

COURSE TITLES	SSG COURSE CODE	FUNDING VALIDITY PERIOD
Adapt to Change	CRS-Q-0021542-ES	01 Jan 2019 - 28 Nov 2019
Analyse Service Quality and Customer Satisfaction	CRS-Q-0025238-SVCF	01 Jan 2019 - 05 Oct 2020
Apply 5S Techniques	CRS-Q-0021144-MF	01 Jan 2019 - 28 Nov 2019
Apply Emotional Competence to Manage Self and Others in a Business Context	CRS-Q-0022260-ES	01 Jan 2019 - 01 Mar 2021
Apply Emotional Competence to Manage Self and Team	CRS-Q-0022695-ES	01 Jan 2019 - 28 Nov 2019
Apply Emotional Competence to Manage Self at the Workplace	CRS-Q-0022039-ES	01 Jan 2019 - 01 Mar 2021
Apply Quality Systems	CRS-Q-0021145-MF	01 Jan 2019 - 28 Nov 2019
Apply Systems Thinking in Problem Solving and Decision Making	CRS-Q-0022267-ES	01 Jan 2019 - 28 Nov 2019
Build Team Relationships - Blended (Level 3)	CRS-Q-0030958-LPM	18 Mar 2019 - 17 Mar 2021
Certified Business Analysis Professional [CBAP®] Exam Preparation WSQ	CRS-Q-0032209-ICT	04 Jun 2018 - 03 Jun 2020
Certified Service Professional	CRS-Q-0027277-SVCF	01 Jan 2019 - 05 Oct 2020
Champion a Service Excellence Ethos	CRS-Q-0034669-SVCF	01 Jan 2019 - 20 Oct 2020
Champion Service Innovation	CRS-Q-0034218-SVCF	01 Jan 2019 - 11 Sep 2020
Coach for Service Performance	CRS-Q-0025253-SVCF	01 Jan 2019 - 05 Oct 2020
Communicate and Relate Effectively at the Workplace	CRS-Q-0021249-ES	01 Jan 2019 - 01 Mar 2021
Comply with Workplace Safety and Health Policies and Procedures	CRS-Q-0021652-ES	01 Jan 2019 - 01 Mar 2021
Contribute to Customer Service Over Various Platforms	CRS-Q-0026303-SVCF	01 Jan 2019 - 17 Jul 2020
Demonstrate Initiative and Enterprising Behaviours	CRS-Q-0021243-ES	01 Jan 2019 - 01 Mar 2021
Demonstrate the Service Vision	CRS-Q-0025470-SVCF	01 Jan 2019 - 17 Jul 2020
Develop a Risk Management Implementation Plan WSQ (bizSAFE Level 2)	CRS-Q-0023382-MF	01 Jan 2019 - 19 Aug 2021
Develop a Work Team	CRS-Q-0022196-ES	01 Jan 2019 - 01 Mar 2021
Develop a Workplace Safety and Health Management System Implementation Plan WSQ (bizSAFE Level 4)	CRS-Q-0023383-MF	14 Jun 2019 - 13 Jun 2021
Develop New Products / Services	CRS-Q-0026871-SVCF	01 Jan 2019 - 04 Jan 2021
Develop Personal Effectiveness at Managerial Level	CRS-Q-0022040-ES	01 Jan 2019 - 01 Mar 2021
Develop Personal Effectiveness at Operations Level	CRS-Q-0021645-ES	01 Jan 2019 - 28 Nov 2019
Develop Personal Effectiveness at Supervisory Level	CRS-Q-0021488-ES	01 Jan 2019 - 01 Mar 2021
Develop Self to Maintain Professional Competence at Managerial Level - Blended (Level 4)	CRS-Q-0035323-LPM	01 Jan 2019 - 21 Nov 2020
Develop Service Operations	CRS-Q-0026877-SVCF	01 Jan 2019 - 05 Oct 2020
Develop Service Recovery Framework	CRS-Q-0026945-SVCF	01 Jan 2019 - 05 Oct 2020
Develop Team Leaders through Capability Development and Coaching - Blended (Level 4)	CRS-Q-0031068-LPM	25 Mar 2019 - 24 Mar 2021
Drive Customer Loyalty for Service Excellence	CRS-Q-0025908-SVCF	01 Jan 2019 - 05 Oct 2020
Drive Service Quality and Customer Satisfaction	CRS-Q-0024998-SVCF	01 Jan 2019 - 05 Oct 2020
Effective Business Writing Skills	CRS-N-0022815	18 Dec 2018 - 17 Dec 2019
Effective Project Management WSQ	CRS-Q-0034628-ICT	01 Jan 2019 - 13 Aug 2020
Effective Supervisory Management Skills	CRS-N-0032888	18 Feb 2019 - 17 Feb 2020
Engage in Service Innovation Initiatives	CRS-Q-0025126-SVCF	01 Jan 2019 - 17 Jul 2020
Enterprise Risk Management WSQ	CRS-Q-0032262-BM	11 May 2018 - 10 May 2020
Entry Certificate in Business Analysis [ECBA™] Exam Preparation WSQ	CRS-Q-0032254-ICT	04 Jun 2018 - 03 Jun 2020
Establish Relationships for Customer Confidence	CRS-Q-0024908-SVCF	01 Jan 2019 - 05 Oct 2020
Evaluate Organisation for Business Excellence	CRS-Q-0025527-SVCF	01 Jan 2019 - 05 Oct 2020
Facilitate Effective Communication and Engagement at the Workplace	CRS-Q-0021536-ES	01 Jan 2019 - 28 Nov 2019
Facilitate Effective Work Teams	CRS-Q-0022181-ES	01 Jan 2019 - 28 Nov 2019
Facilitate Innovation and Lead Team Leaders to Implement Change - Blended (Level 4)	CRS-Q-0031028-LPM	25 Mar 2019 - 24 Mar 2021
Facilitate the Implementation of a Productivity Framework	CRS-Q-0021938-ES	01 Jan 2019 - 01 Mar 2021
Foster Initiative and Enterprise in Teams	CRS-Q-0021534-ES	01 Jan 2019 - 28 Nov 2019
Foster Service Innovation	CRS-Q-0025917-SVCF	01 Jan 2019 - 05 Oct 2020
Foster Team Adaptability	CRS-Q-0021533-ES	01 Jan 2019 - 01 Mar 2021

COURSE TITLES	SSG COURSE CODE	FUNDING VALIDITY PERIOD (ONLINE)
ICDL Perform Advanced Presentation Functions (Advanced PowerPoint 2016)	CRS-Q-0034006-MF	01 Jan 2019 - 24 Aug 2020
ICDL Perform Advanced Spreadsheet Functions (Advanced Excel 2016)	CRS-Q-0034005-MF	01 Jan 2019 - 24 Aug 2020
ICDL Perform Advanced Word Processing Functions (Advanced Word 2016)	CRS-Q-0034002-MF	01 Jan 2019 - 24 Aug 2020
ICDL Perform Presentation Functions (PowerPoint 2016)	CRS-Q-0034003-MF	01 Jan 2019 - 24 Aug 2020
ICDL Perform Spreadsheet Functions (Excel 2016)	CRS-Q-0034001-MF	01 Jan 2019 - 24 Aug 2020
ICDL Perform Word Processing Functions (Word 2016)	CRS-Q-0034004-MF	01 Jan 2019 - 24 Aug 2020
Implement Business Process Re-engineering	CRS-Q-0022273-MF	01 Jan 2019 - 01 Mar 2021
Implement Lean Six Sigma	CRS-Q-0022170-MF	01 Jan 2019 - 01 Mar 2021
Implement Operations for Service Excellence	CRS-Q-0025442-SVCF	01 Jan 2019 - 17 Jul 2020
Innovate the Customer Experience	CRS-Q-0025728-SVCF	01 Jan 2019 - 05 Oct 2020
Lead a Virtual Team	CRS-Q-0025480-ES	01 Jan 2019 - 28 Nov 2019
Lead Team Leaders to Develop Business Strategies and Governance Management - Blended (Level 4)	CRS-Q-0034096-LPM	01 Jan 2019 - 04 Sep 2020
Lead Team to Develop Operational Plan - Blended (Level 3)	CRS-Q-0033993-LPM	01 Jan 2019 - 23 Aug 2020
Lead with Service Vision	CRS-Q-0025296-SVCF	01 Jan 2019 - 05 Oct 2020
Lead Workplace Communication and Engagement	CRS-Q-0022036-ES	01 Jan 2019 - 01 Mar 2021
Maintain Personal Presentation and Employability at Operations Level	CRS-Q-0022168-ES	01 Jan 2019 - 28 Nov 2019
Maintain Personal Presentation and Employability at Supervisory Level	CRS-Q-0022268-ES	01 Jan 2019 - 28 Nov 2019
Maintain Workplace Safety and Health Policies and Procedures	CRS-Q-0022091-ES	01 Jan 2019 - 28 Nov 2019
Manage a Diverse Service Environment	CRS-Q-0025829-SVCF	01 Jan 2019 - 05 Oct 2020
Manage Cross Functional and Culturally Diverse Teams	CRS-Q-0022265-ES	01 Jan 2019 - 28 Nov 2019
Manage Operations for Service Excellence	CRS-Q-0025864-SVCF	01 Jan 2019 - 05 Oct 2020
Manage Partnership for Service Excellence	CRS-Q-0026366-SVCF	01 Jan 2019 - 05 Oct 2020
Manage Process Improvement	CRS-Q-0021100-MF	01 Jan 2019 - 01 Mar 2021
Manage Service Performance	CRS-Q-0025231-SVCF	01 Jan 2019 - 05 Oct 2020
Manage Workplace Challenges with Resilience	CRS-Q-0024937-ES	01 Jan 2019 - 28 Nov 2019
Manage Workplace Safety and Health System	CRS-Q-0022821-ES	01 Jan 2019 - 01 Mar 2021
Managing People Effectively - Core Skills for New People Managers	CRS-N-0033943	22 Apr 2019 - 20 Apr 2020
Monitor and Reward Performance Across Teams to Manage Achievement of Results - Blended (Level 4)	CRS-Q-0035330-LPM	01 Jan 2019 - 22 Nov 2020
Optimise Workforce for Service Excellence	CRS-Q-0028381-SVCF	01 Jan 2019 - 05 Oct 2020
Perform Basic Productivity Practices	CRS-Q-0021799-MF	01 Jan 2019 - 01 Mar 2021
PMI Risk Management Professional [PMI-RMP] <sup>®</sup> Exam Preparation WSQ	CRS-Q-0032208-BM	03 May 2018 - 02 May 2020
Project a Positive and Professional Image	CRS-Q-0025122-SVCF	01 Jan 2019 - 17 Jul 2020
Project Management Professional [PMP] <sup>®</sup> Training WSQ	CRS-Q-0034613-ICT	01 Jan 2019 - 13 Aug 2020
Provide Go-the-Extra-Mile Service	CRS-Q-0024959-SVCF	01 Jan 2019 - 17 Jul 2020
Respond to Service Challenges	CRS-Q-0024909-SVCF	01 Jan 2019 - 17 Jul 2020
Role Model the Service Vision	CRS-Q-0026876-SVCF	01 Jan 2019 - 05 Oct 2020
Solve Problems and Make Decisions at Managerial Level	CRS-Q-0021691-ES	01 Jan 2019 - 28 Nov 2019
Solve Problems and Make Decisions at Operations Level	CRS-Q-0021547-ES	01 Jan 2019 - 28 Nov 2019
Solve Problems and Make Decisions at Supervisory Level	CRS-Q-0021457-ESS	01 Jan 2019 - 01 Mar 2021
Strategise Service Operations (Blended)	CRS-Q-0034609-SVCF	01 Jan 2019 - 12 Oct 2020
Strategise Workforce for Service Excellence	CRS-Q-0035226-SVCF	01 Jan 2019 - 12 Nov 2020
Supervise Quality Procedures	CRS-Q-0021148-MF	01 Jan 2019 - 01 Mar 2021
Supervise Work Improvement Processes	CRS-Q-0021114-MF	01 Jan 2019 - 01 Mar 2021
Work in a Diverse Service Environment	CRS-Q-0025730-SVCF	01 Jan 2019 - 17 Jul 2020
Work in a Team	CRS-Q-0022167-ES	01 Jan 2019 - 01 Mar 2021