

COURSE TITLES	OLD SSG COURSE CODE	NEW SSG COURSE CODE [W.E.F. 01 NOV 2020]	FUNDING VALIDITY PERIOD
CATEGORY : SERVICE EXCELLENCE [TRANSITION OF FRAMEWORK FROM SERVICE EXCELLENCE COMPETENCY FRAMEWORK (SVCF) TO RETAIL (SFw FOR RETAIL) WITH EFFECT FROM 27 JANUARY 2020]			
Certificate in Service Excellence WSQ - Service Professional (Level 1)			
Demonstrate the Service Vision (Service Leadership) (Synchronous e-learning)	CRS-Q-0039656-RET	TGS-2019504289	27 Jan 2020 - 04 Aug 2021
Demonstrate the Service Vision (Service Leadership) (Chinese)	N.A.	TGS-2020506090	10 Oct 2020 - 27 Sep 2022
Engage in Service Innovation Initiatives (Service Innovation) (Synchronous e-learning)	CRS-Q-0039443-RET	TGS-2019504428	27 Jan 2020 - 25 Jul 2021
Implement Operations for Service Excellence (Service Planning and Implementation) (Synchronous e-learning)	CRS-Q-0039673-RET	TGS-2019504290	27 Jan 2020 - 05 Aug 2021
Implement Operations for Service Excellence (Service Planning and Implementation) (Chinese)	N.A.	TGS-2020506101	10 Oct 2020 - 27 Sep 2022
Provide Go-the-Extra-Mile Service (Service Excellence) (Synchronous e-learning)	CRS-Q-0040234-RET	TGS-2019504751	27 Jan 2020 - 26 Nov 2021
Provide Go-the-Extra-Mile Service (Service Excellence) (Chinese)	N.A.	TGS-2020506092	10 Oct 2020 - 27 Sep 2022
Respond to Service Challenges (Service Challenges) (Synchronous e-learning)	CRS-Q-0039442-RET	TGS-2019504473	27 Jan 2020 - 25 Jul 2021
Respond to Service Challenges (Service Challenges) (Chinese)	N.A.	TGS-2020506099	10 Oct 2020 - 27 Sep 2022
Work in a Diverse Service Environment (People and Relationship Management)	CRS-Q-0039816-RET	TGS-2019504368	27 Jan 2020 - 22 Aug 2021
Contribute to Customer Service Over Various Platforms (Customer Experience Management)	CRS-Q-0039444-RET	TGS-2019504423	27 Jan 2020 - 25 Jul 2021
Advanced Certificate in Service Excellence WSQ - Service Coach (Level 3)			
Coach for Service Performance (Service Coaching) (Synchronous e-learning)	CRS-Q-0039846-RET	TGS-2019504203	27 Jan 2020 - 25 Aug 2021
Coach for Service Performance (Service Coaching) (Chinese)	N.A.	TGS-2020506103	10 Oct 2020 - 27 Sep 2022
Establish Relationships for Customer Confidence (Service Excellence) (Synchronous e-learning)	CRS-Q-0039844-RET	TGS-2019504205	27 Jan 2020 - 25 Aug 2021
Establish Relationships for Customer Confidence (Service Excellence) (Chinese)	N.A.	TGS-2020506100	10 Oct 2020 - 27 Sep 2022
Manage a Diverse Service Environment (People and Relationship Management)	CRS-Q-0039845-RET	TGS-2019504204	27 Jan 2020 - 25 Aug 2021
Manage Operations for Service Excellence (Service Planning and Implementation)	CRS-Q-0039847-RET	TGS-2019504202	27 Jan 2020 - 25 Aug 2021
Manage Service Performance (Service Information and Results)	CRS-Q-0039820-RET	TGS-2019504206	27 Jan 2020 - 22 Aug 2021
Role Model the Service Vision (Service Leadership) (Synchronous e-learning)	CRS-Q-0039420-RET	TGS-2019504197	27 Jan 2020 - 24 Jul 2021
Role Model the Service Vision (Service Leadership) (Chinese)	N.A.	TGS-2020506098	10 Oct 2020 - 27 Sep 2022
Diploma in Service Leadership WSQ - Service Leader (Level 4)			
Analyse Service Quality and Customer Satisfaction (Service Information and Result) (Synchronous e-learning)	CRS-Q-0039818-RET	TGS-2019504212	27 Jan 2020 - 22 Aug 2022
Develop New Products / Services (Service Innovation) (Synchronous e-learning)	CRS-Q-0039663-RET	TGS-2019504214	27 Jan 2020 - 04 Aug 2021
Develop Service Operations (Service Planning and Implementation) (Synchronous e-learning)	CRS-Q-0039668-RET	TGS-2019504208	27 Jan 2020 - 04 Aug 2021
Develop Service Operations (Service Planning and Implementation) (Chinese)	N.A.	TGS-2020506091	10 Oct 2020 - 27 Sep 2022
Develop Service Recovery Framework (Service Challenges) (Synchronous e-learning)	CRS-Q-0039665-RET	TGS-2019504211	27 Jan 2020 - 04 Aug 2021
Foster Service Innovation (Service Innovation Culture) (Synchronous e-learning)	CRS-Q-0039664-RET	TGS-2019504213	27 Jan 2020 - 04 Aug 2021
Lead with Service Vision (Service Leadership) (Synchronous e-learning)	CRS-Q-0039819-RET	TGS-2019504207	27 Jan 2020 - 22 Aug 2021
Lead with Service Vision (Service Leadership) (Chinese)	N.A.	TGS-2020506093	10 Oct 2020 - 27 Sep 2022
Manage Partnerships for Service Excellence (Service Partnerships) (Synchronous e-learning)	CRS-Q-0039666-RET	TGS-2019504210	27 Jan 2020 - 04 Aug 2021
Optimise Workforce for Service Excellence (People and Relationship Management) (Synchronous e-learning)	CRS-Q-0039667-RET	TGS-2019504209	27 Jan 2020 - 04 Aug 2021
Optimise Workforce for Service Excellence (People and Relationship Management) (Chinese)	N.A.	TGS-2020506102	10 Oct 2020 - 27 Sep 2022

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Specialist Diploma in Service Leadership WSQ - Service Champion (Level 5)			
Champion a Service Excellence Ethos (Service Leadership)	CRS-Q-0039821-RET	TGS-2019503850	01 Jan 2020 - 22 Aug 2021
Champion Service Innovation (Service Innovation Culture)	CRS-Q-0039659-RET	TGS-2019504259	27 Jan 2020 - 04 Aug 2021
Drive Customer Loyalty for Service Excellence (Service Challenges)	CRS-Q-0039660-RET	TGS-2019504256	27 Jan 2020 - 04 Aug 2021
Drive Service Quality and Customer Satisfaction (Service Information and Results)	CRS-Q-0039675-RET	TGS-2019504257	27 Jan 2020 - 05 Aug 2021
Innovate the Customer Experience (Service Innovation)	CRS-Q-0039658-RET	TGS-2019504263	27 Jan 2020 - 04 Aug 2021
Strategise Service Operations (Service Planning and Implementation)	CRS-Q-0039662-RET	TGS-2019504250	27 Jan 2020 - 04 Aug 2021
Strategise Workforce for Service Excellence (People and Relationship Management)	CRS-Q-0039661-RET	TGS-2019504253	27 Jan 2020 - 04 Aug 2021
Evaluate Organisation for Business Excellence (Business Excellence)	CRS-Q-0039657-RET	TGS-2019504267	27 Jan 2020 - 04 Aug 2021

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CATEGORY : EMPLOYABILITY SKILLS			
Analytical, Conceptual and Evaluative Skills WSQ			
Apply 5S Techniques	CRS-Q-0021144-MF	TGS-2011501239	01 Jan 2019 - 10 Sep 2021
Apply Quality Systems	CRS-Q-0021145-MF	TGS-2011501238	01 Jan 2019 - 10 Sep 2021
Apply Systems Thinking in Problem Solving and Decision Making	CRS-Q-0022267-ES	TGS-2012500414	01 Jan 2019 - 10 Sep 2021
Demonstrate Initiative and Enterprising Behaviours (Synchronous e-learning)	CRS-Q-0021243-ES	TGS-2011501221	01 Jan 2019 - 01 Mar 2021
Facilitate the Implementation of a Productivity Framework	CRS-Q-0021938-ES	TGS-2012500205	01 Jan 2019 - 01 Mar 2021
Foster Initiative & Enterprise in Teams (Synchronous e-learning)	CRS-Q-0021534-ES	TGS-2011501304	01 Jan 2019 - 10 Sep 2021
Implement Business Process Re-engineering	CRS-Q-0022273-MF	TGS-2012500411	01 Jan 2019 - 01 Mar 2021
Implement Lean Six Sigma	CRS-Q-0022170-MF	TGS-2012500334	01 Jan 2019 - 01 Mar 2021
Manage Process Improvement	CRS-Q-0021100-MF	TGS-2011501235	01 Jan 2019 - 01 Mar 2021
Perform Basic Productivity Practices	CRS-Q-0021799-MF	TGS-2011501536	01 Jan 2019 - 01 Mar 2021
Solve Problems and Make Decisions at Managerial Level (Synchronous e-learning)	CRS-Q-0021691-ES	TGS-2011501531	01 Jan 2019 - 10 Sep 2021
Solve Problems and Make Decisions at Operations Level (Synchronous e-learning)	CRS-Q-0021547-ES	TGS-2011501164	01 Jan 2019 - 10 Sep 2021
Solve Problems and Make Decisions at Supervisory Level (Synchronous e-learning)	CRS-Q-0021457-ESS	TGS-2011501320	01 Jan 2019 - 01 Mar 2021
Supervise Quality Procedures	CRS-Q-0021148-MF	TGS-2011501236	01 Jan 2019 - 01 Mar 2021
Supervise Work Improvement Processes	CRS-Q-0021114-MF	TGS-2011501237	01 Jan 2019 - 01 Mar 2021
Information and Communication Technologies Skills WSQ			
ICDL Perform Advanced Presentation Functions (Advanced PowerPoint 2016) - 2 days	CRS-Q-0034006-MF	TGS-2018501902	01 Jan 2019 - 24 Aug 2022
ICDL Perform Advanced Spreadsheet Functions (Advanced Excel 2016) - 3 days	CRS-Q-0034005-MF	TGS-2018501949	01 Jan 2019 - 24 Aug 2022
ICDL Perform Advanced Word Processing Functions (Advanced Word 2016) 3 days	CRS-Q-0034002-MF	TGS-2018501978	01 Jan 2019 - 24 Aug 2022
ICDL Perform Presentation Functions (PowerPoint 2016) - 2 days	CRS-Q-0034003-MF	TGS-2018501977	01 Jan 2019 - 24 Aug 2022
ICDL Perform Spreadsheet Functions (Excel 2016) 2 days	CRS-Q-0034001-MF	TGS-2018501979	01 Jan 2019 - 24 Aug 2022
ICDL Perform Word Processing Functions (Word 2016) 2 days	CRS-Q-0034004-MF	TGS-2018501943	01 Jan 2019 - 24 Aug 2022
Interpersonal Skills WSQ			
Communicate and Relate Effectively at the workplace (Synchronous e-learning)	CRS-Q-0021249-ES	TGS-2011501158	01 Jan 2019 - 01 Mar 2021
Develop A Work Team (Synchronous e-learning)	CRS-Q-0022196-ES	TGS-2012500392	01 Jan 2019 - 01 Mar 2021
Facilitate Effective Communication and Engagement at the Workplace (Synchronous e-learning)	CRS-Q-0021536-ES	TGS-2011501272	01 Jan 2019 - 10 Sep 2021
Facilitate Effective Work Teams (Synchronous e-learning)	CRS-Q-0022181-ES	TGS-2012500380	01 Jan 2019 - 10 Sep 2021
Lead a Virtual Team	CRS-Q-0025480-ES	TGS-2014500540	01 Jan 2019 - 10 Sep 2021
Lead Workplace Communication and Engagement	CRS-Q-0022036-ES	TGS-2012500296	01 Jan 2019 - 01 Mar 2021
Manage Cross Functional and Culturally Diverse Teams	CRS-Q-0022265-ES	TGS-2012500426	01 Jan 2019 - 10 Sep 2021
Work In a Team (Synchronous e-learning)	CRS-Q-0022167-ES	TGS-2012500376	01 Jan 2019 - 01 Mar 2021

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Job Safety Skills WSQ			
Comply with Workplace Safety and Health Policies and Procedures	CRS-Q-0021652-ES	TGS-2011501444	01 Jan 2019 - 01 Mar 2021
Maintain Workplace Safety and Health Policies and Procedures (Synchronous e-learning)	CRS-Q-0022091-ES	TGS-2011501570	01 Jan 2019 - 10 Sep 2021
Manage Workplace Safety and Health System	CRS-Q-0022821-ES	TGS-2012500767	01 Jan 2019 - 01 Mar 2021
Personal Management and Development Skills WSQ			
Adapt to Change (Synchronous e-learning)	CRS-Q-0021542-ES	TGS-2011501224	01 Jan 2019 - 10 Sep 2021
Apply Emotional Competence to Manage Self and Others in a Business Context (Synchronous e-learning)	CRS-Q-0022260-ES	TGS-2012500427	01 Jan 2019 - 01 Mar 2021
Apply Emotional Competence to Manage Self and Team (Synchronous e-learning)	CRS-Q-0022695-ES	TGS-2012500660	01 Jan 2019 - 10 Sep 2021
Apply Emotional Competence to Manage Self at the Workplace (Synchronous e-learning)	CRS-Q-0022039-ES	TGS-2012500289	01 Jan 2019 - 01 Mar 2021
Develop Personal Effectiveness at Managerial Level (Synchronous e-learning)	CRS-Q-0022040-ES	TGS-2012500288	01 Jan 2019 - 01 Mar 2021
Develop Personal Effectiveness at Operations Level (Synchronous e-learning)	CRS-Q-0021645-ES	TGS-2011501219	01 Jan 2019 - 10 Sep 2021
Develop Personal Effectiveness at Supervisory Level (Synchronous e-learning)	CRS-Q-0021488-ES	TGS-2011501308	01 Jan 2019 - 01 Mar 2021
Foster Team Adaptability	CRS-Q-0021533-ES	TGS-2011501327	01 Jan 2019 - 01 Mar 2021
Manage Workplace Challenges With Resilience (Synchronous e-learning)	CRS-Q-0024937-ES	TGS-2013501272	01 Jan 2019 - 10 Sep 2021

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CATEGORY : TOURISM			
Assess Emerging Technology Trends for Workplace Application	CRS-Q-0040603-TOU	TGS-2020503370	02 Jun 2020 - 04 Aug 2022
Optimise New Technologies for Workplace Innovation	CRS-Q-0040602-TOU	TGS-2020503369	02 Jun 2020 - 04 Aug 2022
Develop Organisational Plans for Economic Shifts	CRS-Q-0040869-TOU	TGS-2020503815	02 Jun 2020 - 04 Aug 2022
Develop Expertise in Events Planning and Management	CRS-Q-0040871-TOU	TGS-2020503816	29 Jun 2020 - 04 Aug 2022
Strategic Management of Delegates and Participants	CRS-Q-0040947-TOU	TGS-2020504158	02 Jun 2020 - 04 Aug 2022
Develop and Deliver Excellent MICE Content and Experiences	CRS-Q-0040948-TOU	TGS-2020504164	02 Jun 2020 - 04 Aug 2022
Design Transformative Learning and Development Journeys	CRS-Q-0040949-TOU	TGS-2020504325	02 Jun 2020 - 04 Aug 2022

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CATEGORY : PEOPLE DEVELOPMENT			
Creativity Skills			
A Design Thinking Approach to Idea Generation and Selection	CRS-Q-0041539-RET	TGS-2020505082	01 Aug 2020 - 31 Jul 2022

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CATEGORY : MANAGEMENT SYSTEMS			
bizSAFE			
Develop a Risk Management Implementation Plan (Synchronous e-learning)	CRS-Q-0023382-MF	TGS-2012500986	01 Jan 2019 - 19 Aug 2021
Develop a Workplace Safety and Health Management System Implementation Plan	CRS-Q-0023383-MF	TGS-2012501172	14 Jun 2019 - 13 Jun 2021