

SERVICE EXCELLENCE

Certificate in Service Excellence (Level 1) WSQ
 Advanced Certificate in Service Excellence (Level 3) WSQ
 Diploma in Service Leadership (Level 4) WSQ
 Specialist Diploma in Service Leadership (Level 5) WSQ
 Customer Experience (CX)

Contact Number: +65 6376 0777 | Email Address: learning@sqcentre.com

Certificate in Service Excellence (Level 1) WSQ		Credit Value	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee after Training Grant*		Nett Fee (S\$) after MCES*	
						SMEs	Non-SMEs/ Self-Sponsored		
<ul style="list-style-type: none"> ● Demonstrate the Service Vision (Service Leadership) (Synchronous e-learning) TGS-2019504289 Apr 21 Jul 28 Nov 24 ● Engage in Service Innovation Initiatives (Service Innovation) (Synchronous e-learning) TGS-2019504428 Mar 1 - 2 Jul 12 - 13 Nov 15 - 16 ● Implement Operations for Service Excellence (Service Planning and Implementation) (Synchronous e-learning) TGS-2019504290 Jun 14 - 15 Oct 28 - 29 ● Provide Go-the-Extra-Mile Service (Service Excellence) TGS-2019504751 Mar 22 - 23 Jun 1 - 2 Aug 23 - 24 Nov 11 - 12 ● Provide Go-the-Extra-Mile Service (Service Excellence) (Chinese) 提供卓越服务 TGS-2020506092 Jun 3 - 4 ● Provide Go-the-Extra-Mile Service (Service Excellence) (Synchronous e-learning) TGS-2021002639 Mar 22 - 23 Jun 1 - 2 Aug 23 - 24 Nov 11 - 12 ● Respond to Service Challenges (Service Challenges) TGS-2019504473 Apr 19 - 20 Jul 1 - 2 Oct 18 - 19 ● Respond to Service Challenges (Service Challenges) (Chinese) 应对服务挑战 TGS-2020506099 Jul 8 - 9 ● Respond to Service Challenges (Service Challenges) (Synchronous e-learning) TGS-2021002683 Apr 19 - 20 Jul 1 - 2 Oct 18 - 19 ● Respond to Service Challenges (Service Challenges) (Synchronous e-learning) (Chinese) 应对服务挑战 (网络课程) TGS-2021004275 Jul 8 - 9 ● Work in a Diverse Service Environment (People and Relationship Management) TGS-2019504368 May 6 - 7 Sep 20 - 21 Dec 6 - 7 ● Contribute to Customer Service Over Various Platforms (Customer Experience Management) TGS-2019504423 May 19 Sep 15 Dec 1 	Synchronous e-learning	●	1	8	\$ 210.00	\$ 224.70	\$ 35.70	\$ 88.70	\$ 35.70
	Synchronous e-learning	●	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
	Synchronous e-learning	●	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
	Classroom-based learning	●	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
	Classroom-based learning	●	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
	Synchronous e-learning	●	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
	Classroom-based learning	●	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
	Classroom-based learning	●	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
	Synchronous e-learning	●	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
	Synchronous e-learning	●	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
	Classroom-based learning	●	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
	Classroom-based learning	●	1	8	\$ 210.00	\$ 224.70	\$ 35.70	\$ 88.70	\$ 35.70

● SkillsFuture Credit up to \$500 can be used for the approved skills-related courses.
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■ Elective Module

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Certificate in Service Excellence (Level 1) WSQ

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In-Company Training							
<ul style="list-style-type: none"> Demonstrate the Service Vision (Service Leadership) (Chinese) 展示服务愿景 TGS-2020506090 	1	8	\$ 210.00	\$ 224.70	\$ 35.70	\$ 88.70	\$ 35.70
<ul style="list-style-type: none"> Implement Operations for Service Excellence (Service Planning and Implementation) (Chinese) TGS-2020506101 	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70

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Advanced Certificate in Service Excellence (Level 3) WSQ

	Credit Value	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee after Training Grant* SMEs	Nett Fee after Training Grant* Non-SMEs/ Self-Sponsored	Nett Fee (S\$) after MCEs*
In-Company Training							
<ul style="list-style-type: none"> Coach for Service Performance (Service Coaching) (Synchronous e-learning) TGS-2019504203 Jun 1 - 2 Nov 15 - 16 	2	16	\$ 430.00	\$ 460.10	\$ 73.10	\$ 188.10	\$ 73.10
<ul style="list-style-type: none"> Establish Relationships for Customer Confidence (Service Excellence) (Synchronous e-learning) TGS-2019504205 Jul 12 - 13 Dec 2 - 3 	2	16	\$ 430.00	\$ 460.10	\$ 73.10	\$ 188.10	\$ 73.10
<ul style="list-style-type: none"> Manage a Diverse Service Environment (People and Relationship Management) TGS-2019504204 Aug 19 - 20 Nov 29 - 30 	2	16	\$ 430.00	\$ 460.10	\$ 73.10	\$ 188.10	\$ 73.10
<ul style="list-style-type: none"> Manage Operations for Service Excellence (Service Planning and Implementation) TGS-2019504202 Apr 19 - 20 Sep 20 - 21 	2	16	\$ 430.00	\$ 460.10	\$ 73.10	\$ 188.10	\$ 73.10
<ul style="list-style-type: none"> Manage Service Performance (Service Information and Results) TGS-2019504206 Mar 29 - 30 Aug 16 - 17 Dec 9 - 10 	2	16	\$ 430.00	\$ 460.10	\$ 73.10	\$ 188.10	\$ 73.10
<ul style="list-style-type: none"> Role Model the Service Vision (Service Leadership) TGS-2019504197 Jun 10 - 11 Oct 14 - 15 	2	16	\$ 430.00	\$ 460.10	\$ 73.10	\$ 188.10	\$ 73.10
<ul style="list-style-type: none"> Role Model the Service Vision (Service Leadership) (Synchronous e-learning) TGS-2021002807 Jun 10 - 11 Oct 14 - 15 	2	16	\$ 430.00	\$ 460.10	\$ 73.10	\$ 188.10	\$ 73.10

In-Company Training

<ul style="list-style-type: none"> Coach for Service Performance (Service Coaching) (Chinese) TGS-2020506103 	2	16	\$ 430.00	\$ 460.10	\$ 73.10	\$ 188.10	\$ 73.10
<ul style="list-style-type: none"> Establish Relationships for Customer Confidence (Service Excellence) (Chinese) TGS-2020506100 	2	16	\$ 430.00	\$ 460.10	\$ 73.10	\$ 188.10	\$ 73.10
<ul style="list-style-type: none"> Role Model the Service Vision (Service Leadership) (Chinese) TGS-2020506098 	2	16	\$ 430.00	\$ 460.10	\$ 73.10	\$ 188.10	\$ 73.10

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Diploma in Service Leadership (Level 4) WSQ

		Credit Value	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee after Training Grant*		Nett Fee (S\$) after MCEs*
						SMEs	Non-SMEs/ Self-Sponsored	
<ul style="list-style-type: none"> Analyse Service Quality and Customer Satisfaction (Service Information and Results) (Synchronous e-learning) TGS-2019504212 Mar 4 - 5 Jul 1 - 2 Oct 7 - 8 	Synchronous e-learning	2	16	\$ 590.00	\$ 631.30	\$ 100.30	\$ 391.30	\$ 100.30
<ul style="list-style-type: none"> Develop New Products / Services (Service Innovation) (Synchronous e-learning) TGS-2019504214 Mar 11 - 12 Jul 8 - 9 Oct 14 - 15 	Synchronous e-learning	2	16	\$ 590.00	\$ 631.30	\$ 100.30	\$ 391.30	\$ 100.30
<ul style="list-style-type: none"> Develop Service Operations (Service Planning and Implementation) (Synchronous e-learning) TGS-2019504208 Mar 18 - 19 Jul 15 - 16 Oct 21 - 22 	Synchronous e-learning	2	16	\$ 590.00	\$ 631.30	\$ 100.30	\$ 391.30	\$ 100.30
<ul style="list-style-type: none"> Develop Service Recovery Framework (Service Challenges) (Synchronous e-learning) TGS-2019504211 Mar 25 - 26 Jul 22 - 23 Oct 28 - 29 	Synchronous e-learning	2	16	\$ 590.00	\$ 631.30	\$ 100.30	\$ 391.30	\$ 100.30
<ul style="list-style-type: none"> Foster Service Innovation (Service Innovation Culture) (Synchronous e-learning) TGS-2019504213 Apr 8 - 9 Jul 29 - 30 Nov 11 - 12 	Synchronous e-learning	2	16	\$ 590.00	\$ 631.30	\$ 100.30	\$ 391.30	\$ 100.30
<ul style="list-style-type: none"> Lead with Service Vision (Service Leadership) (Synchronous e-learning) TGS-2019504207 Aug 5 - 6 Nov 18 - 19 	Synchronous e-learning	2	16	\$ 590.00	\$ 631.30	\$ 100.30	\$ 391.30	\$ 100.30
<ul style="list-style-type: none"> Manage Partnerships for Service Excellence (Service Partnerships) (Synchronous e-learning) TGS-2019504210 Apr 22 - 23 Aug 12 - 13 Nov 25 - 26 	Synchronous e-learning	2	16	\$ 590.00	\$ 631.30	\$ 100.30	\$ 391.30	\$ 100.30
<ul style="list-style-type: none"> Optimise Workforce for Service Excellence (People and Relationship Management) (Synchronous e-learning) TGS-2019504209 Apr 29 - 30 Aug 19 - 20 Dec 2 - 3 	Synchronous e-learning	2	16	\$ 590.00	\$ 631.30	\$ 100.30	\$ 391.30	\$ 100.30

In-Company Training

<ul style="list-style-type: none"> Develop Service Operations (Service Planning and Implementation) (Chinese) TGS-2020506091 	Classroom-based learning	2	16	\$ 590.00	\$ 631.30	\$ 100.30	\$ 391.30	\$ 100.30
<ul style="list-style-type: none"> Lead with Service Vision (Service Leadership) (Chinese) TGS-2020506093 	Classroom-based learning	2	16	\$ 590.00	\$ 631.30	\$ 100.30	\$ 391.30	\$ 100.30
<ul style="list-style-type: none"> Optimise Workforce for Service Excellence (People and Relationship Management) (Chinese) TGS-2020506102 	Classroom-based learning	2	16	\$ 590.00	\$ 631.30	\$ 100.30	\$ 391.30	\$ 100.30

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Specialist Diploma in Service Leadership (Level 5) WSQ

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					SMEs	Non-SMEs/ Self-Sponsored		
In-Company Training								
<ul style="list-style-type: none"> Champion a Service Excellence Ethos (Service Leadership) TGS-2019503850 	2	16	\$ 690.00	\$ 738.30	\$ 117.30	\$ 498.30	\$ 117.30	
<ul style="list-style-type: none"> Champion Service Innovation (Service Innovation Culture) TGS-2019504259 	2	16	\$ 690.00	\$ 738.30	\$ 117.30	\$ 498.30	\$ 117.30	
<ul style="list-style-type: none"> Drive Customer Loyalty for Service Excellence (Service Challenges) TGS-2019504256 	1	8	\$ 490.00	\$ 524.30	\$ 124.30	\$ 404.30	\$ 124.30	
<ul style="list-style-type: none"> Drive Service Quality and Customer Satisfaction (Service Information and Results) TGS-2019504257 	2	16	\$ 690.00	\$ 738.30	\$ 117.30	\$ 498.30	\$ 117.30	
<ul style="list-style-type: none"> Innovate the Customer Experience (Service Innovation) TGS-2019504263 	2	16	\$ 690.00	\$ 738.30	\$ 117.30	\$ 498.30	\$ 117.30	
<ul style="list-style-type: none"> Strategise Service Operations (Service Planning and Implementation) - Blended TGS-2019504250 	2	16+2.5E [^]	\$ 690.00	\$ 738.30	\$ 117.30	\$ 498.30	\$ 117.30	
<ul style="list-style-type: none"> Strategise Workforce for Service Excellence (People and Relationship Management) TGS-2019504253 	2	16	\$ 690.00	\$ 738.30	\$ 117.30	\$ 498.30	\$ 117.30	

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Customer Experience (CX)

	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST
<ul style="list-style-type: none"> Customer Service Skills for Early Childhood Educators CX-CSSE-I-01 	8	\$ 210.00	\$ 224.70
<ul style="list-style-type: none"> Excel in Customer Service CX-EXCS-01 	14	\$ 400.00	\$ 428.00
<ul style="list-style-type: none"> Handling Difficult Customers CX-HDCS-02 	14	\$ 500.00	\$ 535.00
<ul style="list-style-type: none"> Influencing for Results CX-IFRE-03 	14	\$ 500.00	\$ 535.00
<ul style="list-style-type: none"> Passion for Service CX-PSSS-04 	7	\$ 210.00	\$ 224.70
<ul style="list-style-type: none"> Professional Telephone Techniques to Engage Customers CX-PTTT-05 	14	\$ 500.00	\$ 535.00
<ul style="list-style-type: none"> Service Booster! A (Retail / Food & Beverages) (English / Mandarin) (For service providers with < 3 years of experience) CX-SBOA-I-02 	4	\$ 80.00	\$ 85.60
<ul style="list-style-type: none"> Service Booster! B (Retail / Food & Beverages) (English / Mandarin) (For service providers with 3 - 10 years of experience) CX-SBOB-I-03 	4	\$ 80.00	\$ 85.60
<ul style="list-style-type: none"> Service Booster! C (Retail / Food & Beverages) (English / Mandarin) (For service providers with > 10 years of experience) CX-SBOC-I-04 	4	\$ 80.00	\$ 85.60

▲ Operations Level

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

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Customer Experience (CX)

Course Duration (hrs) Fee (S\$) Excl GST Nett Fee (S\$) Incl GST

In-Company Training

<ul style="list-style-type: none">● CX Journey and Improvement Plans CX-JAIP-I-05	Classroom-based learning ■	14	\$ 500.00	\$ 535.00
<ul style="list-style-type: none">● CX Mapping and Service Standards CX-MASS-I-06	Classroom-based learning ■	14	\$ 500.00	\$ 535.00
<ul style="list-style-type: none">● Designing Your Customer Experience (CX) Roadmap CX-DCXR-06	Classroom-based learning ■	14	\$ 500.00	\$ 535.00

■ Supervisory Level