

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	
●	Demonstrate the Service Vision (Service Leadership) (Synchronous e-learning) TGS-2019504289 Jul 28 Sep 27 Nov 24	Synchronous e-learning	1	8	\$ 210.00	\$ 224.70	\$ 35.70	\$ 88.70	\$ 35.70
●	Engage in Service Innovation Initiatives (Service Innovation) (Synchronous e-learning) TGS-2019504428 Jul 12 - 13 Sep 29 - 30 Nov 15 - 16	Synchronous e-learning	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
●	Implement Operations for Service Excellence (Service Planning and Implementation) (Synchronous e-learning) TGS-2019504290 Oct 28 - 29	Synchronous e-learning	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
●	Provide Go-the-Extra-Mile Service (Service Excellence) TGS-2019504751 Aug 23 - 24 Nov 11 - 12	Classroom-based learning	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
●	Provide Go-the-Extra-Mile Service (Service Excellence) (Synchronous e-learning) TGS-2021002639 Aug 23 - 24 Sep 13 - 14 Nov 11 - 12	Synchronous e-learning	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
●	Provide Go-the-Extra-Mile Service (Service Excellence) (Chinese) TGS-2020506092 Sep 16 - 17 Dec 9 - 10	Classroom-based learning	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
●	Provide Go-the-Extra-Mile Service (Service Excellence) (Synchronous e-learning) (Chinese) TGS-2021004417 Sep 16 - 17 Dec 9 - 10	Synchronous e-learning	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
●	Respond to Service Challenges (Service Challenges) TGS-2019504473 Jul 5 - 6 Oct 18 - 19	Classroom-based learning	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
●	Respond to Service Challenges (Service Challenges) (Synchronous e-learning) TGS-2021002683 Jul 5 - 6 Oct 18 - 19	Synchronous e-learning	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
●	Respond to Service Challenges (Service Challenges) (Chinese) TGS-2020506099 Jul 8 - 9	Classroom-based learning	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
●	Respond to Service Challenges (Service Challenges) (Synchronous e-learning) (Chinese) TGS-2021004275 Jul 8 - 9	Synchronous e-learning	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
●	Work in a Diverse Service Environment (People and Relationship Management) TGS-2019504368 Sep 20 - 21 Dec 6 - 7	Classroom-based learning	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70
●	Contribute to Customer Service Over Various Platforms (Customer Experience Management) TGS-2019504423 Sep 15 Dec 1	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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						SMEs	Non-SMEs/ Self-Sponsored	
In-Company Training								
<ul style="list-style-type: none"> Demonstrate the Service Vision (Service Leadership) (Chinese) TGS-2020506090 	Classroom-based learning	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 	Classroom-based learning	2	16	\$ 310.00	\$ 331.70	\$ 52.70	\$ 83.70	\$ 52.70

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Advanced Certificate in Service Excellence (Level 3) WSQ

	Learning Mode	Credit Value	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee after Training Grant*		Nett Fee (S\$) after MCEC*
						SMEs	Non-SMEs/ Self-Sponsored	
<ul style="list-style-type: none"> Coach for Service Performance (Service Coaching) (Synchronous e-learning) TGS-2019504203 Nov 15 - 16 	Synchronous e-learning	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 Oct 18 - 19 	Synchronous e-learning	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 	Classroom-based learning	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 Sep 20 - 21 	Classroom-based learning	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 Aug 16 - 17 Dec 9 - 10 	Classroom-based learning	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 Oct 14 - 15 	Classroom-based learning	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 Oct 14 - 15 	Synchronous e-learning	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 	Classroom-based learning	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 	Classroom-based learning	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 	Classroom-based learning	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 Jul 5 - 6 Oct 5 - 6 	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 Jul 7 - 8 Oct 12 - 13 	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 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 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 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) TGS-2019504207 Aug 5 - 6 Nov 18 - 19 	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) (Synchronous e-learning) TGS-2021005681 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 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 Aug 23 - 24 Nov 29 - 30 	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

Unrestricted Elective Modules

Participants are required to complete 2 additional elective modules of 16 hours each from the Skills Framework (SFw) for Retail framework (Level 3, 4) or other frameworks (Level 3, 4, 5). The fee to be advised based on the selected elective module.

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Specialist Diploma in Service Leadership (Level 5) WSQ

	Credit Value	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee after Training Grant*		Nett Fee (S\$) after MCEC [†]	
					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