



S H A R E

PARA COUNSELLING SKILLS FOR WORKING PROFESSIONALS

Develop the skill that makes a difference in every workplace. Learn to listen and support others for meaningful human connections.



Eligible for SkillsFuture Funding, UTAP, PSEA



9 CPE points will be awarded to SNB registered nurses over 2.5 days



391A Orchard Road #25-02A Ngee Ann City Tower A Singapore 238873



Register now!

Mode of Training: Classroom

Course Duration: 18 hours

Course Code: TGS-2025058972

Course Funding Period: 2 September 2025 – 1 September 2027

**BEAUTIFUL
MINDS
INSPIRE
OTHERS**



Contact Details

Admissions & Engagements



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Every organisation is unique. Connect with us at **engagements@naa.edu.sg** to co-create a customised professional development programme aligned with your business goals.



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Ngee Ann Academy



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WHAT IS PARA COUNSELLING?

Life can be overwhelming at times. This Para Counselling course equips you with the skills and confidence to support individuals facing stress, burnout and emotional challenges through meaningful conversations, empathy and active listening.

COURSE OUTLINE

DAY 1

- Fundamentals of Para Counselling
 - Principles of Ethics in Para Counselling
 - Active Listening Skills
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DAY 2

- Communication Methods & Managing Barriers
 - Providing Ongoing Support Strategies
 - Assessment
-

DAY 3

- Assessment
- Debrief

ENTRY REQUIREMENTS

- Able to understand and speak English at a proficiency level equivalent to the Employment Skills System Workplace Literacy (WPL) Level 4.
- Applicants should ideally possess at least a GCE 'N' Level qualification or its equivalent. However, those with relevant work experience may also be considered on a case-by-case basis.

WHY ATTEND THIS PROGRAMME?

01

Practical Skills Mastery

Gain hands-on experience through role-playing and case studies to build the confidence and practical skills needed to step into meaningful, supportive conversations immediately.

02

Trusted Guidance

Learn to maintain strict confidentiality and professional boundaries to effectively navigate ethical dilemmas and provide support with integrity.

03

Empowered Communicator

Become an empathetic communicator by learning active listening and rapport-building techniques to overcome barriers and create safer, more supportive environments.

WHO SHOULD ATTEND?

- **HR & Team Leaders:**

Master employee well-being, conflict resolution and ethical referral processes.

- **Healthcare, Social Service & Frontline Staff:**

Become effective first-responders by providing immediate, meaningful support and de-escalate crises.

- **Educators:**

Learn empathy and how to overcome cultural barriers to foster a supportive learning environment.

LEARNING OUTCOMES

- Identify ethical standards and confidentiality requirements relevant to Para Counselling support.
- Demonstrate active listening skills and questioning techniques to use in client interactions.
- Recognise common barriers to client communication and apply appropriate communication methods to address them.
- Demonstrate the ability to provide engagement and sustained support to clients in line with care plans.



CERTIFICATE

- Candidates who demonstrate competency in the course assessment and achieve at least 75% attendance will receive a Statement of Attainment awarded by Skills and Workforce Development Agency (SWDA).
- 9 CPE points will be awarded to SNB registered nurses over 2.5 days.

TRAINER'S PROFILE

Dr Sivarajasingam Mahendran is an experienced adult educator and para-counsellor with over 30 years in education, mentoring and learner support. He integrates para-counselling and positive psychology into his teaching to nurture learners' emotional resilience and motivation.

A founder of the first Counselling Unit at the Management Development Institute of Singapore and mentor to over 150 trainers at NTUC LearningHub, Dr. Mahendran is deeply committed to holistic learner development. Holding qualifications in Pastoral Care, Positive Psychology and Psychological First Aid, he brings empathy, professionalism and human connection to every learning environment.

COURSE FEES

	Individual / Non-SME Sponsored	SME Sponsored
Full Course Fee (For those not eligible for funding)		\$800 \$872 (with GST)
For 21 years old and above (with 50% funding) <ul style="list-style-type: none"> · Singapore Citizens · Permanent Residents 	\$400 \$472 (with GST)	\$240 \$312 (with GST)
For 40 years old and above (with 70% funding) <ul style="list-style-type: none"> · Singapore Citizens 	\$240 \$312 (with GST)	

FUNDING

SkillsFuture Credits

Enjoy up to 70% funding for this course, with grants available for individuals and companies.

SkillsFuture Enterprise Credits

For company sponsored applicants, course fees after funding can be further offset by Skillsfuture Enterprise Credit (SFEC).

Post-Secondary Education Account (PSEA)

PSEA eligible for Singapore citizen aged 30 & below.

NTUC UTAP (Up To 50%)

NTUC members enjoy 50% unfunded course fee support for up to \$250 each year when you sign up for courses supported under UTAP. NTUC members aged 40 and above can enjoy higher funding support up to \$500 per individual each year, capped at 50% of unfunded course fee.