

SVCF COURSE TITLES [CEASE ON 26 JAN 2020]	SVCF SSG COURSE CODE [CEASE ON 26 JAN 2020]	SVCF FUNDING VALIDITY PERIOD [CEASE ON 26 JAN 2020]	SfW FOR RETAIL COURSE TITLES [W.E.F. 27 JAN 2020]	SfW FOR RETAIL SSG COURSE CODE [W.E.F. 27 JAN 2020]	SfW FOR RETAIL FUNDING VALIDITY PERIOD [W.E.F. 27 JAN 2020]
<b>CATEGORY : SERVICE EXCELLENCE [TRANSITION OF FRAMEWORK FROM SERVICE EXCELLENCE COMPETENCY FRAMEWORK (SVCF) TO RETAIL (SfW FOR RETAIL) WITH EFFECT FROM 27 JANUARY 2020]</b>					
<b>Certificate in Service Excellence WSQ - Service Professional (Level 1)</b>					
Demonstrate the Service Vision	CRS-Q-0025470-SVCF	01 Jan 2019 - 26 Jan 2020	Demonstrate the Service Vision (Service Leadership)	CRS-Q-0039656-RET	27 Jan 2020 - 04 Aug 2021
Engage in Service Innovation Initiatives	CRS-Q-0025126-SVCF	01 Jan 2019 - 26 Jan 2020	Engage in Service Innovation Initiatives (Service Innovation)	CRS-Q-0039443-RET	27 Jan 2020 - 25 Jul 2021
Implement Operations for Service Excellence	CRS-Q-0025442-SVCF	01 Jan 2019 - 26 Jan 2020	Implement Operations for Service Excellence (Service Planning and Implementation)	CRS-Q-0039673-RET	27 Jan 2020 - 05 Aug 2021
Provide Go-the-Extra-Mile Service	CRS-Q-0024959-SVCF	01 Jan 2019 - 26 Jan 2020	Provide Go-the-Extra-Mile Service (Service Excellence)	CRS-Q-0040234-RET	27 Jan 2020 - 26 Nov 2021
Respond to Service Challenges	CRS-Q-0024909-SVCF	01 Jan 2019 - 26 Jan 2020	Respond to Service Challenges (Service Challenges)	CRS-Q-0039442-RET	27 Jan 2020 - 25 Jul 2021
Work in a Diverse Service Environment	CRS-Q-0025730-SVCF	01 Jan 2019 - 26 Jan 2020	Work in a Diverse Service Environment (People and Relationship Management)	CRS-Q-0039816-RET	27 Jan 2020 - 22 Aug 2021
Contribute to Customer Service Over Various Platforms	CRS-Q-0026303-SVCF	01 Jan 2019 - 26 Jan 2020	Contribute to Customer Service Over Various Platforms (Customer Experience Management)	CRS-Q-0039444-RET	27 Jan 2020 - 25 Jul 2021
Certified Service Professional	CRS-Q-0027277-SVCF	01 Jan 2019 - 26 Jan 2020	Certified Service Professional	Course Cessation	Course Cessation
Project a Positive and Professional Image	CRS-Q-0025122-SVCF	01 Jan 2019 - 26 Jan 2020	Project a Positive and Professional Image	Course Cessation	Course Cessation
<b>Advanced Certificate in Service Excellence WSQ - Service Coach (Level 3)</b>					
Coach for Service Performance	CRS-Q-0025253-SVCF	01 Jan 2019 - 26 Jan 2020	Coach for Service Performance (Service Coaching)	CRS-Q-0039846-RET	27 Jan 2020 - 25 Aug 2021
Establish Relationships for Customer Confidence	CRS-Q-0024908-SVCF	01 Jan 2019 - 26 Jan 2020	Establish Relationships for Customer Confidence (Service Excellence)	CRS-Q-0039844-RET	27 Jan 2020 - 25 Aug 2021
Manage a Diverse Service Environment	CRS-Q-0025829-SVCF	01 Jan 2019 - 26 Jan 2020	Manage a Diverse Service Environment (People and Relationship Management)	CRS-Q-0039845-RET	27 Jan 2020 - 25 Aug 2021
Manage Operations for Service Excellence	CRS-Q-0025864-SVCF	01 Jan 2019 - 26 Jan 2020	Manage Operations for Service Excellence (Service Planning and Implementation)	CRS-Q-0039847-RET	27 Jan 2020 - 25 Aug 2021
Manage Service Performance	CRS-Q-0025231-SVCF	01 Jan 2019 - 26 Jan 2020	Manage Service Performance (Service Information and Results)	CRS-Q-0039820-RET	27 Jan 2020 - 22 Aug 2021
Role Model the Service Vision	CRS-Q-0026876-SVCF	01 Jan 2019 - 26 Jan 2020	Role Model the Service Vision (Service Leadership)	CRS-Q-0039420-RET	27 Jan 2020 - 24 Jul 2021
<b>Diploma in Service Leadership WSQ - Service Leader (Level 4)</b>					
Analyse Service Quality and Customer Satisfaction	CRS-Q-0025238-SVCF	01 Jan 2019 - 26 Jan 2020	Analyse Service Quality and Customer Satisfaction (Service Information and Result)	CRS-Q-0039818-RET	27 Jan 2020 - 22 Aug 2021
Develop New Products / Services	CRS-Q-0026871-SVCF	01 Jan 2019 - 26 Jan 2020	Develop New Products / Services (Service Innovation)	CRS-Q-0039663-RET	27 Jan 2020 - 04 Aug 2021
Develop Service Operations	CRS-Q-0026877-SVCF	01 Jan 2019 - 26 Jan 2020	Develop Service Operations (Service Planning and Implementation)	CRS-Q-0039668-RET	27 Jan 2020 - 04 Aug 2021
Develop Service Recovery Framework	CRS-Q-0026945-SVCF	01 Jan 2019 - 26 Jan 2020	Develop Service Recovery Framework (Service Challenges)	CRS-Q-0039665-RET	27 Jan 2020 - 04 Aug 2021
Foster Service Innovation	CRS-Q-0025917-SVCF	01 Jan 2019 - 26 Jan 2020	Foster Service Innovation (Service Innovation Culture)	CRS-Q-0039664-RET	27 Jan 2020 - 04 Aug 2021
Lead with Service Vision	CRS-Q-0025296-SVCF	01 Jan 2019 - 26 Jan 2020	Lead with Service Vision (Service Leadership)	CRS-Q-0039819-RET	27 Jan 2020 - 22 Aug 2021
Manage Partnerships for Service Excellence	CRS-Q-0026366-SVCF	01 Jan 2019 - 26 Jan 2020	Manage Partnerships for Service Excellence (Service Partnerships)	CRS-Q-0039666-RET	27 Jan 2020 - 04 Aug 2021
Optimise Workforce for Service Excellence	CRS-Q-0028381-SVCF	01 Jan 2019 - 26 Jan 2020	Optimise Workforce for Service Excellence (People and Relationship Management)	CRS-Q-0039667-RET	27 Jan 2020 - 04 Aug 2021
<b>Specialist Diploma in Service Leadership WSQ - Service Champion (Level 5)</b>					
Champion a Service Excellence Ethos	CRS-Q-0034669-SVCF	01 Jan 2019 - 26 Jan 2020	Champion a Service Excellence Ethos (Service Leadership)	CRS-Q-0039821-RET	01 Jan 2020 - 22 Aug 2021
Champion Service Innovation	CRS-Q-0034218-SVCF	01 Jan 2019 - 26 Jan 2020	Champion Service Innovation (Service Innovation Culture)	CRS-Q-0039659-RET	27 Jan 2020 - 04 Aug 2021
Drive Customer Loyalty for Service Excellence	CRS-Q-0025908-SVCF	01 Jan 2019 - 26 Jan 2020	Drive Customer Loyalty for Service Excellence (Service Challenges)	CRS-Q-0039660-RET	27 Jan 2020 - 04 Aug 2021
Drive Service Quality and Customer Satisfaction	CRS-Q-0024998-SVCF	01 Jan 2019 - 26 Jan 2020	Drive Service Quality and Customer Satisfaction (Service Information and Results)	CRS-Q-0039675-RET	27 Jan 2020 - 05 Aug 2021
Innovate the Customer Experience	CRS-Q-0025728-SVCF	01 Jan 2019 - 26 Jan 2020	Innovate the Customer Experience (Service Innovation)	CRS-Q-0039658-RET	27 Jan 2020 - 04 Aug 2021
Strategise Service Operations - Blended	CRS-Q-0034609-SVCF	01 Jan 2019 - 26 Jan 2020	Strategise Service Operations (Service Planning and Implementation) - Blended	CRS-Q-0039662-RET	27 Jan 2020 - 04 Aug 2021
Strategise Workforce for Service Excellence	CRS-Q-0035226-SVCF	01 Jan 2019 - 26 Jan 2020	Strategise Workforce for Service Excellence (People and Relationship Management)	CRS-Q-0039661-RET	27 Jan 2020 - 04 Aug 2021
Evaluate Organisation for Business Excellence	CRS-Q-0025527-SVCF	01 Jan 2019 - 26 Jan 2020	Evaluate Organisation for Business Excellence (Business Excellence)	CRS-Q-0039657-RET	27 Jan 2020 - 04 Aug 2021

COURSE TITLES	SSG COURSE CODE	FUNDING VALIDITY PERIOD
<b>CATEGORY : EMPLOYABILITY SKILLS</b>		
<b>Analytical, Conceptual and Evaluative Skills WSQ</b>		
Apply 5S Techniques	CRS-Q-0021144-MF	01 Jan 2019 - 10 Sep 2021
Apply Quality Systems	CRS-Q-0021145-MF	01 Jan 2019 - 10 Sep 2021
Apply Systems Thinking in Problem Solving and Decision Making	CRS-Q-0022267-ES	01 Jan 2019 - 10 Sep 2021
Demonstrate Initiative and Enterprising Behaviours	CRS-Q-0021243-ES	01 Jan 2019 - 01 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 - 10 Sep 2021
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
Manage Process Improvement	CRS-Q-0021100-MF	01 Jan 2019 - 01 Mar 2021
Perform Basic Productivity Practices	CRS-Q-0021799-MF	01 Jan 2019 - 01 Mar 2021
Solve Problems and Make Decisions at Managerial Level	CRS-Q-0021691-ES	01 Jan 2019 - 10 Sep 2021
Solve Problems and Make Decisions at Operations Level	CRS-Q-0021547-ES	01 Jan 2019 - 10 Sep 2021
Solve Problems and Make Decisions at Supervisory Level	CRS-Q-0021457-ESS	01 Jan 2019 - 01 Mar 2021
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
<b>Information and Communication Technologies Skills WSQ</b>		
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
<b>Interpersonal Skills WSQ</b>		
Communicate and Relate Effectively at the Workplace	CRS-Q-0021249-ES	01 Jan 2019 - 01 Mar 2021
Develop a Work Team	CRS-Q-0022196-ES	01 Jan 2019 - 01 Mar 2021
Facilitate Effective Communication and Engagement at the Workplace	CRS-Q-0021536-ES	01 Jan 2019 - 10 Sep 2021
Facilitate Effective Work Teams	CRS-Q-0022181-ES	01 Jan 2019 - 10 Sep 2021
Lead a Virtual Team	CRS-Q-0025480-ES	01 Jan 2019 - 10 Sep 2021
Lead Workplace Communication and Engagement	CRS-Q-0022036-ES	01 Jan 2019 - 01 Mar 2021
Manage Cross Functional and Culturally Diverse Teams	CRS-Q-0022265-ES	01 Jan 2019 - 10 Sep 2021
Work in a Team	CRS-Q-0022167-ES	01 Jan 2019 - 01 Mar 2021
<b>Job Safety Skills WSQ</b>		
Comply with Workplace Safety and Health Policies and Procedures	CRS-Q-0021652-ES	01 Jan 2019 - 01 Mar 2021
Maintain Workplace Safety and Health Policies and Procedures	CRS-Q-0022091-ES	01 Jan 2019 - 10 Sep 2021
Manage Workplace Safety and Health System	CRS-Q-0022821-ES	01 Jan 2019 - 01 Mar 2021
<b>Personal Management and Development Skills WSQ</b>		
Adapt to Change	CRS-Q-0021542-ES	01 Jan 2019 - 10 Sep 2021
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 - 10 Sep 2021
Apply Emotional Competence to Manage Self at the Workplace	CRS-Q-0022039-ES	01 Jan 2019 - 01 Mar 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 - 10 Sep 2021
Develop Personal Effectiveness at Supervisory Level	CRS-Q-0021488-ES	01 Jan 2019 - 01 Mar 2021
Foster Team Adaptability	CRS-Q-0021533-ES	01 Jan 2019 - 01 Mar 2021
Manage Workplace Challenges with Resilience	CRS-Q-0024937-ES	01 Jan 2019 - 10 Sep 2021

COURSE TITLES	SSG COURSE CODE	FUNDING VALIDITY PERIOD (ONLINE)
<b>CATEGORY : LEADERSHIP AND PEOPLE MANAGEMENT</b>		
<b>Leadership and People Management WSQ (Blended Learning) - Level 3</b>		
Organisational Relationship Building	CRS-Q-0039009-RET	27 Feb 2020 - 19 Jun 2021
Vision Leaderships (For Supervisors)	CRS-Q-0039013-RET	27 Jan 2020 - 19 Jun 2021
<b>Leadership and People Management WSQ (Blended Learning) - Level 4</b>		
People and Performance Management	CRS-Q-0039589-INP	27 Jan 2020 - 01 Aug 2021
People Change Management	CRS-Q-0039703-INP	27 Jan 2020 - 07 Aug 2021
People Development	CRS-Q-0039007-RET	27 Jan 2020 - 19 Jun 2021
Personal Effectiveness	CRS-Q-0038908-RET	27 Jan 2020 - 12 Jun 2021
Vision Leadership (For Managers)	CRS-Q-0039005-RET	27 Jan 2020 - 19 Jun 2021

COURSE TITLES	SSG COURSE CODE	FUNDING VALIDITY PERIOD (ONLINE)
<b>CATEGORY : BUSINESS STRATEGY AND SKILLS</b>		
<b>Business Analysis Certification WSQ</b>		
Entry Certificate in Business Analysis [ECBA™] Exam Preparation WSQ	CRS-Q-0032254-ICT	04 Jun 2018 - 03 Jun 2020
Certified Business Analysis Professional [CBAP®] Exam Preparation WSQ	CRS-Q-0032209-ICT	04 Jun 2018 - 03 Jun 2020
<b>Project Management WSQ</b>		
Effective Project Management WSQ	CRS-Q-0034628-ICT	01 Jan 2019 - 13 Aug 2020
Project Management Professional [PMP]® Training WSQ	CRS-Q-0034613-ICT	01 Jan 2019 - 13 Aug 2020
<b>Risk Management WSQ</b>		
Enterprise Risk Management WSQ	CRS-Q-0032262-BM	11 May 2018 - 10 May 2020
PMI Risk Management Professional [PMI-RMP]® Exam Preparation WSQ	CRS-Q-0032208-BM	03 May 2018 - 02 May 2020
<b>Office Analytics - Excelytics</b>		
Complete Data Analysis for Beginners	CRS-N-0046591	26 Apr 2018 - 22 Apr 2020
Excel Automated Dashboard	CRS-N-0040895	04 Jan 2020 - 02 Jan 2021
Explore, Visualize, and Present your Data with Excel's Power Tools	CRS-N-0048952	19 Mar 2019 - 18 Mar 2020
NICF - Data Visualization with Power BI (SF)	CRS-Q-0039318-ICT	15 Aug 2019 - 15 Jul 2021

COURSE TITLES	SSG COURSE CODE	FUNDING VALIDITY PERIOD (ONLINE)
<b>CATEGORY : MANAGEMENT SYSTEMS</b>		
<b>bizSAFE</b>		
Develop a Risk Management Implementation Plan WSQ (bizSAFE Level 2)	CRS-Q-0023382-MF	01 Jan 2019 - 19 Aug 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

COURSE TITLES	SSG COURSE CODE	FUNDING VALIDITY PERIOD (ONLINE)
<b>CATEGORY : PEOPLE DEVELOPMENT</b>		
<b>Microsoft Office Specialist (MOS) Certification - Microsoft Office 2016</b>		
MOS Outlook 2016	CRS-N-0042653	14 Dec 2019 - 12 Dec 2020
MOS PowerPoint 2016	CRS-N-0043763	07 Nov 2018 - 01 Oct 2020
<b>Microsoft Office 2016 (Non-Exam)</b>		
Microsoft Access 2016 Basic & Intermediate (2 Days)	CRS-N-0043131	11 Jun 2019 - 09 Jun 2020
Microsoft Excel 2016 Basic (1 Day)	CRS-N-0042665	24 May 2019 - 22 May 2020
Microsoft Excel 2016 Intermediate (1 Day)	CRS-N-0042666	24 May 2019 - 22 May 2020
Microsoft Excel 2016 Advanced (1 Day)	CRS-N-0042240	21 Apr 2019 - 19 Apr 2020
Microsoft Excel 2016 Advanced (2 Days)	CRS-N-0045462	22 Dec 2019 - 20 Dec 2020
Microsoft Outlook 2016 Basic and Intermediate (2 Days)	CRS-N-0046338	11 May 2019 - 09 May 2020
Microsoft PowerPoint 2016 Basic (1 Day)	CRS-N-0042785	03 Jun 2019 - 01 Jun 2020
Microsoft PowerPoint 2016 Intermediate (1 Day)	CRS-N-0042790	11 Jun 2019 - 09 Jun 2020
Microsoft PowerPoint 2016 Advanced (1 Day)	CRS-N-0042787	11 Jun 2019 - 09 Jun 2020
Microsoft Word 2016 Basic (1 Day)	CRS-N-0042789	11 Jun 2019 - 09 Jun 2020
Microsoft Word 2016 Intermediate (1 Day)	CRS-N-0042782	03 Jun 2019 - 01 Jun 2020
Microsoft Word 2016 Advanced (1 Day)	CRS-N-0042939	11 Jun 2019 - 09 Jun 2020
<b>Microsoft Office 2019 (Non-Exam)</b>		
Microsoft Access 2019 Basic & Intermediate (2 Days)	CRS-N-0050272	11 Jun 2019 - 10 Jun 2020
Microsoft Access 2019 Advanced (2 Days)	CRS-N-0050301	25 Jun 2019 - 24 Jun 2020
Microsoft Excel 2019 Basic (1 Day)	CRS-N-0048599	24 Jan 2019 - 22 Jan 2021
Microsoft Excel 2019 Intermediate (1 Day)	CRS-N-0048598	24 Jan 2019 - 22 Jan 2021
Microsoft Excel 2019 Basic & Intermediate (2 Days)	CRS-N-0050274	24 Jun 2019 - 23 Jun 2020
Microsoft Excel 2019 Advanced (1 Day)	CRS-N-0048597	24 Jan 2019 - 22 Jan 2021
Microsoft Excel 2019 Advanced (2 Days)	CRS-N-0050273	24 Jun 2019 - 23 Jun 2020
Microsoft PowerPoint 2019 Basic (1 Day)	CRS-N-0049038	28 Feb 2019 - 27 Feb 2020
Microsoft PowerPoint 2019 Intermediate (1 Day)	CRS-N-0049037	28 Feb 2019 - 27 Feb 2020
Microsoft PowerPoint 2019 Basic & Intermediate (2 Days)	CRS-N-0050303	24 Jun 2019 - 23 Jun 2020
Microsoft PowerPoint 2019 Advanced (1 Day)	CRS-N-0049039	28 Feb 2019 - 27 Feb 2020
Microsoft PowerPoint 2019 Advanced (2 Days)	CRS-N-0050298	24 Jun 2019 - 23 Jun 2020
Microsoft Word 2019 Basic & Intermediate (2 Days)	CRS-N-0050300	25 Jun 2019 - 24 Jun 2020
Microsoft Word 2019 Advanced (2 Days)	CRS-N-0050299	25 Jun 2019 - 24 Jun 2020
<b>SkillzXpress™</b>		
Amazing Macros (Microsoft Excel 2010/2013/2016)	CRS-N-0040878	23 Dec 2019 - 21 Dec 2020
Creating and Analyzing Database (Microsoft Excel 2010/2013/2016)	CRS-N-0040876	23 Dec 2019 - 21 Dec 2020
Creating Fabulous Infographics Workshop	CRS-N-0041441	02 Mar 2019 - 29 Feb 2020
Create Successful Business Presentations	CRS-N-0048410	13 Dec 2019 - 11 Dec 2020
Maximizing Pivot Table (Microsoft Excel 2013/2016)	CRS-N-0040877	23 Dec 2019 - 21 Dec 2020
Useful Formulas and Functions (Microsoft Excel 2010/2013/2016)	CRS-N-0041442	02 Mar 2019 - 29 Feb 2020