

WSG Career Development Framework

Each credential is independent of one another

	Certified Career Advisor (CCA)	Certified Career Practitioner (CCP)	Certified Career Clinical Supervisor (CCCS)	Certified Career Services Manager (CCSM)
Awarded By	WSG	WSG	WSG	WSG
Description	A CCA is able to provide basic education and career advisory (including details on government initiatives e.g. Adapt and Grow, SkillsFuture) to clients using simple profiling tools in a one-to-one or group setting. This role may also include SkillsFuture Advisors and Industry Mentors.	A CCP is able to apply career development theories and tools to help clients make education, career and training choices through effective one-to-one and group facilitation.	A CCCS is able to supervise and guide career practitioners to provide and implement effective interventions for clients on a one-to-one or group basis.	A CCSM is able to plan and supervise the implementation of career services, develop and adapt career tools to local context and promote career knowledge in various local and international platforms.
Competencies	<ul style="list-style-type: none"> Perform education and career advisory services Apply helping process in career development Apply problem solving and decision making skills in education and career advisory process Adapt career resources to respond to the needs of diverse groups Market and promote career development services and initiatives 	<ul style="list-style-type: none"> Apply career development theories and principles Apply code of ethics and standards of practice in career development Apply career development instruments and tools to facilitate clients' exploration of education, employment and career opportunities Educate clients to interpret labour market information and adapt career development resources for exploration of employment and career opportunities Develop career development services and initiatives Develop labour market information and career development resources for delivery of career services Conduct group facilitation activities to deliver career services and initiatives 	<ul style="list-style-type: none"> Supervise career development practitioners Manage quality of career services Evaluate ethical, legal and professional issues in education and career advisory 	<ul style="list-style-type: none"> Plan, supervise and implement career services Research career development policy and practice Design or adapt career development instruments and tools Design, develop and deliver career development curriculum Evaluate and benchmark career services and processes to international standards Review effectiveness of career development curriculum
Requirements for Credentialing				
Initial Training	Career Advisory Programme (CAP) by WSG	WSQ ACCDF / Career Facilitation Programme (CFP) by WSG	Career Supervision Programme (CSP) by WSG	Career Management Programme (CMP) (work-in-progress)
Practice	Initial application: <ul style="list-style-type: none"> 400 hours (contact + non-contact) and Min 100 clients (group + individual) Renewal: <ul style="list-style-type: none"> 100 hours in 3 years and Min 25 clients (group + individual) 	Initial application: <ul style="list-style-type: none"> 1,400 hours (contact + non-contact) and Min 100 clients (group + individual) Renewal: <ul style="list-style-type: none"> 300 hours in 3 years and Min 50 clients (group + individual) 	Initial application: <ul style="list-style-type: none"> 1,800 hours (contact + non-contact) and Min 80 clients (group + individual) Renewal: <ul style="list-style-type: none"> 300 hours in 3 years and Min 40 clients (group + individual) 	Initial application: <ul style="list-style-type: none"> 2,000 hours (contact + non-contact) and Min 50 clients (group + individual) Renewal: <ul style="list-style-type: none"> 300 hours in 3 years and Min 30 clients (group + individual)
Continuing Professional Development	Renewal: <ul style="list-style-type: none"> 50 hours in 3 years Commensurate with certification, e.g. <i>career guidance for educators and allied educators</i> 	Renewal: <ul style="list-style-type: none"> 75 hours in 3 years Commensurate with certification, e.g. <i>social intelligence; communication skills, MBTI/DiSC certification</i> 	Renewal: <ul style="list-style-type: none"> 75 hours in 3 years Commensurate with certification, e.g. <i>supervisory/mentoring skills, people management skills, managing conflict</i> 	Renewal: <ul style="list-style-type: none"> 75 hours in 3 years Commensurate with certification, e.g. <i>best-in-class international masterclasses, leadership skills</i>

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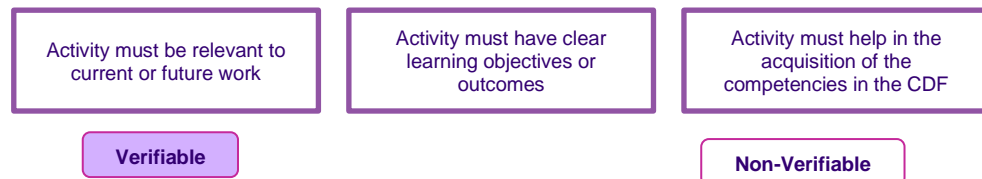
For more information, please contact the Career Practitioners Division, Workforce Singapore at 6883 5885

WHAT ARE CONTACT VS NON-CONTACT HOURS?

Type	Examples	Verification
Contact	Physical face-to-face, or virtual (telephone, skype, video conferencing, IM) servicing / correspondence with clients, including group facilitation with clients	Letter of Confirmation Annex: Organisation Endorsement
Non-Contact Note: For CCCS and CCSM applicants, at least 50% of the non-contact hours must be for time spent on mentoring career practitioners	Drafting email / escalation cases / related meetings (internal / external) pertaining to career issues	
	Team management / facilitation / work preparation related to the case	
	Administration of career / counselling services such as writing case notes pertaining to case	
	Reading articles to get insights to support development of solutions for clients	
	Discussion with supervisor on best practices to improve clients' career situations	
	Observation of career practitioners assisting clients in 1-1 or group sessions	

Weightage of contact vs non-contact practice hours / year				
	CCA	CCP	CCCS	CCSM
Initial Application				
Practice hours over 3 years	400	1,400	1,800	2,000
Practice hours over 1 year	134	468	600	667
Contact hours over 1 year	120 (≥ 90%)	374 (≥ 80%)	450 (≥ 75%)	467 (≥ 70%)
Non-contact hours over 1 year	14 (≤ 10%)	94 (≤ 20%)	150 (≥ 25%)	200 (≥ 30%)
Renewal				
Practice hours over 3 years	100	300	300	300
Practice hours over 1 year	33	100	100	100
Contact hours over 1 year	30 (≥ 90%)	80 (≥ 80%)	75 (≥ 75%)	70 (≥ 70%)
Non-contact hours over 1 year	3 (≤ 10%)	20 (≤ 20%)	25 (≥ 25%)	30 (≥ 30%)

WHAT ARE VERIFIABLE VS NON-VERIFIABLE HOURS?



Weightage of verifiable vs non-verifiable CPD hours / year				
	CCA	CCP	CCCS	CCSM
CPD hours over 3 years	50		75	
CPD hours over 1 year	17		25	
Verifiable hours allowed over 1 year	15 (90%)		23 (90%)	
Non-verifiable hours allowed over 1 year	2 (10%)		2 (10%)	

