

SQ Centre Programmes Course Codes

As there are several similar courses listed on SkillsConnect, please refer to the list below for the course titles and **course codes** pertaining to your programme.

For the class code and class dates, please refer to your course confirmation email sent out by our course coordinator, typically one week before your course start date.

WSQ SkillsConnect Reference Guide

Course Title	Course Code	Industry	Accreditation Scope
Operational			
Offer Customised and Personalised Service (QAC)	CRS-Q-0006012-SV	Service Excellence	Training and Assessment
Provide GEMS Service	CRS-Q-0004937-SV	Service Excellence	Assessment Only
Deliver Service Excellence	CRS-Q-0006011-SV	Service Excellence	Training and Assessment
Supervisory			
Lead a Service Team	CRS-Q-0005295-SV	Service Excellence	Training and Assessment
Coach Service Teams and Individuals	CRS-Q-0005296-SV	Service Excellence	Training and Assessment
Build Relationship with Customers	CRS-Q-0001461-SV	Service Excellence	Training and Assessment
Managerial			
Lead a Customer Focused Organisation	CRS-Q-0001436-SV	Service Excellence	Training and Assessment
Manage Service Operations	CRS-Q-0001437-SV	Service Excellence	Training and Assessment
Interpret and Analyse Customer Intelligence	CRS-Q-0011370-SV	Service Excellence	Training and Assessment
Manage Performance Management Processes	CRS-Q-0011442-SV	Service Excellence	Training and Assessment