

## CORPORATE EXCELLENCE

| CATEGORY  | PROGRAMME  | COURSE ID     | COURSE DATES   | EMAIL CONTACT   |
|---|--|---------------|--|---|
| <b>Leadership</b>                                     |  |               |  |   |
| Productivity and Innovation                           | <a href="#">Building High Performance Teams</a>          | CRS-N-0022809 | Feb 22 - 23<br>Apr 11 - 12<br>Jun 16 - 17            | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Human Resource Management, Employment and Recruitment | <a href="#">Certificate in Section Leader (English)</a>  | CRS-N-0022810 | Jan 13 - 15<br>Apr 13 - 15                           | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Human Resource Management, Employment and Recruitment | <a href="#">Certificate in Section Leader (Mandarin)</a> | CRS-N-0022811 | Mar 02 - 04<br>Jun 08 - 10                           | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| <b>On-The-Job Training</b>                            |  |               |  |   |
| Education and Training                                | <a href="#">On-The-Job Training Instructor Course</a>    | CRS-N-0022816 | Jan 14, 21 & 28<br>Mar 3, 10 & 17<br>May 12, 19 & 26 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Education and Training                                | <a href="#">On-The-Job Training Manager Course</a>       | CRS-N-0022817 | Jan 14 & 21<br>Apr 14 & 21                           | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |

## PEOPLE EXCELLENCE

| CATEGORY   | PROGRAMME   | COURSE ID         | COURSE DATES  | EMAIL CONTACT   |
|--|---|-------------------|---|---|
| Analytical, Conceptual and Evaluative Skills (ACE) (Operations Level)  |   |                   |   |   |
| Productivity and Innovation  | <a href="#">Demonstrate Initiative and Enterprising Behaviours</a>            | CRS-Q-0021243-ES  | Jan 13 - 14<br>Apr 18 - 19  | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Productivity and Innovation  | <a href="#">Solve Problems and Make Decisions at Operations Level</a>         | CRS-Q-0021547-ES  | Jan 20 - 21<br>Mar 30 - 31<br>Apr 25 - 26<br>May 12 - 13<br>Jun 08 - 09 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Analytical, Conceptual and Evaluative Skills (ACE) (Supervisory Level) |   |                   |   |   |
| Productivity and Innovation  | <a href="#">Foster Initiative and Enterprise in Teams</a>                     | CRS-Q-0021534-ES  | Feb 17 - 18<br>May 16 - 17  | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Productivity and Innovation  | <a href="#">Solve Problems and Make Decisions at Supervisory Level</a>        | CRS-Q-0021457-ESS | Jan 27 - 28<br>Mar 17 - 18<br>May 18 - 19<br>Jun 22 - 23                | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Analytical, Conceptual and Evaluative Skills (ACE) (Managerial Level)  |   |                   |   |   |
| Productivity and Innovation  | <a href="#">Apply Systems Thinking in Problem Solving and Decision Making</a> | CRS-Q-0022267-ES  | Jan 25 - 26<br>May 26 - 27<br>Jun 22 - 23                               | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |

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| Productivity and Innovation  | <a href="#">Solve Problems and Make Decisions at Managerial Level</a>                  | CRS-Q-0021691-ES | Feb 24 - 25<br>Apr 18 - 19<br>Jun 13 - 14                | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Productivity and Innovation  | <a href="#">Support the Establishment of a Framework for Initiative and Enterprise</a> | CRS-Q-0022041-ES | TBA  | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Personal Management and Development Skills (PMD) (Operations Level)  |  |                  |  |   |
| Productivity and Innovation  | <a href="#">Adapt to Change</a>  | CRS-Q-0021542-ES | Feb 15 - 16<br>Apr 04 - 05                               | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet@sqcentre.com">violet@sqcentre.com</a>       |
| Productivity and Innovation  | <a href="#">Apply Emotional Competence to Manage Self at the Workplace</a>             | CRS-Q-0022039-ES | Jan 11 - 12<br>Mar 07 - 08<br>May 19 - 20<br>Jun 06 - 07 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Productivity and Innovation  | <a href="#">Develop Personal Effectiveness at Operations Level</a>                     | CRS-Q-0021645-ES | Jan 06 - 07<br>Mar 03 - 04<br>Apr 07 - 08<br>Jun 01 - 02 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Productivity and Innovation  | <a href="#">Maintain Personal Presentation and Employability at Operations Level</a>   | CRS-Q-0022168-ES | TBA  | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Personal Management and Development Skills (PMD) (Supervisory Level) |  |                  |  |   |

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| Productivity and Innovation   | <a href="#">Develop Personal Effectiveness at Supervisory Level</a>                        | CRS-Q-0021488-ES | Feb 01 - 02<br>Apr 13 - 14<br>May 30 - 31 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Productivity and Innovation   | <a href="#">Foster Team Adaptability</a>   | CRS-Q-0021533-ES | TBA                                       | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Productivity and Innovation   | <a href="#">WSQ Apply Emotional Competence to Manage Self and Team</a>                     | CRS-Q-0022695-ES | Feb 04 - 05<br>Apr 11 - 12<br>Jun 13 - 14 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Productivity and Innovation   | <a href="#">WSQ Maintain Personal Presentations and Employability at Supervisory Level</a> | CRS-Q-0022268-ES | TBA                                       | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Personal Management and Development Skills (PMD) (Managerial Level) |  |                  |   |   |
| Productivity and Innovation   | <a href="#">Apply Emotional Competence to Manage Self and Others in a Business Context</a> | CRS-Q-0022260-ES | TBA                                       | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Human Resource Management, Employment and Recruitment               | <a href="#">Contribute towards a Learning Organisation</a>                                 | CRS-Q-0021679-ES | TBA                                       | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |

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| Productivity and Innovation                     | <a href="#">Develop Personal Effectiveness at Managerial Level</a>                         | CRS-Q-0022040-ES | Mar 28 - 29<br>May 18 - 19  | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Productivity and Innovation                     | <a href="#">Develop Professional Image and Competence to achieve Personal Career Goals</a> | CRS-Q-0022247-ES | TBA   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Personal-Development                            | <a href="#">WSQ Manage Workplace Challenges with Resilience</a>                            | CRS-Q-0024937-ES | TBA   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| <b>Interpersonal Skills (Operations Level)</b>  |  |                  |   |   |
| Productivity and Innovation                     | <a href="#">Communicate and Relate Effectively at the Workplace</a>                        | CRS-Q-0021249-ES | Jan 18 - 19<br>Mar 07 - 08<br>Apr 20 - 21<br>May 18 - 19<br>Jun 08 - 09 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Productivity and Innovation                     | <a href="#">Work in a Team</a>   | CRS-Q-0022167-ES | Feb 03 - 04<br>May 09 - 10  | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| <b>Interpersonal Skills (Supervisory Level)</b> |  |                  |   |   |
| Productivity and Innovation                     | <a href="#">Facilitate Effective Communication and Engagement at the Workplace</a>         | CRS-Q-0021536-ES | Jan 14 - 15<br>Mar 03 - 04<br>May 11 - 12<br>Jun 15 - 16                | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |

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| Productivity and Innovation                           | <a href="#">Facilitate Effective Work Teams</a>                      | CRS-Q-0022181-ES | TBA                                       | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| <b>Interpersonal Skills (Managerial Level)</b>        |  |                  |   |   |
| Productivity and Innovation                           | <a href="#">Develop a Work Team</a>                                  | CRS-Q-0022196-ES | Feb 15 - 16<br>Apr 06 - 07                | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Human Resource Management, Employment and Recruitment | <a href="#">Lead Workplace Communication and Engagement</a>          | CRS-Q-0022036-ES | Mar 28 - 29<br>Jun 09 - 10                | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Productivity and Innovation                           | <a href="#">Manage Cross Functional and Culturally Diverse Teams</a> | CRS-Q-0022265-ES | TBA                                       | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Personal-Development                                  | <a href="#">WSQ Lead a Virtual Team</a>                              | CRS-Q-0025480-ES | Feb 17 - 18<br>May 23 - 24                | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| <b>Communication</b>                                  |  |                  |   |   |
| Information and Communications                        | <a href="#">Delivering Powerful and Persuasive Presentations</a>     | CRS-N-0022814    | Jan 28 - 29<br>Mar 14 - 15<br>May 23 - 24 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |

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| Administration   | <a href="#">Effective Business Writing Skills</a>  | CRS-N-0022815    | Feb 22 - 23<br>Apr 11 - 12<br>Jun 09 - 10 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| <b>Microsoft Office 2007</b>   |  |                  |   |   |
| Information and Communications   | <a href="#">Microsoft Excel 2007 (Level 1 - Fundamentals)</a>  | CRS-N-0022828    | TBA                                       | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications   | <a href="#">Microsoft Excel 2007 (Level 2 - Advanced)</a>  | CRS-N-0022829    | TBA                                       | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications   | <a href="#">Microsoft PowerPoint 2007 (Level 1 - Fundamentals)</a>   | CRS-N-0022830    | TBA                                       | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| <b>Information and Communication Technologies (ICT) (Operations Level)</b> |  |                  |   |   |
| Information and Communications   | <a href="#">Demonstrate understanding of concepts of IT Security (ICDL Certification Module : IT Security)</a> | CRS-Q-0023959-ES | TBA                                       | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications   | <a href="#">Perform Database Functions</a>   | CRS-Q-0021242-ES | Mar 16 - 18<br>Jun 27 - 29                | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |

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| Information and Communications | <a href="#">Perform Image Editing Functions (ICDL Certification Module : Image Editing)</a>                 | CRS-Q-0023957-ES | TBA                        | Main Line: +65 6376 0777<br>Email : <a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications | <a href="#">Perform Presentation Functions</a>  | CRS-Q-0021489-ES | Feb 17 - 19<br>May 23 - 25 | Main Line: +65 6376 0777<br>Email : <a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications | <a href="#">Perform Project Planning Functions</a>  | CRS-Q-0023953-ES | TBA                        | Main Line: +65 6376 0777<br>Email : <a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications | <a href="#">Perform Spreadsheet Functions</a>   | CRS-Q-0021538-ES | Jan 20 - 22<br>Apr 25 - 27 | Main Line: +65 6376 0777<br>Email : <a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications | <a href="#">Perform Web Editing Functions (Adobe Dreamweaver) (ICDL Certification Module : Web Editing)</a> | CRS-Q-0023956-ES | TBA                        | Main Line: +65 6376 0777<br>Email : <a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications | <a href="#">Perform Word Processing Functions</a>   | CRS-Q-0021267-ES | Feb 24 - 26<br>May 18 - 20 | Main Line: +65 6376 0777<br>Email : <a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |



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| Information and Communications  | <a href="#">WSQ Perform Essential Online Functions (ICDL Certification Module : Online Essentials)</a>                  | CRS-Q-0025755-ES | TBA                        | Main Line: +65 6376 0777<br>Email : <a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications  | <a href="#">WSQ Use Basic Functions and Applications of a Computer (ICDL Certification Module : Intro to ICDL Base)</a> | CRS-Q-0025740-ES | TBA                        | Main Line: +65 6376 0777<br>Email : <a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications  | <a href="#">WSQ Use Essential Features of a Computer (ICDL Certification Module : Computer Essentials)</a>              | CRS-Q-0025754-ES | TBA                        | Main Line: +65 6376 0777<br>Email : <a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications  | <a href="#">WSQ Use Primary Functions and Applications of a Computer (ICDL Certification Module : Equal Skills)</a>     | CRS-Q-0025733-ES | TBA                        | Main Line: +65 6376 0777<br>Email : <a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| <b>Information and Communication Technologies (ICT) (Supervisory Level)</b> |   |                  |                            |  |
| Information and Communications  | <a href="#">Perform Advanced Database Functions</a>   | CRS-Q-0021467-ES | Mar 21 - 23<br>May 11 - 13 | Main Line: +65 6376 0777<br>Email : <a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications  | <a href="#">Perform Advanced Presentation Functions</a>   | CRS-Q-0021468-ES | Feb 15 - 17<br>May 25 - 27 | Main Line: +65 6376 0777<br>Email : <a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |

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| Information and Communications   | <a href="#">Perform Advanced Spreadsheet Functions</a>  | CRS-Q-0021680-ES | Mar 14 - 16<br>Jun 15 - 17 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications   | <a href="#">Perform Advanced Word Processing Functions</a>  | CRS-Q-0021442-ES | Jan 06 - 08<br>Apr 18 - 20 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications   | <a href="#">WSQ Manage Online Information (ICDL Certification Module : Managing Online Information)</a> | CRS-Q-0025741-ES | TBA                        | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Information and Communications   | <a href="#">WSQ Perform Online Collaboration (ICDL Certification Module : Online Collaboration)</a>     | CRS-Q-0025742-ES | TBA                        | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| <b>Information and Communication Technologies (ICT) (Managerial Level)</b> |   |                  |                            |   |
| Human Resource Management, Employment and Recruitment                      | <a href="#">Apply Workplace Information and Communication Technology (ICT)</a>                          | CRS-Q-0021967-ES | TBA                        | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |
| Human Resource Management, Employment and Recruitment                      | <a href="#">Use ICT for Knowledge Management</a>  | CRS-Q-0021968-ES | TBA                        | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a> |

## SERVICE EXCELLENCE

| CATEGORY                                     | PROGRAMME  | COURSE ID          | COURSE DATES   | EMAIL CONTACT   |
|--|--|--------------------|--|---|
| <b>Customer Service Training</b>             |  |                    |  |   |
| Customer Service                             | <a href="#">Excel in Customer Service</a>                            | CRS-N-0022806      | Jan 18 - 19<br>Mar 14 - 15<br>May 11 - 12  | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| <b>WSQ Certificate in Service Excellence</b> |  |                    |  |   |
| Customer Service                             | <a href="#">Certified Service Professional (Version 2 Classroom)</a> | CRS-Q-0027277-SVCF | Jan 18 - 20 & 25<br>Feb 22 - 24 & 29<br>Mar 7 - 9 & 14<br>Apr 11 - 13 & 18<br>May 16 - 18 & 23<br>Jun 13 - 15 & 20 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                             | <a href="#">Certified Service Professional (Version 2 Flipped)</a>   | CRS-Q-0027307-SVCF | TBA  | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                             | <a href="#">SV WSQ Demonstrate the Service Vision</a>                | CRS-Q-0025470-SVCF | Jan 12<br>Mar 21<br>May 25   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                             | <a href="#">SV WSQ Engage in Service Innovation Initiatives</a>      | CRS-Q-0025126-SVCF | Jan 27 - 28<br>Mar 08 - 09<br>May 12 - 13  | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |

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| Customer Service | <a href="#">SV WSQ Implement Operations for Service Excellence</a>             | CRS-Q-0025442-SVCF | Jan 11 - 12<br>Feb 15 - 16<br>Mar 14 - 15<br>Apr 19 - 20<br>May 17 - 18<br>Jun 21 - 22 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service | <a href="#">SV WSQ Project a Positive and Professional Image</a>               | CRS-Q-0025122-SVCF | Feb 19<br>Apr 11<br>Jun 20   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service | <a href="#">SV WSQ Provide Go-The-Extra-Mile Service</a>                       | CRS-Q-0024959-SVCF | Jan 18 - 19<br>Feb 22 - 23<br>Mar 14 - 15<br>Apr 20 - 21<br>May 25 - 26<br>Jun 20 - 21 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service | <a href="#">SV WSQ Respond to Service Challenges</a>                           | CRS-Q-0024909-SVCF | Feb 24 - 25<br>Mar 14 - 15<br>Apr 12 - 13<br>May 16 - 17<br>Jun 08 - 09                | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service | <a href="#">SVCF WSQ Contribute to Customer Service over Various Platforms</a> | CRS-Q-0026303-SVCF | Feb 29<br>May 18   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service | <a href="#">SVCF WSQ Work in a Diverse Service Environment</a>                 | CRS-Q-0025730-SVCF | Jan 07 - 08<br>Mar 10 - 11<br>May 09 - 10<br>Jun 13 - 14                               | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |

| WSQ Advanced Certificate in Service Excellence |  |                    |   |   |
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| Customer Service                               | <a href="#">SV WSQ Coach for Service Performance</a>                   | CRS-Q-0025253-SVCF | Jan 11 - 12<br>Mar 14 - 15<br>Apr 18 - 19<br>May 16 - 17                | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                               | <a href="#">SV WSQ Establish Relationships for Customer Confidence</a> | CRS-Q-0024908-SVCF | Feb 18 - 19<br>Mar 10 - 11<br>Apr 25 - 26<br>May 16 - 17<br>Jun 20 - 21 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                               | <a href="#">SV WSQ Manage Operations for Service Excellence</a>        | CRS-Q-0025864-SVCF | Feb 22 - 23<br>Apr 18 - 19<br>Jun 13 - 14                               | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                               | <a href="#">SV WSQ Manage Service Performance</a>                      | CRS-Q-0025231-SVCF | Mar 10 - 11<br>May 23 - 24  | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                               | <a href="#">SV WSQ Role Model The Service Vision</a>                   | CRS-Q-0026876-SVCF | Jan 20 - 21<br>Mar 17 - 18<br>May 12 - 13                               | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                               | <a href="#">SVCF WSQ Manage a Diverse Service Environment</a>          | CRS-Q-0025829-SVCF | Jan 07 - 08<br>Apr 11 - 12  | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |

| WSQ Diploma in Service Leadership |  |                    |   |  |
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| Customer Service                  | <a href="#">SV WSQ Lead with Service Vision</a>                        | CRS-Q-0025296-SVCF | Jan 14 - 15<br>Mar 14 - 15<br>May 26 - 27 | Main Line: +65 6376 0777<br>Email : <a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                  | <a href="#">SVCF Analyse Service Quality and Customer Satisfaction</a> | CRS-Q-0025238-SVCF | Mar 10 - 11<br>Jun 23 - 24                | Main Line: +65 6376 0777<br>Email : <a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                  | <a href="#">SVCF WSQ Develop New Products/ Services</a>                | CRS-Q-0026871-SVCF | Jan 18 - 19<br>May 16 - 17                | Main Line: +65 6376 0777<br>Email : <a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                  | <a href="#">SVCF WSQ Develop Service Operations</a>                    | CRS-Q-0026877-SVCF | Feb 25 - 26<br>May 09 - 10                | Main Line: +65 6376 0777<br>Email : <a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                  | <a href="#">SVCF WSQ Develop Service Recovery Framework</a>            | CRS-Q-0026945-SVCF | Feb 17 - 18<br>Apr 21 - 22                | Main Line: +65 6376 0777<br>Email : <a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                  | <a href="#">SVCF WSQ Foster Service Innovation</a>                     | CRS-Q-0025917-SVCF | Jan 25 - 26<br>Apr 07 - 08                | Main Line: +65 6376 0777<br>Email : <a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |

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| Customer Service                                    | <a href="#">SVCF WSQ Manage Partnerships for Service Excellence</a>    | CRS-Q-0026366-SVCF | Jan 04 - 05<br>Apr 11 - 12   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| <b>WSQ Specialist Diploma in Service Leadership</b> |  |                    |  |   |
| Customer Service                                    | <a href="#">SV WSQ Drive Service Quality and Customer Satisfaction</a> | CRS-Q-0024998-SVCF | Mar 14 - 15<br>Jun 20 - 21   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                                    | <a href="#">SVCF WSQ Drive Customer Loyalty for Service Excellence</a> | CRS-Q-0025908-SVCF | Jan 21<br>Apr 21<br>Jun 14   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                                    | <a href="#">SVCF WSQ Evaluate Organisation for Business Excellence</a> | CRS-Q-0025527-SVCF | Feb 22 - 23<br><i>(Assessment : 18 Mar)</i><br><br>May 19 - 20<br><i>(Assessment : 17 Jun)</i> | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |
| Customer Service                                    | <a href="#">SVCF WSQ Innovate the Customer Experience</a>              | CRS-Q-0025728-SVCF | Jan 25 - 26<br>Apr 12 - 13   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jacqueline.ang@sqcentre.com">jacqueline.ang@sqcentre.com</a> |

## PRODUCTIVITY AND QUALITY

| CATEGORY   | PROGRAMME  | COURSE ID        | COURSE DATES   | EMAIL CONTACT   |
|--|--|------------------|--|---|
| Analytical, Conceptual and Evaluative Skills (ACE) (Operations Level)  |  |                  |  |   |
| Productivity and Innovation  | <a href="#">Apply 5S Techniques</a>                  | CRS-Q-0021144-MF | Jan 07 - 08<br>Mar 10 - 11<br>May 12 - 13                | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Productivity and Innovation  | <a href="#">Apply Quality Systems</a>                | CRS-Q-0021145-MF | Jan 25 - 27<br>Apr 18 - 20                               | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Productivity and Innovation  | <a href="#">Perform Basic Productivity Practices</a> | CRS-Q-0021799-MF | Feb 15 - 16<br>Apr 04 - 05<br>Jun 06 - 07                | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Analytical, Conceptual and Evaluative Skills (ACE) (Supervisory Level) |  |                  |  |   |
| Productivity and Innovation  | <a href="#">Supervise Quality Procedures</a>         | CRS-Q-0021148-MF | Feb 16 - 17<br>Apr 12 - 13<br>Jun 21 - 22                | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Productivity and Innovation  | <a href="#">Supervise Work Improvement Processes</a> | CRS-Q-0021114-MF | Jan 20 - 21<br>Feb 24 - 25<br>Apr 13 - 14<br>Jun 14 - 15 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |



| Analytical, Conceptual and Evaluative Skills (ACE) (Managerial Level) |  |                  |   |  |
|---|--|------------------|---|--|
| Productivity and Innovation   | <a href="#">Contribute to the Design and Development of a Productivity Framework</a> | CRS-Q-0021758-ES | TBA                                       | Main Line: +65 6376 0777<br>Email : <a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Productivity and Innovation   | <a href="#">Facilitate the Implementation of a Productivity Framework</a>            | CRS-Q-0021938-ES | TBA                                       | Main Line: +65 6376 0777<br>Email : <a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Human Resource Management, Employment and Recruitment                 | <a href="#">Implement Business Process Reengineering</a>                             | CRS-Q-0022273-MF | Jan 05 - 08<br>Mar 15 - 18<br>May 23 - 26 | Main Line: +65 6376 0777<br>Email : <a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Productivity and Innovation   | <a href="#">Implement Lean Six Sigma</a>   | CRS-Q-0022170-MF | Feb 23 - 26<br>Apr 26 - 29<br>Jun 14 - 17 | Main Line: +65 6376 0777<br>Email : <a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Productivity and Innovation   | <a href="#">Manage Process Improvement</a>   | CRS-Q-0021100-MF | TBA                                       | Main Line: +65 6376 0777<br>Email : <a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Productivity and Innovation   | <a href="#">Manage Quality System and Processes</a>                                  | CRS-Q-0021146-MF | TBA                                       | Main Line: +65 6376 0777<br>Email : <a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |

| Certified Six Sigma  |   |               |                           |   |
|--|---|---------------|---------------------------|---|
| Productivity and Innovation  | <a href="#">Certified Six Sigma Manager</a>               | CRS-N-0022819 | Mar 7 - 10<br>Jun 06 - 09 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a>     |
| Productivity and Innovation  | <a href="#">Lean Thinking for Six Sigma Professionals</a> | CRS-N-0022824 | May 23 - 25               | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:violet.oh@sqcentre.com">violet.oh@sqcentre.com</a>     |
| Tools and Methodologies to Improve Quality and Enhance Productivity            |   |               |                           |   |
| Productivity and Innovation (Productivity & Quality - Tools and Methodologies) | <a href="#">Cost Reduction through 5S</a>                 | CRS-N-0022818 | Mar 09<br>Jun 06          | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |

## ENVIRONMENT, HEALTH AND SAFETY

| CATEGORY  | PROGRAMME  | COURSE ID        | COURSE DATES   | EMAIL CONTACT   |
|---|--|------------------|--|---|
| <b>Food Safety</b>                                    |  |                  |  |   |
| Productivity and Innovation                           | <a href="#">ISO 22000:2005 Developing and Implementing Food Safety Management System</a> | CRS-N-0022847    | Mar 14 - 15<br>May 09 - 10   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Productivity and Innovation                           | <a href="#">ISO 22000:2005 Food Safety Management System Internal Auditor</a>            | CRS-N-0022848    | Jan 26 - 27<br>Mar 28 - 29<br>May 23 - 24  | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Workplace Safety and Health                           | <a href="#">The Basics of Food Hygiene and HACCP</a>                                     | CRS-N-0022845    | Jan 25<br>Apr 06   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| <b>Generic Manufacturing Skills - bizSAFE</b>         |  |                  |  |   |
| Human Resource Management, Employment and Recruitment | <a href="#">Develop a Risk Management Implementation Plan</a>                            | CRS-Q-0023382-MF | Jan 18 - 19<br>Feb 22 - 23<br>Mar 28 - 29<br>Apr 18 - 19<br>May 23 - 24<br>Jun 20 - 21 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| <b>ISO 14001:2004 Environment Management System</b>   |  |                  |  |   |

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| Productivity and Innovation                                     | <a href="#">Developing and Implementing ISO 14001:2004</a>       | CRS-N-0022835 | Jan 07 - 08<br>Feb 15 - 16<br>Mar 07 - 08<br>Apr 04 - 05<br>May 09 - 10<br>Jun 06 - 07 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Productivity and Innovation                                     | <a href="#">Identifying Environmental Aspects</a>                | CRS-N-0022832 | Jan 06<br>Mar 07<br>May 06   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Productivity and Innovation                                     | <a href="#">ISO 14001:2004 Internal Auditor Training</a>         | CRS-N-0022834 | Jan 14 - 15<br>Feb 16 - 17<br>Mar 14 - 15<br>Apr 11 - 12<br>May 16 - 17<br>Jun 14 - 15 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Integrated Quality, Environment, Occupational Health and Safety |  |               |  |   |
| Productivity and Innovation                                     | <a href="#">QEHS Management System Internal Auditor Training</a> | CRS-N-0022844 | Jan 25 - 26<br>Feb 25 - 26<br>Mar 16 - 17<br>Apr 20 - 21<br>May 30 - 31<br>Jun 07 - 08 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Occupational Health and Safety                                  |  |               |  |   |
| Productivity and Innovation                                     | <a href="#">Developing and Implementing OHSAS 18001/SS506</a>    | CRS-N-0022837 | Jan 07 - 08<br>Mar 09 - 10<br>May 05 - 06  | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |

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|---|---|------------------|--|---|
| Productivity and Innovation                       | <a href="#">OHS MS Auditor/ Lead Auditor Training Course</a>                    | CRS-N-0022836    | Jan 19 - 22 & 25<br>Apr 19 - 22 & 25   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| Productivity and Innovation                       | <a href="#">OHSAS 18001/SS506 Internal Auditor Training</a>                     | CRS-N-0027730    | Jan 25 - 26<br>Feb 22 - 23<br>Mar 14 - 15<br>Apr 25 - 26<br>May 17 - 18<br>Jun 20 - 21 | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| <b>Job Safety Skills (JS) (Operations Level)</b>  |   |                  |  |   |
| Workplace Safety and Health                       | <a href="#">Comply with Workplace Safety and Health Policies and Procedures</a> | CRS-Q-0021652-ES | Jan 14 - 15<br>Apr 11 - 12   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| <b>Job Safety Skills (JS) (Supervisory Level)</b> |   |                  |  |   |
| Workplace Safety and Health                       | <a href="#">Maintain Workplace Safety and Health Policies and Procedures</a>    | CRS-Q-0022091-ES | Feb 02 - 03<br>Apr 05 - 06<br>Jun 13 - 14  | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |
| <b>Job Safety Skills (JS) (Managerial Level)</b>  |   |                  |  |   |
| Workplace Safety and Health                       | <a href="#">Manage Workplace Safety and Health System</a>                       | CRS-Q-0022821-ES | Mar 15 - 16<br>Jun 16 - 17   | Main Line: +65 6376 0777<br>Email :<br><a href="mailto:jerelyn.toh@sqcentre.com">jerelyn.toh@sqcentre.com</a> |