



A Subsidiary of  MDIS



Critical  
Core Skills



Service  
Excellence



Workplace  
Effectiveness



IT Skills



Business  
Management



Leadership



Tourism

January - December

# TRAINING SCHEDULE 2024

## Our commitment to offer a holistic and dynamic improvement journey

Service Quality Centre (SQC) is an integrated training and consultancy provider renowned for its holistic approach towards developing strong capabilities and competencies in people both locally and internationally. SQC's customised strategies in business and service excellence innovation and human capital development allow organisations to develop core organisational capabilities, adopt technology advancement to explore new areas of growth, and ensure organisational readiness for overseas markets.

As your strategic partner, we offer a holistic and dynamic approach that covers all aspects of your continuous improvement journey, from implementation to evaluation.

We have successfully helped our clients to:

- Differentiate the organisation and its competitors apart by articulating its unique service value proposition
- Win loyal customers and positive word of mouth by creating a distinctive and unique customer experience
- Compete through continuous innovation and creative service solutions
- Resolve employee performance gaps that impede achieving organisational expectations
- Empower the talent capital with the necessary knowledge, skills, and attitudes through the outstanding and creatively designed courses and interventions

## Content Page

• <b>Customer Experience (CX) Transformation</b>	1
• <b>Critical Core Skills</b> Interacting with Others   Thinking Critically	2
• <b>Service Excellence</b> Service Professional (Level 1)   Service Coach (Level 3)   Service Leader (Level 4)   Service Champion (Level 5)   中文课程   Customer Experience (CX)	4
• <b>Workplace Effectiveness</b> Adapt to Change   Communication (Interpersonal / Phone / Writing)   Creativity and Innovation   Learn-Lite Series®   Personal Management and Development   Problem Identification   Personal Effectiveness   Productivity and Innovation   Workplace Safety Management	10
• <b>Leadership</b> Leadership Toolbox Series®   Team Effectiveness   Leadership Skills   Leadership and People Management - Level 3   Leadership and People Management - Level 4   Leadership and People Management - Level 5	14
• <b>Business Management</b> Data Protection   Finance   Business Analysis Certification   Project Management Certification   Risk Management Certification	17
• <b>Tourism</b> Event Management and Operations	20
• <b>IT Skills</b> Digital Marketing   Data Analytics and Visualisation   Digital Imaging   Digital Technologies   MS Skills   ICDL MS Skills   IT Security   SkillsFuture for Digital Workplace 2.0	21

# SQC CUSTOMER EXPERIENCE (CX) TRANSFORMATION

We partnered with our clients to create impactful strategies that enhance their management systems and processes, improve organisational practices and capabilities, and their abilities to stay resilient in times of change. SQC's Five Stages CX Transformation helps clients to ensure an overall improvement in service standards towards internal and external customers and achieve consistent service delivery across all touchpoints.

## Stage 1: CX Audit



- Mystery Shopping Report
- Customer Satisfaction Analysis Report
- SQ Scan© Report
- Qualitative Data Analysis Report
- Employee Engagement Survey Report

## Stage 2: CX Strategic Intent (SSI©)



- Specially curated organisation's service DNA

## Stage 3: CX Journey Mapping



- A comprehensive evaluation on the quality of organisation's products and services in comparison with those of similar nature
- A guide to resolving service gaps and redesigning service processes for improvement
- A well-designed servicescape on various touchpoints
- A better service design and template for training
- New service standards that complement and correspond to the new journey maps

## Stage 4: CX Human Capital Development



- Customised training programmes for different job levels
- Follow-up sessions with employees
- Coaching sessions for employees

## Stage 5: CX Measurement (3-Year or 5-Year Service Masterplan)



- A checklist to monitor service standards and improvements on a weekly or monthly basis
- An annual action plan based on CX Audit, Strategic Service Intent, Journey Mapping and Human Capital Development for a 3-Year or 5-Year Service Masterplan



Upon completion of the CX Transformation programme, the organisation is expected to achieve any of the following dynamic outcomes:

- [a] Improvement in service productivity to grow company value-add.
- [b] Increase in competitiveness to develop attitudinal brand loyalty among customers.

# CRITICAL CORE SKILLS

The critical core skills allow organisations to remain nimble and agile when corporate strategies change and business needs transform. Participants equip with critical core skills remain relevant to present times and acquire capabilities that they need to perform in the job roles that they serve in, to adapt to changes and seize career development opportunities.

## Interacting With Others

Through these training courses, individuals develop strong interpersonal capabilities to maintain good relationships and remain connected to the organisation, even in hybrid and remote work settings.



### Develop My Best Self to Work Collaboratively with Others

- Able to apply know-how to collaborate with co-workers to fulfil own responsibilities and contribute to team goals.
- Learn to respond respectfully to differences, build rapport with co-workers, and contribute to a positive working environment.
- Display a positive attitude and etiquette during challenging situations, with the application of emotional intelligence and empathy.

### Develop Self and Teams to Achieve Organisation's Goals

- Organise team members to align with organisational goals.
- Obtain the ability to help oneself and others to understand, set and align personal and professional goals to achieve the organisation's vision.
- Implement effective communication techniques to develop team members.
- Facilitate team growth by monitoring the development of oneself and team members.

### Aspire To Develop Others for Change Readiness

- Display a professional commitment to developing people.
- Learn to adapt the application of know-how and techniques, to guide team members on performance expectations, plans and actions, and growth and development.
- Apply know-how and techniques to encourage team members to push limits and aspire for what's possible.
- Able to partner with team members to perform at the highest level.

## Thinking Critically

Individuals strengthen their cognitive abilities to effectively interpret and use the information to enhance creativity, improve performance and identify opportunities in a fast-paced environment.



### Cultivate Creative and Critical Thinking for Workplace Success

- Understand the principles and foundations of creative and critical thinking.
- Learn about the different phases of the critical thinking process and categories.
- Establish habits to improve critical thinking.
- Cultivate creative thinking and identify methods of group creative brainstorming.
- Boost and nurture creative thinking.

Contact Number: 6376 0777 | Email Address: learning@sqcentre.com

#### Interacting with Others

	Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<p>● <b>Develop My Best Self to Work Collaboratively with Others (7 hrs)</b> TGS-2022016425 - Funding valid till 25 Sep 2025 Jan 19   Feb 23   Mar 19   Apr 26   May 24   Jun 25   Jul 24   Aug 23   Sep 24   Oct 22   Nov 20   Dec 16</p>	Classroom-based Learning* <span style="color:red">●</span> <span style="color:green">▲</span>	\$ 230.00	\$ 20.70	\$ 135.70	\$ 89.70	\$ 135.70
<p>● <b>Develop Self and Teams to Achieve Organisation's Goals (14 hrs)</b> TGS-2022016870 - Funding valid till 25 Sep 2025 Jan 4 - 5   Feb 5 - 6   Mar 5 - 6   Apr 4 - 5   May 9 - 10   Jun 6 - 7   Jul 9 - 10   Aug 5 - 6   Sep 3 - 4   Oct 10 - 11   Nov 5 - 6   Dec 5 - 6</p>	Classroom-based Learning* <span style="color:red">●</span> <span style="color:green">■</span>	\$ 450.00	\$ 40.50	\$ 265.50	\$ 175.50	\$ 265.50
<p>● <b>Aspire To Develop Others for Change Readiness (14 hrs)</b> TGS-2022016612 - Funding valid till 25 Sep 2025 Jan 11 - 12   Feb 19 - 20   Mar 11 - 12   Apr 15 - 16   May 16 - 17   Jun 12 - 13   Jul 18 - 19   Aug 13 - 14   Sep 9 - 10   Oct 16 - 17   Nov 14 - 15   Dec 12 - 13</p>	Classroom-based Learning* <span style="color:red">●</span> <span style="color:green">■</span>	\$ 450.00	\$ 40.50	\$ 265.50	\$ 175.50	\$ 265.50

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#### Thinking Critically

	Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<p>● <b>Cultivate Creative and Critical Thinking for Workplace Success (14 hrs)</b> TGS-2022016803 - Funding valid till 25 Sep 2025 Jan 25 - 26   Feb 27 - 28   Mar 27 - 28   Apr 23 - 24   May 30 - 31   Jun 20 - 21   Jul 30 - 31   Aug 29 - 30   Sep 18 - 19   Oct 28 - 29   Nov 28 - 29   Dec 19 - 20</p>	Classroom-based Learning* <span style="color:red">●</span> <span style="color:green">■</span>	\$ 450.00	\$ 40.50	\$ 265.50	\$ 175.50	\$ 265.50

▲ Basic Level    ■ Intermediate Level

\* Classroom-based learning will be conducted through a virtual classroom until further notice. Terms and conditions apply.

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**Funding Schemes:** (a) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old). (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents.

● SkillsFuture Credit and PSEA can be used on top of existing government course subsidies to pay for a wide range of approved skills-related courses.

# SERVICE EXCELLENCE

- ▶ Service Professional (Level 1)
- ▶ Service Coach (Level 3)
- ▶ Service Leader (Level 4)
- ▶ Service Champion (Level 5)
- ▶ 中文课程
- ▶ Customer Experience (CX)

Contact Number: 6376 0777 | Email Address: [learning@sqcentre.com](mailto:learning@sqcentre.com)

Service Professional (Level 1)	Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs	
<p>● <b>Contribute to Customer Service Over Various Platforms (Customer Experience Management) (8 hrs)</b> TGS-2019504423 - Funding valid till 25 Jul 2025 Jan 23   Mar 8   May 17   Jul 19   Sep 12   Nov 22</p>	Classroom-based Learning*	\$ 250.00	\$ 22.50	\$ 147.50	\$ 97.50	\$ 97.50	\$ 147.50
<p>● <b>Demonstrate the Service Vision (Service Leadership) (8 hrs)</b> TGS-2019504289 - Funding valid till 04 Aug 2025 Feb 23   Apr 12   Jun 7   Aug 6   Oct 4   Dec 3</p>	Classroom-based Learning*	\$ 250.00	\$ 22.50	\$ 147.50	\$ 97.50	\$ 97.50	\$ 147.50
<p>● <b>Engage in Service Innovation Initiatives (Service Innovation) (16 hrs)</b> TGS-2019504428 - Funding valid till 25 Jul 2025 Feb 1 - 2   Apr 4 - 5   Jun 20 - 21   Aug 27 - 28   Oct 17 - 18   Dec 19 - 20</p>	Classroom-based Learning*	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<p>● <b>Implement Operations for Service Excellence (Service Planning and Implementation) (16 hrs)</b> TGS-2019504290 - Funding valid till 05 Aug 2025 Jan 18 - 19   Mar 5 - 6   May 7 - 8   Jul 4 - 5   Sep 5 - 6   Nov 7 - 8</p>	Classroom-based Learning*	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<p>● <b>Provide Go-the-Extra-Mile Service (Service Excellence) (16 hrs)</b> TGS-2019504751 - Funding valid till 26 Nov 2025 Jan 25 - 26   Feb 28 - 29   Mar 21 - 22   Apr 18 - 19   May 28 - 29   Jun 27 - 28   Jul 23 - 24   Aug 22 - 23   Sep 23 - 24   Oct 24 - 25   Nov 19 - 20   Dec 12 - 13</p>	Classroom-based Learning*	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<p>● <b>Provide Go-the-Extra-Mile Service (Service Excellence) (Synchronous e-learning) (16 hrs)</b> TGS-2021002639 - Funding valid till 15 Feb 2025 Jan 25 - 26   Feb 28 - 29   Mar 21 - 22   Apr 18 - 19   May 28 - 29   Jun 27 - 28   Jul 23 - 24   Aug 22 - 23   Sep 23 - 24   Oct 24 - 25   Nov 19 - 20   Dec 12 - 13</p>	Online Learning	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<p>● <b>Respond to Service Challenges (Service Challenges) (16 hrs)</b> TGS-2019504473 - Funding valid till 25 Jul 2025 Jan 15 - 16   Feb 19 - 20   Mar 14 - 15   Apr 16 - 17   May 14 - 15   Jun 12 - 13   Jul 16 - 17   Aug 15 - 16   Sep 18 - 19   Oct 10 - 11   Nov 12 - 13   Dec 5 - 6</p>	Classroom-based Learning*	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<p>● <b>Respond to Service Challenges (Service Challenges) (Synchronous e-learning) (16 hrs)</b> TGS-2021002683 - Funding valid till 17 Feb 2025 Jan 15 - 16   Feb 19 - 20   Mar 14 - 15   Apr 16 - 17   May 14 - 15   Jun 12 - 13   Jul 16 - 17   Aug 15 - 16   Sep 18 - 19   Oct 10 - 11   Nov 12 - 13   Dec 5 - 6</p>	Online Learning	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<p>● <b>Work in a Diverse Service Environment (People and Relationship Management) (16 hrs)</b> TGS-2019504368 - Funding valid till 22 Aug 2025 Jan 30 - 31   Mar 26 - 27   May 30 - 31   Jul 30 - 31   Sep 26 - 27   Nov 28 - 29</p>	Classroom-based Learning*	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80

\* Classroom-based learning will be conducted through a virtual classroom until further notice. Terms and conditions apply.

● Total Fee Payable is inclusive of GST. Please refer to respective webpages for a detailed breakdown of the fees.

**Funding Schemes:** (a) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old). (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents.

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Service Coach (Level 3)		Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<ul style="list-style-type: none"> <li>Coach for Service Performance (Service Coaching) (16 hrs) TGS-2019504203 - Funding valid till 25 Aug 2025 Feb 20 - 21   Apr 24 - 25   Jun 24 - 25   Aug 20 - 21   Oct 22 - 23</li> </ul>	Classroom-based Learning*	\$ 520.00	\$ 46.80	\$ 306.80	\$ 202.80	\$ 202.80	\$ 306.80
<ul style="list-style-type: none"> <li>Establish Relationships for Customer Confidence (Service Excellence) (16 hrs) TGS-2019504205 - Funding valid till 25 Aug 2025 Feb 27 - 28   Apr 29 - 30   Jun 27 - 28   Aug 29 - 30   Oct 28 - 29</li> </ul>	Classroom-based Learning*	\$ 520.00	\$ 46.80	\$ 306.80	\$ 202.80	\$ 202.80	\$ 306.80
<ul style="list-style-type: none"> <li>Manage a Diverse Service Environment (People and Relationship Management) (16 hrs) TGS-2019504204 - Funding valid till 25 Aug 2025 Mar 5 - 6   May 6 - 7   Jul 4 - 5   Sep 5 - 6   Nov 7 - 8</li> </ul>	Classroom-based Learning*	\$ 520.00	\$ 46.80	\$ 306.80	\$ 202.80	\$ 202.80	\$ 306.80
<ul style="list-style-type: none"> <li>Manage Operations for Service Excellence (Service Planning and Implementation) (16 hrs) TGS-2019504202 - Funding valid till 25 Aug 2025 Mar 14 - 15   May 15 - 16   Jul 10 - 11   Sep 11 - 12   Nov 12 - 13</li> </ul>	Classroom-based Learning*	\$ 520.00	\$ 46.80	\$ 306.80	\$ 202.80	\$ 202.80	\$ 306.80
<ul style="list-style-type: none"> <li>Manage Operations for Service Excellence (Service Planning and Implementation) (Synchronous e-learning) (16 hrs) TGS-2022013189 - Funding valid till 20 Apr 2026 Mar 14 - 15   May 15 - 16   Jul 10 - 11   Sep 11 - 12   Nov 12 - 13</li> </ul>	Online Learning	\$ 520.00	\$ 46.80	\$ 306.80	\$ 202.80	\$ 202.80	\$ 306.80
<ul style="list-style-type: none"> <li>Manage Service Performance (Service Information and Results) (16 hrs) TGS-2019504206 - Funding valid till 22 Aug 2025 Mar 19 - 20   May 23 - 24   Jul 18 - 19   Sep 17 - 18   Nov 20 - 21</li> </ul>	Classroom-based Learning*	\$ 520.00	\$ 46.80	\$ 306.80	\$ 202.80	\$ 202.80	\$ 306.80
<ul style="list-style-type: none"> <li>Role Model the Service Vision (Service Leadership) (16 hrs) TGS-2019504197 - Funding valid till 24 Jul 2025 Mar 25 - 26   May 29 - 30   Jul 23 - 24   Sep 26 - 27   Nov 28 - 29</li> </ul>	Classroom-based Learning*	\$ 520.00	\$ 46.80	\$ 306.80	\$ 202.80	\$ 202.80	\$ 306.80
<ul style="list-style-type: none"> <li>Role Model the Service Vision (Service Leadership) (Synchronous e-learning) (16 hrs) TGS-2021002807 - Funding valid till 25 Feb 2025 Mar 25 - 26   May 29 - 30   Jul 23 - 24   Sep 26 - 27   Nov 28 - 29</li> </ul>	Online Learning	\$ 520.00	\$ 46.80	\$ 306.80	\$ 202.80	\$ 202.80	\$ 306.80

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Service Leader (Level 4)		Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<ul style="list-style-type: none"> <li>Analyse Service Quality and Customer Satisfaction (Service Information and Result) (16 hrs) TGS-2019504212 - Funding valid till 22 Aug 2024 Jan 17 - 18   Apr 15 - 16   Jul 16 - 17</li> </ul>	Classroom-based Learning*	\$ 590.00	\$ 53.10	\$ 348.10	\$ 230.10	\$ 230.10	\$ 348.10
<ul style="list-style-type: none"> <li>Develop New Products / Services (Service Innovation) (16 hrs) TGS-2019504214 - Funding valid till 04 Aug 2025 Jan 23 - 24   Apr 25 - 26   Jul 22 - 23   Oct 22 - 23</li> </ul>	Classroom-based Learning*	\$ 590.00	\$ 53.10	\$ 348.10	\$ 230.10	\$ 230.10	\$ 348.10
<ul style="list-style-type: none"> <li>Develop Service Operations (Service Planning and Implementation) (16 hrs) TGS-2019504218 - Funding valid till 04 Aug 2025 Feb 22 - 23   May 15 - 16   Aug 12 - 13   Nov 12 - 13</li> </ul>	Classroom-based Learning*	\$ 590.00	\$ 53.10	\$ 348.10	\$ 230.10	\$ 230.10	\$ 348.10
<ul style="list-style-type: none"> <li>Develop Service Recovery Framework (Service Challenges) (16 hrs) TGS-2019504211 - Funding valid till 04 Aug 2025 Feb 28 - 29   May 27 - 28   Aug 22 - 23   Nov 21 - 22</li> </ul>	Classroom-based Learning*	\$ 590.00	\$ 53.10	\$ 348.10	\$ 230.10	\$ 230.10	\$ 348.10
<ul style="list-style-type: none"> <li>Foster Service Innovation (Service Innovation Culture) (16 hrs) TGS-2019504213 - Funding valid till 04 Aug 2025 Mar 7 - 8   Jun 6 - 7   Sep 4 - 5   Dec 5 - 6</li> </ul>	Classroom-based Learning*	\$ 590.00	\$ 53.10	\$ 348.10	\$ 230.10	\$ 230.10	\$ 348.10
<ul style="list-style-type: none"> <li>Lead with Service Vision (Service Leadership) (16 hrs) TGS-2019504207 - Funding valid till 22 Aug 2025 Mar 12 - 13   Jun 11 - 12   Sep 12 - 13   Dec 10 - 11</li> </ul>	Classroom-based Learning*	\$ 590.00	\$ 53.10	\$ 348.10	\$ 230.10	\$ 230.10	\$ 348.10
<ul style="list-style-type: none"> <li>Lead with Service Vision (Service Leadership) (Synchronous e-learning) (16 hrs) TGS-2021005681 - Funding valid till 14 Jun 2025 Mar 12 - 13   Jun 11 - 12   Sep 12 - 13   Dec 10 - 11</li> </ul>	Online Learning	\$ 590.00	\$ 53.10	\$ 348.10	\$ 230.10	\$ 230.10	\$ 348.10
<ul style="list-style-type: none"> <li>Manage Partnerships for Service Excellence (Service Partnerships) (16 hrs) TGS-2019504210 - Funding valid till 04 Aug 2025 Mar 20 - 21   Jun 20 - 21   Sep 17 - 18   Dec 16 - 17</li> </ul>	Classroom-based Learning*	\$ 590.00	\$ 53.10	\$ 348.10	\$ 230.10	\$ 230.10	\$ 348.10
<ul style="list-style-type: none"> <li>Optimise Workforce for Service Excellence (People and Relationship Management) (16 hrs) TGS-2019504209 - Funding valid till 04 Aug 2025 Mar 26 - 27   Jun 25 - 26   Sep 25 - 26   Dec 19 - 20</li> </ul>	Classroom-based Learning*	\$ 590.00	\$ 53.10	\$ 348.10	\$ 230.10	\$ 230.10	\$ 348.10

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## Service Champion (Level 5)

### In-Company Training

		Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<ul style="list-style-type: none"> <li>Champion a Service Excellence Ethos (Service Leadership) (16 hrs) TGS-2019503850 - Funding valid till 22 Aug 2025</li> </ul>	Classroom-based Learning	\$ 690.00	\$ 62.10	\$ 407.10	\$ 269.10	\$ 269.10	\$ 407.10
<ul style="list-style-type: none"> <li>Champion a Service Excellence Ethos (Service Leadership) (Synchronous e-learning) (16 hrs) TGS-2022013188 - Funding valid till 20 Apr 2024</li> </ul>	Online Learning	\$ 690.00	\$ 62.10	\$ 407.10	\$ 269.10	\$ 269.10	\$ 407.10
<ul style="list-style-type: none"> <li>Champion Service Innovation (Service Innovation Culture) (16 hrs) TGS-2019504259 - Funding valid till 04 Aug 2025</li> </ul>	Classroom-based Learning	\$ 690.00	\$ 62.10	\$ 407.10	\$ 269.10	\$ 269.10	\$ 407.10
<ul style="list-style-type: none"> <li>Drive Customer Loyalty for Service Excellence (Service Challenges) (8 hrs) TGS-2019504256 - Funding valid till 04 Aug 2025</li> </ul>	Classroom-based Learning	\$ 490.00	\$ 44.10	\$ 289.10	\$ 191.10	\$ 191.10	\$ 289.10
<ul style="list-style-type: none"> <li>Drive Service Quality and Customer Satisfaction (Service Information and Results) (16 hrs) TGS-2019504257 - Funding valid till 05 Aug 2025</li> </ul>	Classroom-based Learning	\$ 690.00	\$ 62.10	\$ 407.10	\$ 269.10	\$ 269.10	\$ 407.10
<ul style="list-style-type: none"> <li>Innovate the Customer Experience (Service Innovation) (16 hrs) TGS-2019504263 - Funding valid till 04 Aug 2025</li> </ul>	Classroom-based Learning	\$ 690.00	\$ 62.10	\$ 407.10	\$ 269.10	\$ 269.10	\$ 407.10
<ul style="list-style-type: none"> <li>Strategise Service Operations (Service Planning and Implementation) (16 + 2.5E<sup>a</sup> hrs) TGS-2019504250 - Funding valid till 04 Aug 2025</li> </ul>	Classroom-based Learning	\$ 690.00	\$ 62.10	\$ 407.10	\$ 269.10	\$ 269.10	\$ 407.10
<ul style="list-style-type: none"> <li>Strategise Workforce for Service Excellence (People and Relationship Management) (16 hrs) TGS-2019504253 - Funding valid till 04 Aug 2025</li> </ul>	Classroom-based Learning	\$ 690.00	\$ 62.10	\$ 407.10	\$ 269.10	\$ 269.10	\$ 407.10

E<sup>a</sup> = E-learning done outside Course Duration (hrs)

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## 中文课程

课程费用 (不含消费税)    9% 消费税    使用技能创前程 补助后的 实际费用    使用技能创前程 中年转业补助后 的实际费用    使用技能创前程 对中小企业加强 培训支持后的 实际费用    使用技能创前程 对非中小企业培 训支持后的 实际费用

### Service Professional (Level 1)

<ul style="list-style-type: none"> <li> <b>Demonstrate the Service Vision (Service Leadership) (Chinese) (8 hrs)</b>                      展示服务愿景 (8 小时)                      TGS-2020506090 - 课程支持期至 2024 年 9 月 27 日                      Feb 23   Apr 12   Jun 7   Aug 6                 </li> </ul>	Classroom-based Learning*	\$ 250.00	\$ 22.50	\$ 147.50	\$ 97.50	\$ 97.50	\$ 147.50
<ul style="list-style-type: none"> <li> <b>Implement Operations for Service Excellence (Service Planning and Implementation) (Chinese) (16 hrs)</b>                      贯彻卓越服务的运作 (16 小时)                      TGS-2020506101 - 课程支持期至 2024 年 9 月 27 日                      Jan 18 - 19   Mar 5 - 6   May 7 - 8   Jul 4 - 5                 </li> </ul>	Classroom-based Learning*	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<ul style="list-style-type: none"> <li> <b>Provide Go-the-Extra-Mile Service (Service Excellence) (Chinese) (16 hrs)</b>                      提供卓越服务 (16 小时)                      TGS-2020506092 - 课程支持期至 2024 年 9 月 27 日                      Jan 25 - 26   Feb 28 - 29   Mar 21 - 22   Apr 18 - 19   May 28 - 29   Jun 27 - 28   Jul 23 - 24   Aug 22 - 23                 </li> </ul>	Classroom-based Learning*	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<ul style="list-style-type: none"> <li> <b>Provide Go-the-Extra-Mile Service (Service Excellence) (Synchronous e-learning) (Chinese) (16 hrs)</b>                      提供卓越服务 (网络课程) (16 小时)                      TGS-2021004417 - 课程支持期至 2025 年 4 月 26 日                      Jan 25 - 26   Feb 28 - 29   Mar 21 - 22   Apr 18 - 19   May 28 - 29   Jun 27 - 28   Jul 23 - 24   Aug 22 - 23   Sep 23 - 24   Oct 24 - 25   Nov 19 - 20   Dec 12 - 13                 </li> </ul>	Online Learning	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<ul style="list-style-type: none"> <li> <b>Respond to Service Challenges (Service Challenges) (Chinese) (16 hrs)</b>                      应对服务挑战 (16 小时)                      TGS-2020506099 - 课程支持期至 2024 年 9 月 27 日                      Jan 15 - 16   Feb 19 - 20   Mar 14 - 15   Apr 16 - 17   May 14 - 15   Jun 12 - 13   Jul 16 - 17   Aug 15 - 16                 </li> </ul>	Classroom-based Learning*	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<ul style="list-style-type: none"> <li> <b>Respond to Service Challenges (Service Challenges) (Synchronous e-learning) (Chinese) (16 hrs)</b>                      应对服务挑战 (网络课程) (16 小时)                      TGS-2021004275 - 课程支持期至 2025 年 4 月 19 日                      Jan 15 - 16   Feb 19 - 20   Mar 14 - 15   Apr 16 - 17   May 14 - 15   Jun 12 - 13   Jul 16 - 17   Aug 15 - 16   Sep 18 - 19   Oct 10 - 11   Nov 12 - 13   Dec 5 - 6                 </li> </ul>	Online Learning	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80

### Service Coach (Level 3)

<ul style="list-style-type: none"> <li> <b>Coach for Service Performance (Service Coaching) (Chinese) (16 hrs)</b>                      服务绩效指导 (16 小时)                      TGS-2020506103 - 课程支持期至 2024 年 9 月 27 日                      Feb 20 - 21   Apr 24 - 25   Jun 24 - 25   Aug 20 - 21                 </li> </ul>	Classroom-based Learning*	\$ 520.00	\$ 46.80	\$ 306.80	\$ 202.80	\$ 202.80	\$ 306.80
<ul style="list-style-type: none"> <li> <b>Establish Relationships for Customer Confidence (Service Excellence) (Chinese) (16 hrs)</b>                      建立提高客户信心的关系 (16 小时)                      TGS-2020506100 - 课程支持期至 2024 年 9 月 27 日                      Feb 27 - 28   Apr 29 - 30   Jun 27 - 28   Aug 29 - 30                 </li> </ul>	Classroom-based Learning*	\$ 520.00	\$ 46.80	\$ 306.80	\$ 202.80	\$ 202.80	\$ 306.80

\* Classroom-based learning will be conducted through a virtual classroom until further notice. Terms and conditions apply.

● Total Fee Payable is inclusive of GST. Please refer to respective webpages for a detailed breakdown of the fees.

**Funding Schemes:** (a) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old). (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents.

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## Customer Experience (CX)

		Course Fee before GST	GST @ 9% of Course Fee
<ul style="list-style-type: none"> <li> <b>Designing Your Customer Experience: From Basic to WOW (14 hrs)</b>                      CX-DYCE-S                      Mar 14 - 15   Jun 13 - 14   Sep 19 - 20   Dec 12 - 13                 </li> </ul>	Classroom-based Learning	\$ 500.00	\$ 45.00
<ul style="list-style-type: none"> <li> <b>Passion for Service (7 hrs)</b>                      CX-PSSS-S                      Jan 19   Mar 20   May 14   Jul 19   Sep 18   Nov 20                 </li> </ul>	Classroom-based / Online Learning	\$ 210.00	\$ 18.90
<b>In-Company Training</b>			
<ul style="list-style-type: none"> <li> <b>Customer Service Skills for Early Childhood Educators (8 hrs)</b>                      CX-CSSE-S                 </li> </ul>	Classroom-based / Online Learning	\$ 210.00	\$ 18.90

# WORKPLACE EFFECTIVENESS

- ▶ Adapt To Change
- ▶ Communication (Interpersonal)
- ▶ Communication (Phone)
- ▶ Communication (Writing)
- ▶ Creativity and Innovation
- ▶ Learn-Lite Series®
- ▶ Personal Management and Development
- ▶ Problem Identification
- ▶ Personal Effectiveness
- ▶ Productivity and Innovation
- ▶ Workplace Safety Management

Contact Number: 6376 0777 | Email Address: learning@sqcentre.com

## Adapt To Change

### Adapt To Change (16 hrs)

TGS-2023019310 - Funding valid till 05 Mar 2025  
Feb 21 - 22 | Apr 25 - 26 | Jun 24 - 25 | Aug 21 - 22 | Oct 24 - 25 |  
Dec 16 - 17

Classroom-based  
Learning\* ▲

Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
\$ 300.00	\$ 27.00	\$ 177.00	\$ 117.00	\$ 117.00	\$ 177.00

Contact Number: 6376 0777 | Email Address: learning@sqcentre.com

## Communication (Interpersonal)

### Handling Difficult and Challenging People at the Workplace (7 hrs)

CI-HDCS-S  
Feb 23 | Apr 24 | Jun 24 | Aug 23 | Oct 22 | Dec 20

Classroom-based /  
Online Learning

Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
\$ 280.00	\$ 25.20	-	-	-	-

### Influencing for Results (14 hrs)

CI-IFRE-S  
Mar 13 - 14 | Jun 11 - 12 | Sep 17 - 18 | Nov 14 - 15

Classroom-based /  
Online Learning

Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
\$ 500.00	\$ 45.00	-	-	-	-

### Negotiation Skills for Win-Win Outcomes (7 hrs)

CI-NSWW-S  
Apr 26 | Jul 22 | Oct 25

Classroom-based /  
Online Learning

Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
\$ 450.00	\$ 40.50	-	-	-	-

### Negotiation Tips and Tricks (16 hrs)

TGS-2022014211 - Funding valid till 20 Jun 2024  
Mar 14 - 15 | Jul 11 - 12 | Nov 7 - 8

Classroom-based  
Learning ●

Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
\$ 765.00	\$ 68.85	\$ 451.35	\$ 298.35	\$ 298.35	\$ 451.35

### Negotiation Tips and Tricks (Synchronous E-Learning) (16 hrs)

TGS-2023018899 - Funding valid till 13 Feb 2025  
Contact us for more information.

Online Learning ●

Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
\$ 765.00	\$ 68.85	\$ 451.35	\$ 298.35	\$ 298.35	\$ 451.35

## In-Company Training

### Managing Anger Effectively During Challenging Situations (7 hrs)

CI-MAED-S

Classroom-based /  
Online Learning

Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
\$ 280.00	\$ 25.20	-	-	-	-

Contact Number: 6376 0777 | Email Address: learning@sqcentre.com

## Communication (Phone)

### Represent Yourself & Your Organisation Well With Voice Call Phone Etiquette (6.5 hrs)

CP-RYYO-S  
Mar 28 | Jun 21 | Sep 26 | Dec 3

Classroom-based /  
Online Learning

Course Fee before GST  
GST @ 9% of Course Fee

\$ 350.00  
\$ 31.50

▲ Basic Level

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## Communication (Writing)

	Course Fee before GST	GST @ 9% of Course Fee
<ul style="list-style-type: none"> <li>Essentials of Email Writing and Online Etiquette (7 hrs) CW-EEWO-C Apr 26   Jun 7   Aug 26   Oct 29</li> </ul>	Classroom-based / Online Learning	\$ 380.00
<ul style="list-style-type: none"> <li>Winning Replies! (Effective Written Response to Build Customer Loyalty) (14 hrs) CW-WIEW-S Apr 18 - 19   Jul 15 - 16   Oct 17 - 18</li> </ul>	Classroom-based / Online Learning	\$ 500.00

## Creativity and Innovation

	Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<ul style="list-style-type: none"> <li>Demonstrate Initiative and Enterprising Behaviours (14 hrs) CR-DIEB-S Feb 21 - 22   May 16 - 17   Aug 21 - 22   Nov 14 - 15</li> </ul>	Classroom-based / Online Learning	\$ 420.00	\$ 37.80	-	-	-
<ul style="list-style-type: none"> <li>Foster Initiative and Enterprise in Teams (14 hrs) CR-FIET-S Apr 22 - 23   Jul 24 - 25   Oct 28 - 29</li> </ul>	Classroom-based / Online Learning	\$ 420.00	\$ 37.80	-	-	-
<ul style="list-style-type: none"> <li>Systems Thinking Skills (8.5 hrs) TGS-2021004839 Contact us for more information.</li> </ul>	Classroom-based Learning*	\$ 400.00	\$ 36.00	\$ 236.00	\$ 156.00	\$ 236.00

### In-Company Training

<ul style="list-style-type: none"> <li>A Design Thinking Approach to Idea Generation and Selection (16 hrs) TGS-2020505082 - Funding valid till 31 Jul 2026</li> </ul>	Classroom-based Learning	\$ 590.00	\$ 53.10	\$ 348.10	\$ 230.10	\$ 230.10	\$ 348.10
<ul style="list-style-type: none"> <li>Design Thinking as a Strategy for Innovation (14 hrs) CR-DTAS-G</li> </ul>	Classroom-based Learning	\$ 750.00	\$ 67.50	-	-	-	-

## Learn-Lite Series®

### In-Company Training

	Course Fee before GST	GST @ 9% of Course Fee
<ul style="list-style-type: none"> <li>"Accepting People Just The Way They Are" - Workplace Diversity and Inclusivity (3 hrs) LL-APJT-S</li> </ul>	Classroom-based / Online Learning	\$ 150.00
<ul style="list-style-type: none"> <li>"Be My Guide" - Coaching (3 hrs) LL-BMGC-S</li> </ul>	Classroom-based / Online Learning	\$ 150.00
<ul style="list-style-type: none"> <li>"Curiosity Won't Kill The Cat" - Creative and Innovation (3 hrs) LL-CWKT-S</li> </ul>	Classroom-based / Online Learning	\$ 150.00
<ul style="list-style-type: none"> <li>"Knowing Me, Knowing You" - Emotional Intelligence (3 hrs) LL-KMKY-S</li> </ul>	Classroom-based / Online Learning	\$ 150.00
<ul style="list-style-type: none"> <li>"Pause in a Hurried World" - Mindfulness (3 hrs) LL-PIAH-S</li> </ul>	Classroom-based / Online Learning	\$ 150.00
<ul style="list-style-type: none"> <li>"Personal Mastery" - Personal Effectiveness (3 hrs) LL-PMPE-S</li> </ul>	Classroom-based / Online Learning	\$ 150.00
<ul style="list-style-type: none"> <li>"Thrive in a VUCA Environment" - Agility and Resilience (3 hrs) LL-TIAV-S</li> </ul>	Classroom-based / Online Learning	\$ 150.00
<ul style="list-style-type: none"> <li>"Working Through Our Differences" - Conflict Resolution (3 hrs) LL-WTOD-S</li> </ul>	Classroom-based / Online Learning	\$ 150.00

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## Personal Management and Development

		Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<ul style="list-style-type: none"> <li>Apply Emotional Competence to Manage Self at the Workplace (14 hrs) PM-AECS-S Jan 30 - 31   Mar 14 - 15   May 8 - 9   Jul 11 - 12   Sep 5 - 6   Nov 7 - 8</li> </ul>	Classroom-based / Online Learning ▲	\$ 420.00	\$ 37.80	-	-	-	-
<ul style="list-style-type: none"> <li>Communicate and Relate Effectively at the Workplace (16 hrs) TGS-2011501158 - Funding valid till 01 Mar 2025 Jan 16 - 17   Feb 26 - 27   Mar 27 - 28   Apr 24 - 25   May 20 - 21   Jun 20 - 21   Jul 25 - 26   Aug 27 - 28   Sep 26 - 27   Oct 17 - 18   Nov 27 - 28   Dec 16 - 17</li> </ul>	Classroom-based Learning* ● ▲	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<ul style="list-style-type: none"> <li>Develop Personal Effectiveness at Operations Level (14 hrs) PM-DPEO-S Jan 24 - 25   Apr 22 - 23   Jul 23 - 24   Oct 10 - 11</li> </ul>	Classroom-based / Online Learning ▲	\$ 420.00	\$ 37.80	-	-	-	-
<ul style="list-style-type: none"> <li>Apply Emotional Competence to Manage Self and Team (14 hrs) PM-AECT-S Feb 20 - 21   Apr 25 - 26   Jun 26 - 27   Aug 19 - 20   Oct 21 - 22   Dec 17 - 18</li> </ul>	Classroom-based / Online Learning ■	\$ 420.00	\$ 37.80	-	-	-	-
<ul style="list-style-type: none"> <li>Develop Personal Effectiveness at Supervisory Level (14 hrs) PM-DPES-S Feb 22 - 23   May 20 - 21   Aug 22 - 23   Nov 20 - 21</li> </ul>	Classroom-based / Online Learning ■	\$ 420.00	\$ 37.80	-	-	-	-
<ul style="list-style-type: none"> <li>Facilitate Effective Communication and Engagement at the Workplace (16 hrs) TGS-2011501272 - Funding valid till 29 Oct 2025 Jan 25 - 26   Apr 22 - 23   Jul 25 - 26   Oct 23 - 24</li> </ul>	Classroom-based Learning* ● ▲	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<ul style="list-style-type: none"> <li>Facilitate Effective Work Teams (16 hrs) TGS-2012500380 - Funding valid till 10 Sep 2025 Mar 18 - 19   Jun 24 - 25   Sep 19 - 20</li> </ul>	Classroom-based Learning* ● ▲	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<ul style="list-style-type: none"> <li>Foster Team Adaptability (14 hrs) PM-FTAD-S Feb 28 - 29   May 27 - 28   Aug 29 - 30   Nov 25 - 26</li> </ul>	Classroom-based / Online Learning ■	\$ 420.00	\$ 37.80	-	-	-	-
<ul style="list-style-type: none"> <li>Manage Workplace Challenges with Resilience (14 hrs) PM-MWCR-S Feb 26 - 27   May 30 - 31   Aug 27 - 28   Nov 28 - 29</li> </ul>	Classroom-based / Online Learning * ■	\$ 420.00	\$ 37.80	-	-	-	-

## In-Company Training

<ul style="list-style-type: none"> <li>Apply Emotional Competence to Manage Self and Others in a Business Context (14 hrs) PM-AECB-S</li> </ul>	Classroom-based / Online Learning * ■	\$ 520.00	\$ 46.80	-	-	-	-
<ul style="list-style-type: none"> <li>Develop Personal Effectiveness at Managerial Level (16 hrs) PM-DPEM-S</li> </ul>	Classroom-based / Online Learning * ■	\$ 520.00	\$ 46.80	-	-	-	-

## Problem Identification

		Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<ul style="list-style-type: none"> <li>Solve Problems and Make Decisions at Operations Level (Problem Identification Level 2) (16 hrs) TGS-2023019061 - Funding valid till 19 Feb 2025 Jan 18 - 19   Mar 20 - 21   May 16 - 17   Jul 15 - 16   Sep 17 - 18   Nov 14 - 15</li> </ul>	Classroom-based Learning* ● ▲	\$ 300.00	\$ 27.00	\$ 177.00	\$ 117.00	\$ 117.00	\$ 177.00
<ul style="list-style-type: none"> <li>Solve Problems and Make Decisions at Supervisory level (Problem Identification Level 3) (16 hrs) TGS-2023019893 - Funding valid till 28 Mar 2025 Feb 22 - 23   Apr 23 - 24   Jun 24 - 25   Aug 21 - 22   Oct 24 - 25   Dec 16 - 17</li> </ul>	Classroom-based Learning* ● ▲	\$ 390.00	\$ 35.10	\$ 230.10	\$ 152.10	\$ 152.10	\$ 230.10

▲ Basic Level ■ Intermediate Level \* Advanced Level

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## Personal Effectiveness

		Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<ul style="list-style-type: none"> <li>Effective Stress Management (Resilience &amp; Self-Care Level 2) (14 hrs) TGS-2023035771 - Funding valid till 07 Aug 2025 Apr 22 - 23   Jun 26 - 27   Aug 20 - 21   Oct 28 - 29   Dec 19 - 20</li> </ul>	Classroom-based Learning*	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<ul style="list-style-type: none"> <li>Growth Mindset for Working Professionals (7 hrs) PE-GMWP-S Jan 10   Mar 15   May 14   Jul 11   Sep 13   Nov 14</li> </ul>	Classroom-based / Online Learning	\$ 280.00	\$ 25.20	-	-	-	-

## In-Company Training

<ul style="list-style-type: none"> <li>Proactive Time and Stress Management (7 hrs) PE-PTSM-C</li> </ul>	Classroom-based / Online Learning	\$ 380.00	\$ 34.20	-	-	-	-
<ul style="list-style-type: none"> <li>Stretch Your Time - How to Get More Done in Less Time (7 hrs) PE-SYRT-M</li> </ul>	Classroom-based / Online Learning	\$ 440.00	\$ 39.60	-	-	-	-

## Productivity and Innovation

		Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<ul style="list-style-type: none"> <li>Apply 5S Techniques (17.75 hrs) TGS-2011501239 - Funding valid till 10 Sep 2025 Mar 19 - 20   Jul 18 - 19   Nov 12 - 13</li> </ul>	Classroom-based Learning*	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<ul style="list-style-type: none"> <li>Perform Basic Productivity Practices (16 hrs) TGS-2011501536 - Funding valid till 01 Mar 2025 Feb 22 - 23   Jun 25 - 26   Oct 21 - 22</li> </ul>	Classroom-based Learning*	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<ul style="list-style-type: none"> <li>Supervise Work Improvement Processes (14 + 2A^ hrs) TGS-2011501237 - Funding valid till 01 Mar 2025 Apr 16 - 17   Aug 22 - 23   Dec 16 - 17</li> </ul>	Classroom-based Learning*	\$ 600.00	\$ 54.00	\$ 354.00	\$ 234.00	\$ 234.00	\$ 354.00

## Workplace Safety Management

		Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<ul style="list-style-type: none"> <li>Comply with Workplace Safety and Health Policies and Procedures (16 hrs) TGS-2011501444 - Funding valid till 01 Mar 2025 Apr 11 - 12   Jul 16 - 17   Oct 10 - 11</li> </ul>	Classroom-based Learning	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<ul style="list-style-type: none"> <li>Maintain Workplace Safety and Health Policies and Procedures (16 hrs) TGS-2011501570 - Funding valid till 10 Sep 2025 Mar 14 - 15   Jun 11 - 12   Sep 9 - 10   Dec 10 - 11</li> </ul>	Classroom-based Learning	\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80

▲ Basic Level    ■ Intermediate Level    A^= Assessment Hours done outside Course Duration (hrs)

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# LEADERSHIP

- ▶ Leadership Toolbox Series®
- ▶ Team Effectiveness
- ▶ Leadership Skills
- ▶ Leadership and People Management - Level 3
- ▶ Leadership and People Management - Level 4
- ▶ Leadership and People Management - Level 5



## Leadership Toolbox Series®

The complexity and fast pace of change demand one to practice leadership actively to achieve the desired results and outcomes in organisations. 'Teamwork' - team and work have taken on a renewed significance, likewise the practice of leadership by every individual, from Lead Self to Lead Team and through to Lead Organisation.

### Shine with Passion and Resilience: Self-Awareness and Development

*Lead Self: Lead with vision, build relationships, and pursue personal mastery.*

- Identify what drives the individual.
- Expand awareness and perception of how having work passion fuels the individual.
- Cultivate resilience to cope with challenges.
- Be a positive role model to others.
- Exemplify professionalism by being deliberate with positive-reinforcing actions and authentically engaged and rejuvenated.

### Connect Better Everyday to Motivate, Influence and Pursue Excellence

*Lead Team: Build relationships, achieve results, and pursue personal mastery.*

- Acquire fundamental communication concepts.
- Heighten awareness to level up personal competence.
- Sharpen communications to work better together.
- Engage others successfully with a generative orientation.
- Lead and commit with organisational interventions to achieve results.

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#### Leadership Toolbox Series®

Course Fee before GST      GST @ 9% of Course Fee

#### In-Company Training

<p><b>Lead Self</b>                      Shine with Passion and Resilience: Self-Awareness and Development (7 hrs)                      LT-SWPR-S</p>	<p>Classroom-based /                      Online Learning</p>	<p>\$ 280.00</p>	<p>\$ 25.20</p>
<p><b>Lead Team</b>                      Connect Better Everyday to Motivate, Influence and Pursue Excellence (16 hrs)                      LT-CBEM-S</p>	<p>Classroom-based /                      Online Learning</p>	<p>\$ 590.00</p>	<p>\$ 53.10</p>



## Team Effectiveness

Team leaders and members must contribute actively to build a positive work culture and perform to the best of their abilities.

### T.A.N.G.O© with DISC / MBTI

Discover the 5 key elements in a team which can make or break the dynamics in this T.A.N.G.O© course. There will be either a DISC or MBTI profiling for this workshop.

- Build trustworthy relationships by understanding each other's personality styles.
- Acquire useful conflict resolution techniques.
- Commit to team goals, regardless of the differences in team members' opinions.
- Endeavour being accountable to each other through constructive feedback.
- Remain focused on team goals and results.

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Team Effectiveness	Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<ul style="list-style-type: none"> <li>• <b>Work in a Team (16 hrs)</b> TGS-2012500376 - Funding valid till 01 Mar 2025 Feb 28 - 29   Apr 29 - 30   Jun 26 - 27   Aug 29 - 30   Oct 22 - 23   Dec 19 - 20</li> </ul>	Classroom-based Learning* \$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
<b>In-Company Training</b>						
<ul style="list-style-type: none"> <li>• <b>Building High Performance Teams (14 hrs)</b> TE-BHPT-S</li> </ul>	Classroom-based / Online Learning \$ 575.00	\$ 51.75	-	-	-	-
<ul style="list-style-type: none"> <li>• <b>T.A.N.G.O© with DISC (7 hrs)</b> TE-TWDM-S</li> </ul>	Classroom-based Learning \$ 280.00	\$ 25.20	-	-	-	-
<ul style="list-style-type: none"> <li>• <b>T.A.N.G.O© with MBTI (7 hrs)</b> TE-TWDM-S</li> </ul>	Classroom-based Learning \$ 320.00	\$ 28.80	-	-	-	-

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Leadership Skills	Course Fee before GST	GST @ 9% of Course Fee
<ul style="list-style-type: none"> <li>• <b>Certificate in Section Leader (English) (14 hrs)</b> LS-CSLE-H Mar 11 - 12   Jul 25 - 26   Nov 12 - 13</li> </ul>	Classroom-based Learning \$ 575.00	\$ 51.75
<ul style="list-style-type: none"> <li>• <b>Certificate in Section Leader (Mandarin) (14 hrs)</b> 组长训练证书课程 (14 小时) LS-CSLM-H Feb 22 - 23   Jun 24 - 25   Oct 17 - 18</li> </ul>	Classroom-based Learning \$ 575.00	\$ 51.75
<ul style="list-style-type: none"> <li>• <b>Effective Supervisory Management Skills (14 hrs)</b> LS-ESMS-M Apr 18 - 19   Jul 25 - 26   Nov 28 - 29</li> </ul>	Classroom-based / Online Learning \$ 650.00	\$ 58.50
<ul style="list-style-type: none"> <li>• <b>On-The-Job Training Instructor Course (12 hrs)</b> LS-OJTI-H Apr 12, 19 &amp; 26   Jul 3, 10 &amp; 17   Nov 8, 15 &amp; 22</li> </ul>	Classroom-based Learning \$ 530.00	\$ 47.70
<b>In-Company Training</b>		
<ul style="list-style-type: none"> <li>• <b>Coaching and Mentoring for Leaders and Managers (14 hrs)</b> LS-CMLM-S</li> </ul>	Classroom-based / Online Learning \$ 750.00	\$ 67.50
<ul style="list-style-type: none"> <li>• <b>Enhanced Effective Supervisory Management Skills Through Workplace Big5 Personality Profile (14 hrs)</b> LS-EESM-M</li> </ul>	Online Learning \$ 650.00	\$ 58.50
<ul style="list-style-type: none"> <li>• <b>The Five R.I.G.H.T© Keys For New Managers (14 hrs)</b> LS-TFRM-S</li> </ul>	Classroom-based / Online Learning \$ 450.00	\$ 40.50

\* Classroom-based learning will be conducted through a virtual classroom until further notice. Terms and conditions apply.

• Total Fee Payable is inclusive of GST. Please refer to respective webpages for a detailed breakdown of the fees.

**Funding Schemes:** (a) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old). (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents.

• SkillsFuture Credit and PSEA can be used on top of existing government course subsidies to pay for a wide range of approved skills-related courses.

Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
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## Leadership and People Management - Level 3

<ul style="list-style-type: none"> <li> <b>Organisational Relationship Building - Level 3 (Classroom &amp; Asynchronous) (16 hrs)</b>                      TGS-2019503874 - Funding valid till 19 Jun 2025                      Feb 5 - 6   Apr 17 - 18   Jun 3 - 4   Aug 15 - 16   Oct 21 - 22   Dec 16 - 17                 </li> </ul>	Classroom-based Learning	\$ 550.00	\$ 49.50	\$ 324.50	\$ 214.50	\$ 214.50	\$ 324.50
<ul style="list-style-type: none"> <li> <b>Problem Identifications and Solutioning Techniques - Level 3 (16 hrs)</b>                      TGS-2021002843 - Funding valid till 10 Mar 2025                      Jan 25 - 26   Mar 7 - 8   May 14 - 15   Jul 18 - 19   Sep 2 - 3   Nov 11 - 12                 </li> </ul>	Classroom-based Learning	\$ 450.00	\$ 40.50	\$ 265.50	\$ 175.50	\$ 175.50	\$ 265.50
<ul style="list-style-type: none"> <li> <b>Vision Leadership - Level 3 (16 hrs)</b>                      TGS-2019503875 - Funding valid till 19 Jun 2025                      Mar 21 - 22   May 7 - 8   Jul 11 - 12   Sep 9 - 10   Nov 21 - 22                 </li> </ul>	Classroom-based Learning	\$ 550.00	\$ 49.50	\$ 324.50	\$ 214.50	\$ 214.50	\$ 324.50
<ul style="list-style-type: none"> <li> <b>Workplace Communications to Improve Relationship &amp; Resilience - Level 3 (16 hrs)</b>                      TGS-2021002747 - Funding valid till 21 Feb 2025                      Feb 20 - 21   Apr 4 - 5   Jun 20 - 21   Aug 5 - 6   Oct 17 - 18   Dec 5 - 6                 </li> </ul>	Classroom-based Learning	\$ 450.00	\$ 40.50	\$ 265.50	\$ 175.50	\$ 175.50	\$ 265.50

## Leadership and People Management - Level 4

<ul style="list-style-type: none"> <li> <b>Develop Organization Relationships (16 hrs)</b>                      TGS-2020513203                      Contact us for more information.                 </li> </ul>	Classroom-based Learning	\$ 750.00	\$ 67.50	\$ 442.50	\$ 292.50	\$ 292.50	\$ 442.50
<ul style="list-style-type: none"> <li> <b>People and Performance Management - Level 4 (Classroom &amp; Asynchronous) (16 hrs)</b>                      TGS-2019503877 - Funding valid till 01 Aug 2025                      Jan 30 - 31   Feb 22 - 23   Apr 2 - 3   Jun 10 - 11   Aug 1 - 2   Oct 14 - 15   Dec 3 - 4                 </li> </ul>	Classroom-based Learning	\$ 650.00	\$ 58.50	\$ 383.50	\$ 253.50	\$ 253.50	\$ 383.50
<ul style="list-style-type: none"> <li> <b>People Change Management - Level 4 (Classroom &amp; Asynchronous) (16 hrs)</b>                      TGS-2019503873 - Funding valid till 07 Aug 2025                      Mar 14 - 15   May 20 - 21   Jul 4 - 5   Sep 23 - 24   Nov 14 - 15                 </li> </ul>	Classroom-based Learning	\$ 650.00	\$ 58.50	\$ 383.50	\$ 253.50	\$ 253.50	\$ 383.50
<ul style="list-style-type: none"> <li> <b>People Development - Level 4 (Classroom &amp; Asynchronous) (16 hrs)</b>                      TGS-2019503871 - Funding valid till 19 Jun 2025                      Feb 26 - 27   Apr 25 - 26   Jun 27 - 28   Aug 26 - 27   Oct 24 - 25   Dec 12 - 13                 </li> </ul>	Classroom-based Learning	\$ 650.00	\$ 58.50	\$ 383.50	\$ 253.50	\$ 253.50	\$ 383.50
<ul style="list-style-type: none"> <li> <b>Personal Effectiveness - Level 4 (Classroom &amp; Asynchronous) (16 hrs)</b>                      TGS-2019503878 - Funding valid till 12 Jun 2025                      Mar 19 - 20   May 9 - 10   Jul 15 - 16   Sep 5 - 6   Nov 28 - 29                 </li> </ul>	Classroom-based Learning	\$ 680.00	\$ 61.20	\$ 401.20	\$ 265.20	\$ 265.20	\$ 401.20
<ul style="list-style-type: none"> <li> <b>Vision Leadership - Level 4 (Classroom &amp; Asynchronous) (16 hrs)</b>                      TGS-2019503876 - Funding valid till 19 Jun 2025                      Mar 4 - 5   May 16 - 17   Jul 29 - 30   Sep 19 - 20   Nov 25 - 26                 </li> </ul>	Classroom-based Learning	\$ 650.00	\$ 58.50	\$ 383.50	\$ 253.50	\$ 253.50	\$ 383.50

## Leadership and People Management - Level 5

<ul style="list-style-type: none"> <li> <b>People Development - Level 5 (Classroom) (16 hrs)</b>                      TGS-2019504785 - Funding valid till 02 Feb 2025                      Mar 25 - 26   Jun 5 - 6   Sep 26 - 27   Dec 18 - 19                 </li> </ul>	Classroom-based Learning	\$ 880.00	\$ 79.20	\$ 519.20	\$ 343.20	\$ 343.20	\$ 519.20
<ul style="list-style-type: none"> <li> <b>Personal Effectiveness - Level 5 (16 hrs)</b>                      TGS-2019504786 - Funding valid till 04 Feb 2025                      Apr 23 - 24   Jul 8 - 9   Oct 9 - 10                 </li> </ul>	Classroom-based Learning	\$ 880.00	\$ 79.20	\$ 519.20	\$ 343.20	\$ 343.20	\$ 519.20
<ul style="list-style-type: none"> <li> <b>Vision Leadership - Level 5 (16 hrs)</b>                      TGS-2019504787 - Funding valid till 06 Feb 2025                      Feb 28 - 29   May 30 - 31   Aug 29 - 30   Nov 18 - 19                 </li> </ul>	Classroom-based Learning	\$ 880.00	\$ 79.20	\$ 519.20	\$ 343.20	\$ 343.20	\$ 519.20

• Total Fee Payable is inclusive of GST. Please refer to respective webpages for a detailed breakdown of the fees.

**Funding Schemes:** (a) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old). (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents.

• SkillsFuture Credit and PSEA can be used on top of existing government course subsidies to pay for a wide range of approved skills-related courses.

# BUSINESS MANAGEMENT

- ▶ Data Protection
- ▶ Finance
- ▶ Business Analysis Certification
- ▶ Project Management Certification
- ▶ Risk Management Certification

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## Data Protection

Course Fee before GST    GST @ 9% of Course Fee

### In-Company Training

<ul style="list-style-type: none"> <li>● Awareness Workshop on Singapore's Personal Data Protection Act (8 hrs) DP-AWDP-Y</li> </ul>	Classroom-based / Online Learning	\$ 280.00	\$ 25.20
<ul style="list-style-type: none"> <li>● How to Implement Singapore's PDPA for Organisations (8 hrs) DP-IDPP-Y</li> </ul>	Classroom-based / Online Learning	\$ 320.00	\$ 28.80

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## Finance

	Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<ul style="list-style-type: none"> <li>● Financial Literacy in Business Management (8.5 + 3E^ hrs) TGS-2021004115 Contact us for more information.</li> </ul>	Classroom-based Learning	\$ 450.00	\$ 40.50	\$ 265.50	\$ 175.50	\$ 265.50

E^ = E-learning done outside Course Duration (hrs)

● Total Fee Payable is inclusive of GST. Please refer to respective webpages for a detailed breakdown of the fees.

**Funding Schemes:** (a) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old). (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents.

● SkillsFuture Credit and PSEA can be used on top of existing government course subsidies to pay for a wide range of approved skills-related courses.

## Business Analysis Certification

Business Analysis is pivotal in allowing organisations to capitalise on their capabilities, address challenges in a fast-changing marketplace, prevent project downfalls and mitigate risks.

### ECBA Exam Preparation Level 3

- Learn the IIBA approach to Business Analysis as defined in the BABOK® Guide.
- Provides a firm foundation and structured approach in business analysis processes from business needs assessment through post implementation review.
- Learn relevant knowledge, practical skills, and techniques to allow application at the workplace.

### Certified Business Analysis Professional [CBAP®] Exam Preparation

- Learn the IIBA approach to Business Analysis as defined in the BABOK® Guide.
- Identify the areas of knowledge, their associated activities, and skills necessary to be effective in their execution.
- Recognise and handle the different question-types in the CBAP® exam.

## Project Management Certification

Project management skills are essential for individuals who lead and manage projects to improve business performance, lower costs, reduce risk, and earn a higher return on investment.

### Effective Project Management (SF)

- Learn the structured approach to initiate, plan, execute, monitor, control, and close the project.
- Create a detailed project management plan.
- Apply project management knowledge, skills, tools, and techniques from 5 process groups and the 10 knowledge areas defined in the PMBOK® Guide.

### PMI Authorized PMP Exam Prep

- Be able to define a project and identify stakeholders.
- Create, monitor, and execute a detailed project management plan including a project charter, scope statement, work breakdown structure, network diagram, cost budget, and risk management plan.
- Recognise and handle the different question-types in the PMP® exam.

## Risk Management Certification

Participants use risk management skills to define and manage the scope of the product or service within an organisation's development constraints to reduce wastage and enjoy cost savings.

### Enterprise Risk Management

- Understand project risk-related concepts, terms, and principles.
- Learn the risk management framework that is aligned to industry best practices.
- Describe how to manage organisation or project risks.
- Plan contingency responses and devise fallback plans.
- Be able to perform risk re-assessment and audits.

### Project Risk Management

- Use a proven and practical risk management framework aligned to the PMI Practice Standard for Project Risk Management.
- Learn to manage project risk throughout project life cycle by assessing and identifying risks, mitigating threats, and capitalising on opportunities.
- Plan contingency strategies and identify triggers and early warning signs.
- Be able to perform risk re-assessment and audits.

		Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<b>Business Analysis Certification</b>							
<ul style="list-style-type: none"> <li>● <b>ECBA Exam Preparation Level 3 (Synchronous e-Learning) (24 hrs)</b> TGS-2022013232 - Funding valid till 21 Apr 2024 Feb 19 - 21   Apr 22 - 24   Jun 19 - 21   Aug 14 - 16   Oct 9 - 11   Dec 4 - 6</li> <li>● <b>Certified Business Analysis Professional [CBAP®] Exam Preparation (Synchronous e-learning) (38.5 + 1.5R<sup>^</sup> hrs)</b> TGS-2018500534 - Funding valid till 03 May 2024 Feb 19, 20, 21, 26 &amp; 27   Apr 22, 23, 24, 29 &amp; 30   Jun 19, 20, 21, 27 &amp; 28   Aug 14, 15, 16, 22 &amp; 23   Oct 9, 10, 11, 17 &amp; 18   Dec 4, 5, 6, 19 &amp; 20</li> <li>● <b>Introduction to Business Analysis (16 hrs)</b> TGS-2018500564 - Funding valid till 10 May 2024 Apr 18 - 19   Aug 22 - 23   Dec 12 - 13</li> </ul>	Online Learning	\$ 1,300.00	\$ 117.00	\$ 767.00	\$ 507.00	\$ 507.00	\$ 767.00
	Online Learning	\$ 2,900.00	\$ 261.00	\$ 1,711.00	\$ 1,131.00	\$ 1,131.00	\$ 1,711.00
	Classroom-based Learning	\$ 600.00	\$ 54.00	\$ 354.00	\$ 234.00	\$ 234.00	\$ 354.00
<b>Project Management Certification</b>							
<ul style="list-style-type: none"> <li>● <b>Effective Project Management (SF) (Classroom and Asynchronous E-Learning) (25.5 hrs)</b> TGS-2018502901 - Funding valid till 15 Oct 2024 Feb 21 - 23   Aug 14 - 16</li> <li>● <b>Effective Project Management (SF) (Synchronous and Asynchronous E-Learning) (25.5 hrs)</b> TGS-2023018898 - Funding valid till 13 Feb 2025 May 15 - 17   Nov 13 - 15</li> <li>● <b>Plan and Implement Project (16 hrs)</b> TGS-2021006090 - Funding valid till 22 Jun 2025 Jan 11 - 12   May 9 - 10   Sep 12 - 13</li> <li>● <b>PMI Authorized PMP Exam Prep (40 hrs)</b> TGS-2018502900 - Funding valid till 14 Oct 2024 May 13, 14, 15, 20 &amp; 21   Oct 16, 17, 18, 24 &amp; 25</li> <li>● <b>PMI Authorized PMP Exam Prep (Synchronous E-Learning) (40 hrs)</b> TGS-2023018912 - Funding valid till 13 Feb 2025 Jan 22, 23, 24, 29 &amp; 30   Mar 18, 19, 20, 25 &amp; 26   Jul 17, 18, 19, 25 &amp; 26   Sep 18, 19, 20, 26 &amp; 27   Nov 13, 14, 15, 21 &amp; 22</li> </ul>	Classroom-based Learning	\$ 1,400.00	\$ 126.00	\$ 826.00	\$ 546.00	\$ 546.00	\$ 826.00
	Online Learning	\$ 1,400.00	\$ 126.00	\$ 826.00	\$ 546.00	\$ 546.00	\$ 826.00
	Classroom-based Learning	\$ 600.00	\$ 54.00	\$ 354.00	\$ 234.00	\$ 234.00	\$ 354.00
	Classroom-based Learning	\$ 2,200.00	\$ 198.00	\$ 1,298.00	\$ 858.00	\$ 858.00	\$ 1,298.00
	Online Learning	\$ 2,200.00	\$ 198.00	\$ 1,298.00	\$ 858.00	\$ 858.00	\$ 1,298.00
<b>Risk Management Certification</b>							
<ul style="list-style-type: none"> <li>● <b>Enterprise Risk Management (Synchronous e-Learning) (16 hrs)</b> TGS-2018500527 - Funding valid till 11 May 2024 Jun 27 - 28   Dec 12 - 13</li> <li>● <b>Managing Project Risk (16 hrs)</b> TGS-2021003024 - Funding valid till 06 Mar 2025 Feb 15 - 16   Jun 6 - 7   Oct 10 - 11</li> <li>● <b>Project Risk Management (Synchronous e-learning) (24 hrs)</b> TGS-2023019875 - Funding valid till 27 Mar 2025 Mar 19 - 21   Jun 11 - 13   Sep 17 - 19   Dec 17 - 19</li> </ul>	Online Learning	\$ 800.00	\$ 72.00	\$ 472.00	\$ 312.00	\$ 312.00	\$ 472.00
	Classroom-based Learning	\$ 600.00	\$ 54.00	\$ 354.00	\$ 234.00	\$ 234.00	\$ 354.00
	Online Learning	\$ 1,000.00	\$ 90.00	\$ 590.00	\$ 390.00	\$ 390.00	\$ 590.00

R<sup>^</sup> = Revision done within Course Duration (hrs)

● Total Fee Payable is inclusive of GST. Please refer to respective webpages for a detailed breakdown of the fees.

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# TOURISM

## ▶ Event Management and Operations

Contact Number: 6376 0777 | Email Address: [learning@sqcentre.com](mailto:learning@sqcentre.com)

Event Management and Operations	Course Fee before GST	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs	
<ul style="list-style-type: none"> <li>Develop Expertise in Events Planning and Management (16 hrs) TGS-2020503816 - Funding valid till 04 Aug 2026 Mar 21 - 22   May 14 - 15   Jul 17 - 18</li> </ul>	Classroom-based Learning*	\$ 490.00	\$ 44.10	\$ 289.10	\$ 191.10	\$ 191.10	\$ 289.10
<b>In-Company Training</b>							
<ul style="list-style-type: none"> <li>Assess Emerging Technology Trends for Workplace Application (Blended Learning) (16 hrs) TGS-2020503370 - Funding valid till 04 Aug 2026</li> </ul>	Classroom-based Learning	\$ 590.00	\$ 53.10	\$ 348.10	\$ 230.10	\$ 230.10	\$ 348.10
<ul style="list-style-type: none"> <li>Design Transformative Learning and Development Journeys (16 hrs) TGS-2020504325 - Funding valid till 04 Aug 2026</li> </ul>	Classroom-based Learning	\$ 490.00	\$ 44.10	\$ 289.10	\$ 191.10	\$ 191.10	\$ 289.10
<ul style="list-style-type: none"> <li>Develop and Deliver Excellent MICE Content and Experiences (16 hrs) TGS-2020504164 - Funding valid till 04 Aug 2026</li> </ul>	Classroom-based Learning	\$ 490.00	\$ 44.10	\$ 289.10	\$ 191.10	\$ 191.10	\$ 289.10
<ul style="list-style-type: none"> <li>Develop Organisational Plans for Economic Shifts (16 hrs) TGS-2020503815 - Funding valid till 04 Aug 2026</li> </ul>	Classroom-based Learning	\$ 490.00	\$ 44.10	\$ 289.10	\$ 191.10	\$ 191.10	\$ 289.10
<ul style="list-style-type: none"> <li>Optimise New Technologies for Workplace Innovation (Blended Learning) (16 hrs) TGS-2020503369 - Funding valid till 04 Aug 2026</li> </ul>	Classroom-based Learning	\$ 590.00	\$ 53.10	\$ 348.10	\$ 230.10	\$ 230.10	\$ 348.10
<ul style="list-style-type: none"> <li>Strategic Management of Delegates and Participants (16 hrs) TGS-2020504158 - Funding valid till 04 Aug 2026</li> </ul>	Classroom-based Learning	\$ 490.00	\$ 44.10	\$ 289.10	\$ 191.10	\$ 191.10	\$ 289.10

\* Classroom-based learning will be conducted through a virtual classroom until further notice. Terms and conditions apply.

● Total Fee Payable is inclusive of GST. Please refer to respective webpages for a detailed breakdown of the fees.

**Funding Schemes:** (a) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old). (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents.

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# IT SKILLS

Organisations adopt the use of Information Technology in the workplace to ensure up-to-date information, analyse data for strategic planning, allow employees to remain engaged in their course of work, facilitate the ease of communication between stakeholders, boost competitive advantages, and so forth.

## Digital Marketing

### Digital Advertising Fundamentals

- Understand and differentiate the different digital advertising platform.
- Develop a plan of how to implement each digital advertising platform.
- Evaluate the results of the various platform using online tools.

### Search Engine Optimisation Essential

- Determine organisation's SEO strategies and manage keyword research.
- Optimise content creation and apply the social network media for SEO.
- Monitor web analytics dashboards and reports.
- Evaluate search performance across channels.

### Shopify Dropshipping Essential

- Understand the Shopify website features, user experience and legal implications.
- Determine the metrics for customer experience measurement and processing time for payment.
- Evaluate the website to ensure that it can satisfy technical and user experience targets.

### WordPress Ecommerce Essential

- Examine user experience components and analyse legal requirements to build a WordPress store.
- Develop implementation plans in accordance with the WordPress store marketing activities.
- Evaluate the technical and user experience of the WordPress website.

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## Digital Marketing

	Course Fee	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<b>Digital Advertising Fundamentals (16 hrs)</b> TGS-2021010047 - Funding valid till 04 Dec 2025 Jan 4 - 5   Feb 8 - 9   Mar 7 - 8   Apr 4 - 5   May 16 - 17   Jun 10 - 11	Classroom-based Learning	\$ 500.00	\$ 45.00	\$ 295.00	\$ 195.00	\$ 295.00
<b>E-Commerce Campaign Management (ICDL Certification Module: Digital Marketing) (16 hrs)</b> TGS-20218500908 - Funding valid till 24 Jul 2024 Jan 2 - 3   Feb 19 - 20   Mar 18 - 19   Apr 8 - 9   May 13 - 14   Jun 24 - 25	Classroom-based Learning	\$ 480.00	\$ 43.20	\$ 283.20	\$ 187.20	\$ 283.20
<b>Facebook Marketing Essential (16 hrs)</b> TGS-20220504021 - Funding valid till 04 Aug 2024 Jan 15 - 16   Feb 14 - 15   Mar 4 - 5   Apr 11 - 12   May 9 - 10   Jun 5 - 6	Classroom-based Learning	\$ 650.00	\$ 58.50	\$ 383.50	\$ 253.50	\$ 383.50
<b>Search Engine Optimisation Essential (16 hrs)</b> TGS-2021003026 - Funding valid till 06 Mar 2025 Jan 8 - 9   Feb 7 - 8   Mar 21 - 22   Apr 24 - 25   May 2 - 3   Jun 13 - 14	Classroom-based Learning	\$ 700.00	\$ 63.00	\$ 413.00	\$ 273.00	\$ 413.00
<b>Shopify Dropshipping Essential (16 hrs)</b> TGS-2022013999 - Funding valid till 03 Jun 2024 Jan 22 - 23   Feb 26 - 27   Mar 25 - 26   Apr 29 - 30   May 27 - 28   Jun 18 - 19	Classroom-based Learning	\$ 700.00	\$ 63.00	\$ 413.00	\$ 273.00	\$ 413.00
<b>WordPress Ecommerce Essential (16 hrs)</b> TGS-2021003025 - Funding valid till 06 Mar 2025 Jan 11 - 12   Feb 28 - 29   Mar 27 - 28   Apr 22 - 23   May 30 - 31   Jun 26 - 27	Classroom-based Learning	\$ 700.00	\$ 63.00	\$ 413.00	\$ 273.00	\$ 413.00

• Total Fee Payable is inclusive of GST. Please refer to respective webpages for a detailed breakdown of the fees.

**Funding Schemes:** (a) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old). (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents.

• SkillsFuture Credit and PSEA can be used on top of existing government course subsidies to pay for a wide range of approved skills-related courses.

## Data Analytics and Visualisation

	Course Fee	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<ul style="list-style-type: none"> <li>Effective Data Analysis using Excel (16 hrs) TGS-2023020187 - Funding valid till 16 Apr 2025 Jan 16 - 17   Feb 19 - 20   Mar 21 - 22   Apr 8 - 9   May 6 - 7   Jun 13 - 14</li> </ul>	Classroom-based Learning	\$ 480.00	\$ 43.20	\$ 283.20	\$ 187.20	\$ 283.20
<ul style="list-style-type: none"> <li>Introduction to Data Analysis using Excel and Power BI (16 hrs) TGS-2023020424 - Funding valid till 24 Apr 2025 Jan 11 - 12   Feb 14 - 15   Mar 4 - 5   Apr 8 - 9   May 16 - 17   Jun 18 - 19</li> </ul>	Classroom-based Learning	\$ 480.00	\$ 43.20	\$ 283.20	\$ 187.20	\$ 283.20
<ul style="list-style-type: none"> <li>Learning Python for Data Analysis and More (16 hrs) TGS-2023021750 - Funding valid till 22 May 2025 Jan 25 - 26   Feb 22 - 23   Mar 18 - 19   Apr 25 - 26   May 23 - 24   Jun 27 - 28</li> </ul>	Classroom-based Learning	\$ 600.00	\$ 54.00	\$ 354.00	\$ 234.00	\$ 354.00
<ul style="list-style-type: none"> <li>Retail Analytics and Market Intelligence (16 hrs) TGS-2023020683 - Funding valid till 04 May 2025 Jan 4 - 5   Feb 1 - 2   Mar 12 - 13   Apr 1 - 2   Jun 6 - 7</li> </ul>	Classroom-based Learning	\$ 480.00	\$ 43.20	\$ 283.20	\$ 187.20	\$ 283.20
<ul style="list-style-type: none"> <li>WSQ Data Visualization Techniques using Power BI (16 hrs) TGS-2022013778 - Funding valid till 17 May 2026 Jan 22 - 23   Feb 1 - 2   Mar 11 - 12   Apr 15 - 16   May 2 - 3   Jun 13 - 14</li> </ul>	Classroom-based Learning	\$ 550.00	\$ 49.50	\$ 324.50	\$ 214.50	\$ 324.50
<ul style="list-style-type: none"> <li>WSQ Data Visualization Techniques using Tableau (16 hrs) TGS-2022017336 - Funding valid till 04 Dec 2024 Jan 18 - 19   Feb 5 - 6   Mar 14 - 15   Apr 18 - 19   May 20 - 21   Jun 20 - 21</li> </ul>	Classroom-based Learning	\$ 550.00	\$ 49.50	\$ 324.50	\$ 214.50	\$ 324.50

## Data Analytics and Visualisation [Broad-based funding]

	Course Fee	GST @ 9% of Course Fee	Total Fee Payable after Broad-based Funding for Company-Sponsored <sup>#</sup>	
<ul style="list-style-type: none"> <li>01 day - Data Visualisation with Excel Dashboards (8 hrs) TGS-2017501009 - Funding valid till 31 Dec 2024 Jan 2   Feb 19   Mar 4   Apr 5   May 10   Jun 5</li> </ul>	Classroom-based Learning	\$ 320.00	\$ 28.80	\$ 332.80
<ul style="list-style-type: none"> <li>2 days - Visual Basic Application for Excel 2016 (15 hrs) TGS-2018500205 - Funding valid till 31 Dec 2024 Jan 24 - 25   Feb 22 - 23   Mar 18 - 19   Apr 25 - 26   May 20 - 21   Jun 24 - 25</li> </ul>	Classroom-based Learning	\$ 680.00	\$ 61.20	\$ 711.20
<ul style="list-style-type: none"> <li>Effective Data Analysis Skills using MS Excel (8 hrs) TGS-2018500058 - Funding valid till 31 Dec 2024 Jan 24   Feb 5   Mar 25   Apr 22   May 27   Jun 3</li> </ul>	Classroom-based Learning	\$ 300.00	\$ 27.00	\$ 311.00
<ul style="list-style-type: none"> <li>Leveraging Functions and Formulas using MS Excel (8 hrs) TGS-2017500062 - Funding valid till 31 Dec 2024 Jan 19   Feb 16   Mar 15   Apr 1   May 31   Jun 18</li> </ul>	Classroom-based Learning	\$ 300.00	\$ 27.00	\$ 311.00
<ul style="list-style-type: none"> <li>Reporting with Pivot Table and Pivot Chart (8 hrs) TGS-2018500059 - Funding valid till 31 Dec 2024 Jan 8   Feb 9   Mar 1   Apr 29   May 17   Jun 14</li> </ul>	Classroom-based Learning	\$ 300.00	\$ 27.00	\$ 311.00

## Digital Imaging

	Course Fee	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
<ul style="list-style-type: none"> <li>Smartphone Videography and Video Editing for Beginners (24 hrs) TGS-2023021362 - Funding valid till 18 May 2025 Jan 15 - 17   Feb 19 - 21   Mar 27 - 29   Apr 15 - 17   May 13 - 15   Jun 10 - 12</li> </ul>	Classroom-based Learning	\$ 1,200.00	\$ 108.00	\$ 708.00	\$ 468.00	\$ 708.00

# Funding support for non-certifiable courses is \$2 per hour.

• Total Fee Payable is inclusive of GST. Please refer to respective webpages for a detailed breakdown of the fees.

**Funding Schemes:** (a) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old). (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents.

• SkillsFuture Credit and PSEA can be used on top of existing government course subsidies to pay for a wide range of approved skills-related courses.



## Digital Imaging [Broad-based funding]

### • Infographics Made Easy (7 hrs)

TGS-2022016770 - Funding valid till 30 Oct 2024  
Jan 12 | Mar 1 | May 31

Classroom-based Learning

Course Fee	GST @ 9% of Course Fee	Total Fee Payable after Broad-based Funding for Company-Sponsored <sup>#</sup>
\$ 300.00	\$ 27.00	\$ 313.00

## Digital Technologies

### • Automation with Intelligent Tools (14 hrs)

TGS-2023021096 - Funding valid till 16 May 2025  
Jan 3 - 4 | Feb 8 - 9 | Mar 6 - 7 | Apr 15 - 16 | May 20 - 21 | Jun 20 - 21

Classroom-based Learning

Course Fee	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs
\$ 450.00	\$ 40.50	\$ 265.50	\$ 175.50	\$ 175.50	\$ 265.50

### • Up Your Productivity @ Work with Smart Mobile Devices (16 hrs)

TGS-2023019877 - Funding valid till 27 Mar 2025  
Jan 17 - 18 | Feb 21 - 22 | Mar 20 - 21 | Apr 17 - 18 | May 15 - 16 | Jun 12 - 13

Classroom-based Learning

\$ 450.00	\$ 40.50	\$ 265.50	\$ 175.50	\$ 175.50	\$ 265.50
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## MS Skills

### • Workplace Productivity Using Excel (17 hrs)

TGS-2022016976 - Funding valid till 07 Nov 2024  
Jan 8 - 9 | Jan 24 - 25 | Feb 5 - 6 | Feb 22 - 23 | Mar 7 - 8 | Mar 19 - 20 | Apr 8 - 9 | Apr 25 - 26 | May 7 - 8 | May 23 - 24 | Jun 10 - 11 | Jun 26 - 27

Classroom-based Learning

\$ 420.00	\$ 37.80	\$ 247.80	\$ 163.80	\$ 163.80	\$ 247.80
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### • Workplace Productivity with Presentations (17 hrs)

TGS-2023020686 - Funding valid till 04 May 2025  
Jan 2 - 3 | Jan 22 - 23 | Feb 8 - 9 | Feb 28 - 29 | Mar 11 - 12 | Mar 27 - 28 | Apr 1 - 2 | Apr 18 - 19 | May 2 - 3 | May 13 - 14 | Jun 4 - 5 | Jun 20 - 21

Classroom-based Learning

\$ 450.00	\$ 40.50	\$ 265.50	\$ 175.50	\$ 175.50	\$ 265.50
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### • Level Up Your Excel Skills (17 hrs)

TGS-2022017320 - Funding valid till 01 Dec 2024  
Jan 4 - 5 | Jan 10 - 11 | Jan 15 - 16 | Jan 30 - 31 | Feb 7 - 8 | Feb 15 - 16 | Feb 20 - 21 | Feb 26 - 27 | Mar 5 - 6 | Mar 14 - 15 | Mar 20 - 21 | Mar 25 - 26 | Apr 3 - 4 | Apr 11 - 12 | Apr 23 - 24 | Apr 29 - 30 | May 9 - 10 | May 15 - 16 | May 20 - 21 | May 28 - 29 | Jun 6 - 7 | Jun 12 - 13 | Jun 18 - 19 | Jun 24 - 25

Classroom-based Learning

\$ 480.00	\$ 43.20	\$ 283.20	\$ 187.20	\$ 187.20	\$ 283.20
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### • Present with Flair and Confidence (17 hrs)

TGS-2022017518 - Funding valid till 18 Dec 2024  
Jan 18 - 19 | Jan 29 - 30 | Feb 14 - 15 | Feb 26 - 27 | Mar 13 - 14 | Mar 25 - 26 | Apr 11 - 12 | Apr 22 - 23 | May 6 - 7 | May 23 - 24 | Jun 3 - 4 | Jun 19 - 20

Classroom-based Learning

\$ 450.00	\$ 40.50	\$ 265.50	\$ 175.50	\$ 175.50	\$ 265.50
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### • Engaging Presentations with PowerPoint 24 hours (24 hrs)

TGS-2023021149 - Funding valid till 17 May 2025  
Jan 8 - 10 | Jan 24 - 26 | Feb 5 - 7 | Feb 21 - 23 | Mar 5 - 7 | Mar 18 - 20 | Apr 3 - 5 | Apr 15 - 17 | May 8 - 10 | May 27 - 29 | Jun 10 - 12 | Jun 25 - 27

Classroom-based Learning

\$ 650.00	\$ 58.50	\$ 383.50	\$ 253.50	\$ 253.50	\$ 383.50
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▲ Basic Level    ● Advanced Level    # Funding support for non-certifiable courses is \$2 per hour.

● Total Fee Payable is inclusive of GST. Please refer to respective webpages for a detailed breakdown of the fees.

**Funding Schemes:** (a) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old). (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents.

● SkillsFuture Credit and PSEA can be used on top of existing government course subsidies to pay for a wide range of approved skills-related courses.

## MS Skills [Broad-based funding]

	Course Fee	GST @ 9% of Course Fee	Total Fee Payable after Broad-based Funding for Company-Sponsored <sup>#</sup>	
<ul style="list-style-type: none"> <li>01 day - Designing Impactful Executive Presentation using PowerPoint (7.75 hrs) TGS-2018500222 - Funding valid till 31 Dec 2024 Jan 29   Mar 8   May 30</li> </ul>	Classroom-based Learning	\$ 320.00	\$ 28.80	\$ 333.30
<ul style="list-style-type: none"> <li>01 day - Microsoft Outlook 2016 (8 hrs) TGS-2017500157 - Funding valid till 31 Dec 2024 Feb 29   Apr 30   Jun 24</li> </ul>	Classroom-based Learning	\$ 280.00	\$ 25.20	\$ 289.20

## ICDL MS Skills

	Course Fee	GST @ 9% of Course Fee	
<ul style="list-style-type: none"> <li>ICDL - Perform Presentation Functions (PowerPoint 2016/2019) (17 hrs) IC-PPFB-E Jan 25 - 26   Feb 22 - 23   Mar 25 - 26   Apr 29 - 30   May 23 - 24   Jun 26 - 27</li> </ul>	Classroom-based Learning ▲	\$ 390.00	\$ 35.10
<ul style="list-style-type: none"> <li>ICDL - Perform Presentation Functions (PowerPoint 2016/2019) (24 hrs) IC-PPFL-E Jan 17 - 19   Feb 7 - 9   Mar 13 - 15   Apr 17 - 19   May 27 - 29   Jun 10 - 12</li> </ul>	Classroom-based Learning ▲	\$ 500.00	\$ 45.00
<ul style="list-style-type: none"> <li>ICDL - Perform Spreadsheet Functions (Excel 2016/2019) (17 hrs) IC-PSFB-E Jan 11 - 12   Jan 22 - 23   Feb 1 - 2   Feb 20 - 21   Mar 4 - 5   Mar 21 - 22   Apr 3 - 4   Apr 22 - 23   May 2 - 3   May 20 - 21   Jun 6 - 7   Jun 18 - 19</li> </ul>	Classroom-based Learning ▲	\$ 390.00	\$ 35.10
<ul style="list-style-type: none"> <li>ICDL - Perform Spreadsheet Functions (Excel 2016/2019) (24 hrs) IC-PSFL-E Jan 2 - 4   Jan 24 - 26   Feb 5 - 7   Feb 27 - 29   Mar 12 - 14   Mar 25 - 27   Apr 1 - 3   Apr 24 - 26   May 6 - 8   May 29 - 31   Jun 3 - 5   Jun 19 - 21</li> </ul>	Classroom-based Learning ▲	\$ 500.00	\$ 45.00
<ul style="list-style-type: none"> <li>ICDL - Perform Word Processing Functions (Word 2016/2019) (17 hrs) IC-PWFB-E Jan 29 - 30   Feb 14 - 15   Mar 11 - 12   Apr 16 - 17   May 9 - 10   Jun 13 - 14</li> </ul>	Classroom-based Learning ▲	\$ 390.00	\$ 35.10
<ul style="list-style-type: none"> <li>ICDL - Perform Word Processing Functions (Word 2016/2019) (24 hrs) IC-PWFL-E Jan 8 - 10   Feb 26 - 28   Mar 18 - 20   Apr 22 - 24   May 15 - 17   Jun 24 - 26</li> </ul>	Classroom-based Learning ▲	\$ 500.00	\$ 45.00
<ul style="list-style-type: none"> <li>ICDL - Perform Advanced Presentation Functions (Advanced PowerPoint 2016/2019) (17 hrs) IC-PAPF-E Jan 8 - 9   Feb 15 - 16   Mar 11 - 12   Apr 8 - 9   May 13 - 14   Jun 20 - 21</li> </ul>	Classroom-based Learning *	\$ 490.00	\$ 44.10
<ul style="list-style-type: none"> <li>ICDL - Perform Advanced Presentation Functions (Advanced PowerPoint 2016/2019) (24 hrs) IC-PAPL-E Jan 3 - 5   Feb 27 - 29   Mar 18 - 20   Apr 15 - 17   May 15 - 17   Jun 12 - 14</li> </ul>	Classroom-based Learning *	\$ 600.00	\$ 54.00
<ul style="list-style-type: none"> <li>ICDL - Perform Advanced Spreadsheet Functions (Advanced Excel 2016/2019) (17 hrs) IC-PASF-E Jan 4 - 5   Jan 30 - 31   Feb 8 - 9   Feb 26 - 27   Mar 6 - 7   Mar 27 - 28   Apr 11 - 12   Apr 29 - 30   May 8 - 9   May 23 - 24   Jun 11 - 12   Jun 27 - 28</li> </ul>	Classroom-based Learning *	\$ 490.00	\$ 44.10
<ul style="list-style-type: none"> <li>ICDL - Perform Advanced Spreadsheet Functions (Advanced Excel 2016/2019) (24 hrs) IC-PASL-E Jan 10 - 12   Jan 22 - 24   Feb 5 - 7   Feb 21 - 23   Mar 4 - 6   Mar 20 - 22   Apr 1 - 3   Apr 24 - 26   May 6 - 8   May 29 - 31   Jun 3 - 5   Jun 18 - 20</li> </ul>	Classroom-based Learning *	\$ 600.00	\$ 54.00
<ul style="list-style-type: none"> <li>ICDL - Perform Advanced Word Processing Functions (Advanced Word 2016/2019) (17 hrs) IC-PAWF-E Jan 15 - 16   Feb 8 - 9   Mar 7 - 8   Apr 4 - 5   May 6 - 7   Jun 5 - 6</li> </ul>	Classroom-based Learning *	\$ 490.00	\$ 44.10
<ul style="list-style-type: none"> <li>ICDL - Perform Advanced Word Processing Functions (Advanced Word 2016/2019) (24 hrs) IC-PAWL-E Jan 17 - 19   Feb 19 - 21   Mar 5 - 7   Apr 17 - 19   May 27 - 29   Jun 25 - 27</li> </ul>	Classroom-based Learning *	\$ 600.00	\$ 54.00

## IT Security

	Course Fee	GST @ 9% of Course Fee	Total Fee Payable after SkillsFuture Funding (Baseline)	Total Fee Payable after SkillsFuture Mid-career Enhanced Subsidy	Total Fee Payable after SkillsFuture Enhanced Training Support for SMEs	Total Fee Payable after SkillsFuture Training Support for Non-SMEs	
<ul style="list-style-type: none"> <li>Keeping Cyber Safe at the Workplace (16 hrs) TGS-2023018217 - Funding valid till 16 Jan 2025 Jan 2 - 3   Feb 1 - 2   Mar 11 - 12   Apr 2 - 3   May 6 - 7   Jun 3 - 4</li> </ul>	Classroom-based Learning ●	\$ 600.00	\$ 54.00	\$ 354.00	\$ 234.00	\$ 234.00	\$ 354.00

▲ Basic Level    \* Advanced Level    # Funding support for non-certifiable courses is \$2 per hour.

● Total Fee Payable is inclusive of GST. Please refer to respective webpages for a detailed breakdown of the fees.

**Funding Schemes:** (a) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old). (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents.

● SkillsFuture Credit and PSEA can be used on top of existing government course subsidies to pay for a wide range of approved skills-related courses.

## SkillsFuture for Digital Workplace 2.0

This course is designed for individuals who are new to the latest technological advancements in Industry 4.0. It includes an overview of the technological tools that are currently impacting or will impact the sector. Participants will learn about the various technologies that are used or can be implemented in the sector, as well as the digital skills that are required for the workforce to function optimally.

Participants will learn how to apply analytics for business insights, utilise automation to improve productivity, and mitigate security risks associated with emerging technologies.

Contact Number: 6376 0777 | Email Address: [learning@sqcentre.com](mailto:learning@sqcentre.com)

SkillsFuture for Digital Workplace 2.0	Course Fee	GST @ 9% after Course Fee Funding <sup>1</sup>	Nett Fee after Course Fee Funding <sup>1</sup>				
			SMEs	Non-SMEs	Mid-career Enhanced Subsidy	Self-Sponsored	
<ul style="list-style-type: none"> <li>SkillsFuture for Digital Workplace 2.0 Built Environment (Classroom + Asynchronous E-learning) (15 hrs) TGS-2023037504 - Funding valid till 30 Jun 2024 Feb 27 - 28   Apr 8 - 9   Jun 18 - 19</li> </ul>	Classroom-based Learning	\$ 500.00	\$ 13.50	\$ 63.50	\$ 163.50	\$ 63.50	\$ 163.50
<ul style="list-style-type: none"> <li>SkillsFuture for Digital Workplace 2.0 Food Services (Classroom + Asynchronous E-learning) (15 hrs) TGS-2023037503 - Funding valid till 30 Jun 2024 Jan 10 - 11   Mar 13 - 14   May 8 - 9</li> </ul>	Classroom-based Learning	\$ 500.00	\$ 13.50	\$ 63.50	\$ 163.50	\$ 63.50	\$ 163.50
<ul style="list-style-type: none"> <li>SkillsFuture for Digital Workplace 2.0 Generic (Classroom + Asynchronous E-learning) (15 hrs) TGS-2023037496 - Funding valid till 30 Jun 2024 Jan 2 - 3   Jan 17 - 18   Feb 1 - 2   Feb 19 - 20   Mar 4 - 5   Mar 21 - 22   Apr 2 - 3   Apr 22 - 23   May 2 - 3   May 23 - 24   Jun 6 - 7   Jun 24 - 25</li> </ul>	Classroom-based Learning	\$ 500.00	\$ 13.50	\$ 63.50	\$ 163.50	\$ 63.50	\$ 163.50
<ul style="list-style-type: none"> <li>SkillsFuture for Digital Workplace 2.0 Manufacturing (Classroom + Asynchronous E-learning) (15 hrs) TGS-2023037502 - Funding valid till 30 Jun 2024 Feb 15 - 16   Apr 25 - 26   Jun 10 - 11</li> </ul>	Classroom-based Learning	\$ 500.00	\$ 13.50	\$ 63.50	\$ 163.50	\$ 63.50	\$ 163.50
<ul style="list-style-type: none"> <li>SkillsFuture for Digital Workplace 2.0 Retail (Classroom + Asynchronous E-learning) (15 hrs) TGS-2023037501 - Funding valid till 30 Jun 2024 Feb 6 - 7   Apr 17 - 18   Jun 27 - 28</li> </ul>	Classroom-based Learning	\$ 500.00	\$ 13.50	\$ 63.50	\$ 163.50	\$ 63.50	\$ 163.50
<ul style="list-style-type: none"> <li>SkillsFuture for Digital Workplace 2.0 Tourism (Classroom + Asynchronous E-learning) (15 hrs) TGS-2023037500 - Funding valid till 30 Jun 2024 Jan 22 - 23   Mar 26 - 27   May 29 - 30</li> </ul>	Classroom-based Learning	\$ 500.00	\$ 13.50	\$ 63.50	\$ 163.50	\$ 63.50	\$ 163.50
<ul style="list-style-type: none"> <li>SkillsFuture for Digital Workplace 2.0 Transportation (Classroom + Asynchronous E-learning) (15 hrs) TGS-2023037499 - Funding valid till 30 Jun 2024 Jan 30 - 31   Mar 7 - 8   May 13 - 14</li> </ul>	Classroom-based Learning	\$ 500.00	\$ 13.50	\$ 63.50	\$ 163.50	\$ 63.50	\$ 163.50

• Nett Fee after Course Fee Funding is inclusive of GST. Please refer to respective webpages for a detailed breakdown of the fees.

<sup>1</sup> SMEs: 70% of course fee + additional 20% of course fee  
 Non-SMEs: 70% of course fee  
 MCES: 70% of course fee + additional 20% of course fee  
 Normal: 70% of course fee

• SkillsFuture Credit and UTAP funding can be used on top of existing government course subsidies to pay for a wide range of approved skills-related courses.

## SQC

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