Building Relational Capacity by LCCS. LCCS has certifiable-skills training courses with up to 70% funding.

Funding Type	SME	Non-SME	
	Spore Citizen/SPR	Spore Citizen/SPR >21 years old	Spore Citizen >= 40 years old
Course Fee (before funding)	$1,200	$1,200	$1,200
SSG Baseline funding (50%)	$(600)	$(600)	$(600)
Enhanced Training Support for SMEs (20%)	$(240)	-	-
Mid-Career Enhanced Subsidy (20%)	-	-	$(240)
Net Fee Payable (Out-of-pocket expense)	**$360**	**$600**	**$360**

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Funding Availability – Case Study

COMPANY SPONSORED – CLAIMING SFEC

Sam would like to attend the course Building Relational Capacity by LCCS. LCCS has certifiable-skills training courses with up to 70% funding.

SkillsFuture Enterprise Credit (SFEC) Calculation	SME Trainee	Non-SME Spore Citizen/SPR >21 years old	Non-SME Spore Citizen >= 40 years old
Net Fee Payable (Example from previous company sponsored table)	$360	$600	$360
SFEC claimable (90%)	$(324)	$(540)	$(324)
Net Fee Payable (Out-of-pocket expense)	**$36**	**$60**	**$36**

3

Sign-up Platform

Training Management System

3 Sign-up Platform

HOW TO SIGN-UP

LCCS WSQ Courses

Sign-up Portal

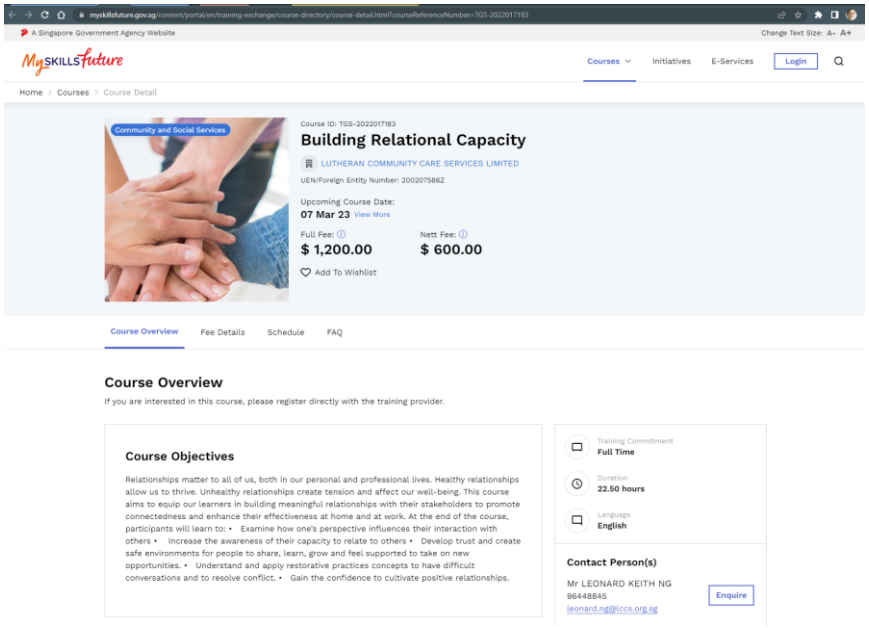
Create an account on LCCS' training management system

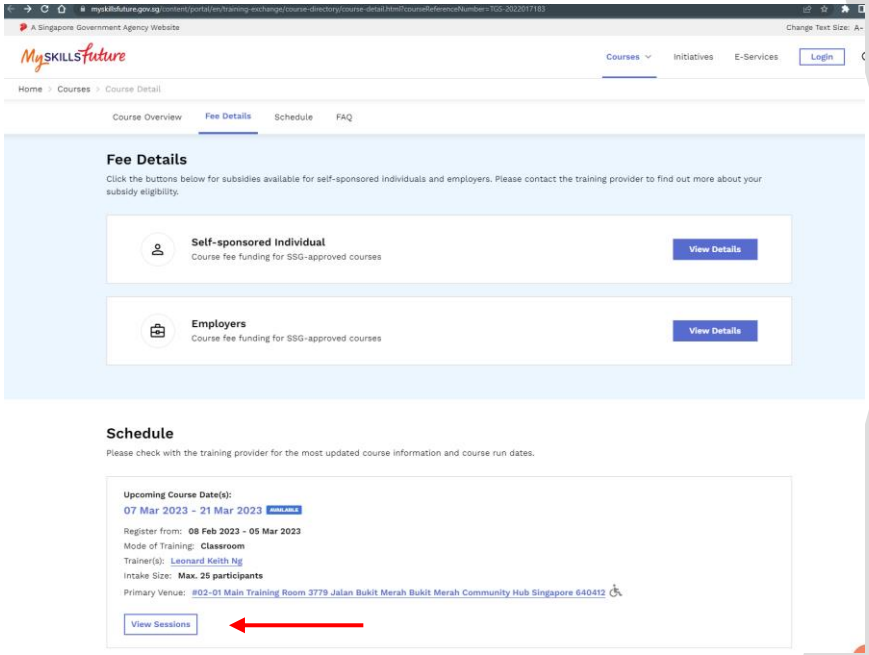
Group Sign-up

Provide excel template directly to LCCS for backend sign-up

Sign-up Platform – Sign-up Portal

MySkillsFuture Portal

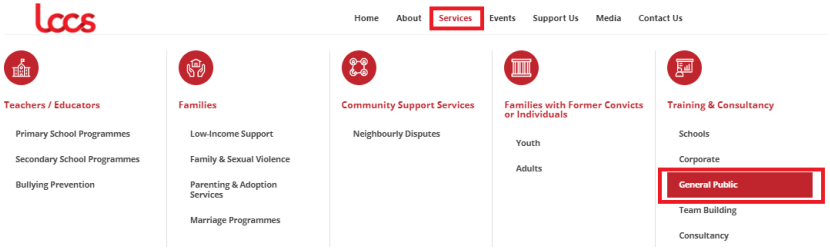


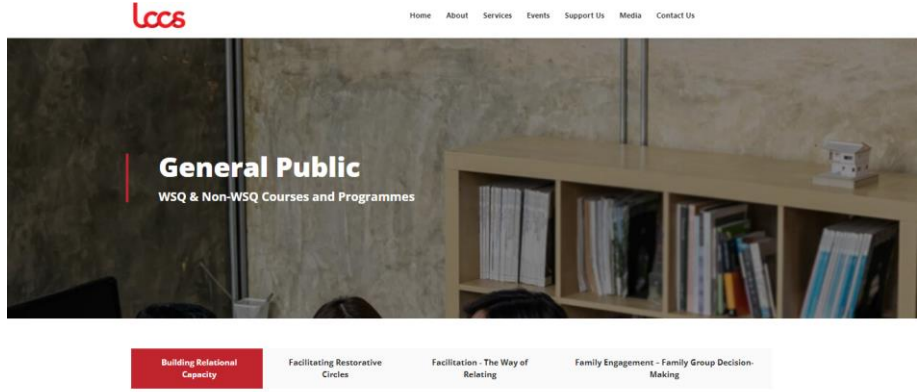


Sign-up Platform – Sign-up Portal

From LCCS Website

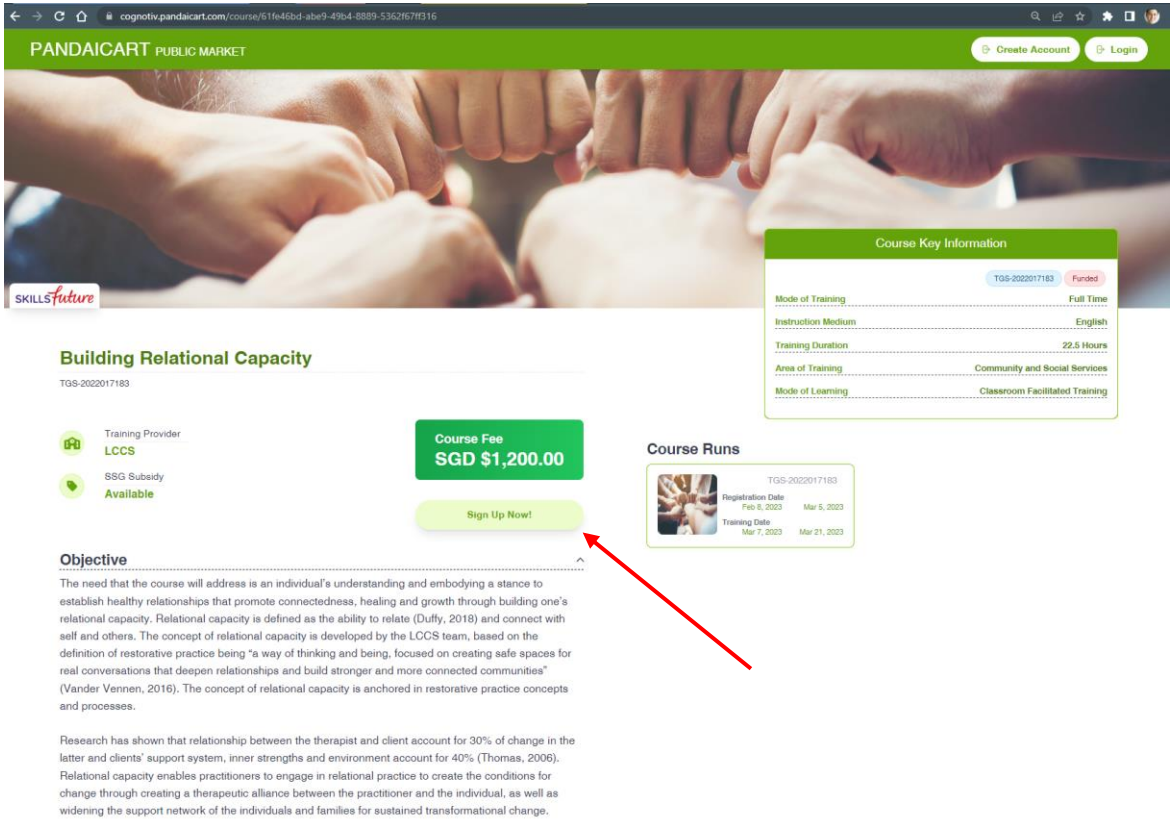
URL: lccs.org.sg





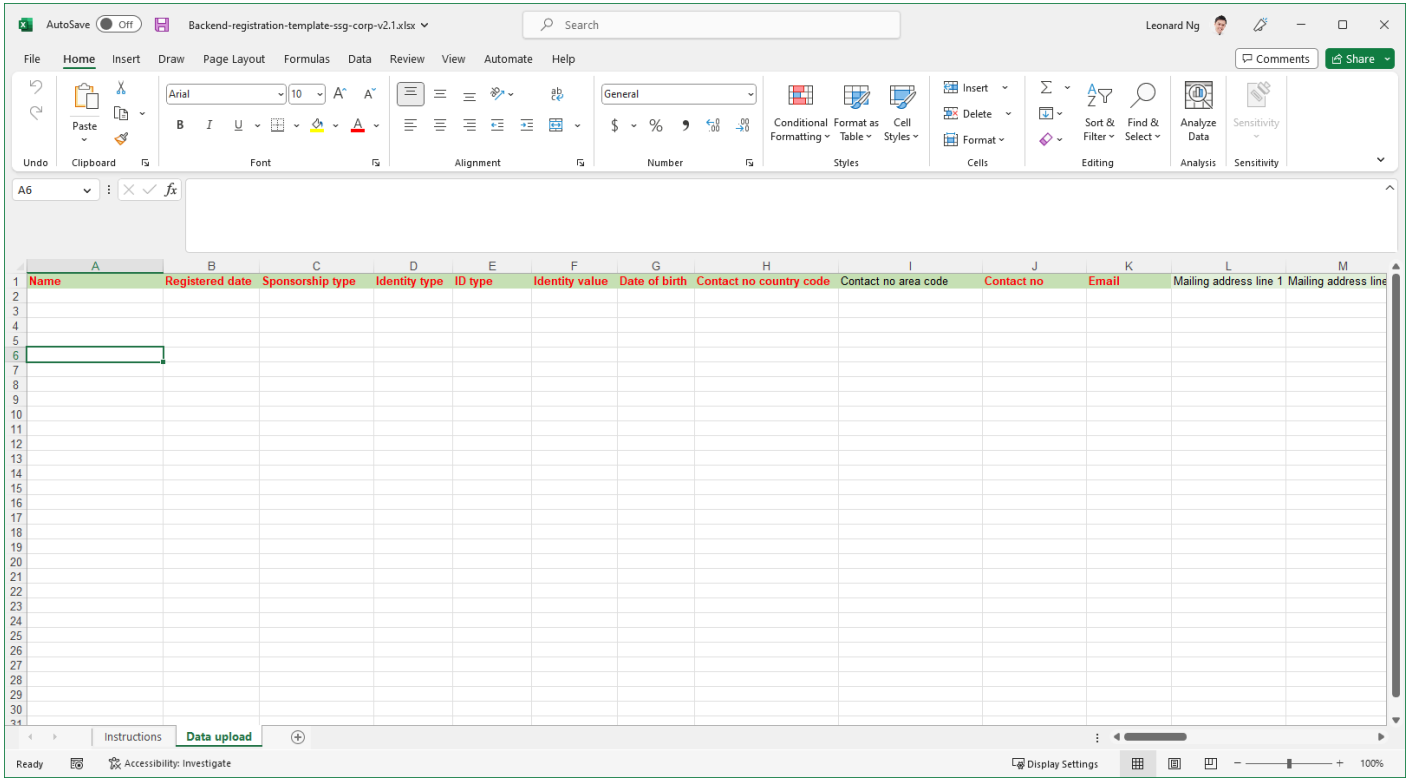
Sign-up Platform – Sign-up Portal

PandaiSuite



Sign-up Platform – Sign-up Portal

Group Sign-up



4

Old Versus New

In summary

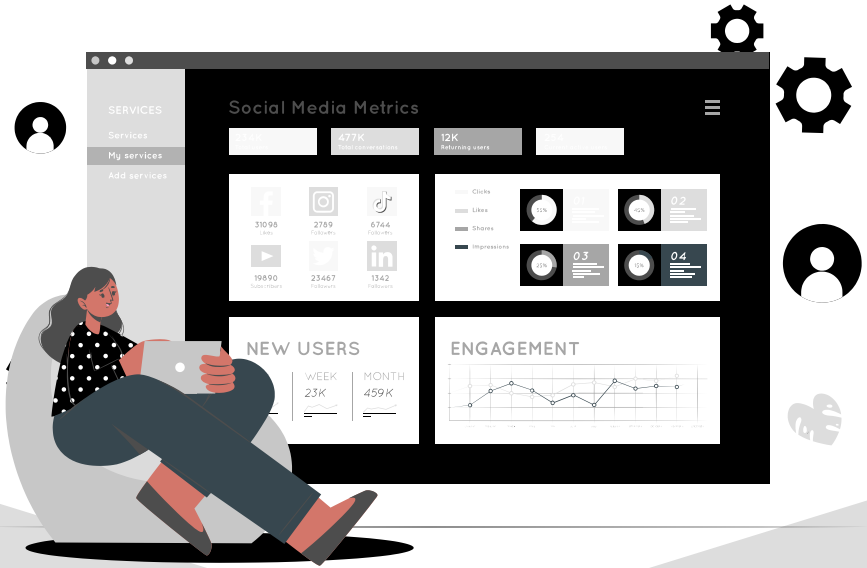
New Versus Old

IN A NUTSHELL

	Old	New
Practice Domains	✓	✓
Fair Process	✓	✓
Affects and Shame	✓	✓
Restorative Questions	✓	✓
7 Principles	✗	✓
Relational Capacity Constructs	✗	✓
Practitioner Portfolio	✗	✓
Singapore Workforce Skills Qualifications (WSQ)	✗	✓

Other Courses

What else do we have?



Facilitating Restorative Circles

Learning Outcomes

- Analyse the principles of a restorative circle
- Apply the principles of a restorative circle in circle facilitation

Topics & Content

- Differentiate between proactive and responsive circles
- Identify and discuss the principles of a restorative circle
- Plan and experience both proactive and response circles using the principles of a restorative circle

Facilitation – The Way of Relating

Learning Outcomes

- Explore 4 effective facilitation skills
- Discuss the 5Cs of the stages of dialogue
- Experience the 6 process designs

Topics & Content

- Identify what is facilitation and the role of a facilitator
- Discuss how your personality affects the way you facilitate
- Explore 4 effective facilitation skills you can apply in your facilitation

Family Engagement – Family Group Decision-Making

Learning Outcomes

- Identifying the values and principles for FGDM practice
- Recognising the purposes and benefits of FGDM
- Reviewing the FGDM process and the critical elements for its implementation
- Applying FGDM to practice context

Topics & Content

- Discuss how FGDM fits into casework practice
- Identify FGDM stages
- Discuss the importance of FGDM conference question
- Explore ways to widen circle of support of family group
- Experience FGDM preparation process through role-play

Build Workplace Relationships through Restorative Practices

SKILLSFuture SG Wsg Workforce Singapore

Learning Outcomes

- Analyse the causes of conflicts, grievances and disputes in workplace relationships
- Analyse one's practice at the workplace
- Build positive workplace culture and resolve workplace conflicts, grievances and disputes using effective engagement methods

Topics & Content

- Discuss the importance of why effective relationships matter in an organisation
- Identify how conflicts and grievances result in creating a negative work culture
- Adopt the working model of fair process in employee engagement
- Discuss forward looking plans in positive culture building

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Thanks!

Do you have any questions?
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