

Short Course: 3 Days

Cost-Benefit Analysis for Social Service Providers



Upskilling social workers in different stages of their careers and helping them stay relevant in the complex social landscape to better serve their clients.

About the Course

Social service providers are often skilled at evaluating program processes and outcomes, but many lack the tools to assess program efficiency. This course equips social service providers with practical knowledge of cost-effectiveness and cost-benefit analysis to enhance their organization's impact. Through hands-on case studies and collaborative projects, learners will explore methods to measure and improve program efficiency. They will also identify and discuss the ethical dimensions of cost analysis and strategies to effectively communicate findings to stakeholders. The course will strengthen social service providers' approach to program evaluation by adding the important dimension of resource efficiency to their evaluation toolkit.

*More information about the course and instructors' profiles can be found here:

<https://fass.nus.edu.sg/swk/continuing-professional-education/>

This course aims for social service providers to gain structured knowledge about cost analysis of social service programs and skills of planning and conducting simple cost analyses. With the gained knowledge and skills, they are expected to make evidence-informed decisions on the allocation of resources and efforts for efficient implementation of their social service programs.

At the end of the course, participants will be able to:

- Understand the concepts of cost-effectiveness analysis and cost-benefit analysis
- Distinguish between two different contexts for cost analysis: agency-level service programs vs. macro-level social policies
- Understand relevant economic and accounting terms in cost analysis of social services
- Define program outcome indicators, collect program outcome data and determine program outcomes
- Compute costs and benefits using basic equations for cost-benefit analysis
- Plan and conduct simple cost-effectiveness/cost-benefit analysis
- Interpret cost-effectiveness and cost-benefit analysis results produced by others
- Identify and address potential ethical issues arising from monetizing benefits of social services
- Develop strategies to communicate cost analysis results to stakeholders

Who Should Attend

Social service providers in human service settings. Those who are familiar with social service program evaluation in general and outcome evaluation in particular will benefit from this course the most.

Course Requirements

Minimum Diploma level

Course Fees

Fees Description	Total Payable (incl. GST)
Full course fees	\$2779.50
Preferential rate* (*Applicable for all social workers /social service practitioners)	\$1945.65

For enquiries, email to swkcpe@nus.edu.sg.





Terms and Conditions

1. Classes will be formed only when a minimum class size is being met. Organiser reserves the right to cancel or postpone any programme at short notice, or may change the modality of the class and at its absolute discretion without assigning any reason for such cancellations or postponements. Refund will be made if payment has been received.
2. There will be no makeup lesson if participants miss any class.
3. No withdrawal is allowed once the participant is being offered into the programme. Participants can either find a replacement to take his/her place or pay a penalty of 30% of the full course fees incl. GST.
4. Photographs and/or videos may be taken during our programme for audit and marketing purposes.

CPE Credits

Course participants are eligible for Continuing Professional Education (CPE) credits with the Singapore Association of Social Workers (SASW). One CPE credit will be awarded for each contact hour. Approval of CPE credits are to be submitted through the CPE Log Book under each accredited professional's account.