

Employability Skills

Service Quality Centre Pte Ltd UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

80 Jurong East Street 21 #05-01 Devan Nair Institute for Employment and Employability Singapore 609607

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EMPLOYABILITY SKILLS

Analytical, Conceptual and Evaluative Skills
 Interpersonal Skills
 Personal Management and Development Skills
 bizSAFE
 Job Safety Skills
 ICDL MS Access

ICDL MS Excel
 ICDL MS Powerpoint
 ICDL MS Word
 ICDL MS Project
 ICDL IT Security

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Analytical, Conceptual and Evaluative Skills

	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant*				
				SMEs	Non-SMEs/ Self-Sponsored	MCES		
<ul style="list-style-type: none"> Apply 5S Techniques TGS-2011501239 Funding Validity Period: 13 Oct 2011 - 10 Sep 2023 Jun 22 - 23 Nov 23 - 24 	Classroom-based learning*	▲	17.75	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Solve Problems and Make Decisions at Operations Level TGS-2011501164 Funding Validity Period: 18 Nov 2011 - 10 Sep 2023 Mar 3 - 4 May 17 - 18 Jun 9 - 10 Sep 8 - 9 Nov 10 - 11 	Classroom-based learning*	▲	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Foster Initiative and Enterprise in Teams TGS-2011501304 Funding Validity Period: 18 Nov 2011 - 10 Sep 2023 May 26 - 27 Sep 22 - 23 Dec 15 - 16 	Classroom-based learning*	■	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Solve Problems and Make Decisions at Supervisory Level (Synchronous e-learning) TGS-2011501320 Funding Validity Period: 14 Nov 2011 - 01 Mar 2023 Mar 21 - 22 Jun 20 - 21 Sep 26 - 27 	Virtual Classroom	■	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Apply Systems Thinking in Problem Solving and Decision Making TGS-2012500414 Funding Validity Period: 23 Apr 2012 - 10 Sep 2023 Apr 25 - 26 Jun 6 - 7 Jul 28 - 29 Oct 27 - 28 	Classroom-based learning*	★	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50

In-Company Training

<ul style="list-style-type: none"> Apply Quality Systems TGS-2011501238 Funding Validity Period: 13 Oct 2011 - 10 Sep 2023 	Classroom-based learning	▲	17.5	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Demonstrate Initiative and Enterprising Behaviour TGS-2011501221 Funding Validity Period: 01 Nov 2011 - 01 Mar 2023 	Classroom-based learning	▲	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Perform Basic Productivity Practices TGS-2011501536 Funding Validity Period: 30 Jan 2012 - 01 Mar 2023 	Classroom-based learning	▲	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Supervise Quality Procedures TGS-2011501236 Funding Validity Period: 15 Oct 2011 - 01 Mar 2023 	Classroom-based learning	■	15+1A^	\$ 600.00	\$ 624.00	\$ 222.00	\$ 342.00	\$ 222.00
<ul style="list-style-type: none"> Supervise Work Improvement Processes TGS-2011501237 Funding Validity Period: 13 Oct 2011 - 01 Mar 2023 	Classroom-based learning	■	14+2A^	\$ 600.00	\$ 624.00	\$ 222.00	\$ 342.00	\$ 222.00
<ul style="list-style-type: none"> Facilitate the Implementation of a Productivity Framework ACE-FIPF-01 	Classroom-based learning	★	16	\$ 250.00	\$ 267.50	-	-	-
<ul style="list-style-type: none"> Implement Business Process Re-engineering ACE-IBPR-02 	Classroom-based learning	★	32	\$ 960.00	\$ 1,027.20	-	-	-
<ul style="list-style-type: none"> Implement Lean Six Sigma ACE-ILSS-03 	Classroom-based learning	★	32	\$ 960.00	\$ 1,027.20	-	-	-
<ul style="list-style-type: none"> Manage Process Improvement TGS-2011501235 Funding Validity Period: 10 Nov 2011 - 01 Mar 2023 	Classroom-based learning	★	22+2A^	\$ 740.00	\$ 791.80	\$ 273.80	\$ 421.80	\$ 273.80
<ul style="list-style-type: none"> Solve Problems and Make Decisions at Managerial Level (Synchronous e-learning) TGS-2011501531 Funding Validity Period: 29 Dec 2011 - 10 Sep 2023 	Virtual Classroom	★	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50

▲ Operations Level ■ Supervisory Level ★ Managerial Level

* Classroom-based training will be conducted through virtual classroom until further notice. Terms and conditions apply.

^ Nett fee is inclusive of GST and subject to terms and conditions. A^ = Assessment Hours done outside Course Duration (hrs)

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EMPLOYABILITY SKILLS

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Interpersonal Skills

	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant*			
				SMEs	Non-SMEs/ Self-Sponsored	MCES	
<ul style="list-style-type: none"> Communicate and Relate Effectively at the Workplace TGS-2011501158 Funding Validity Period: 25 Oct 2011 - 01 Mar 2023 Apr 24 - 29 Jul 4 - 5 Oct 3 - 4 	Classroom-based learning* ● ▲	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Work in a Team TGS-2012500376 Funding Validity Period: 03 Apr 2012 - 01 Mar 2023 Feb 24 - 25 May 23 - 24 Aug 25 - 26 Nov 28 - 29 	Classroom-based learning* ● ▲	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Facilitate Effective Communication and Engagement at the Workplace TGS-2011501272 Funding Validity Period: 18 Nov 2011 - 29 Oct 2023 Mar 17 - 18 Jun 16 - 17 Sep 15 - 16 	Classroom-based learning* ● ■	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Develop a Work Team (Online Learning) IPS-DAWT-01 Jul 25 - 26 Nov 14 - 15 	Virtual Classroom ★	16	\$ 250.00	\$ 267.50	-	-	-
<ul style="list-style-type: none"> Lead Workplace Communication and Engagement (Online Learning) IPS-LWCE-02 Apr 18 - 19 Sep 19 - 20 Dec 12 - 13 	Virtual Classroom ★	16	\$ 250.00	\$ 267.50	-	-	-
In-Company Training							
<ul style="list-style-type: none"> Facilitate Effective Work Teams TGS-2012500380 Funding Validity Period: 05 Apr 2012 - 10 Sep 2023 	Classroom-based learning* ● ■	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50

▲ Operations Level ■ Supervisory Level ★ Managerial Level ^ Nett fee is inclusive of GST and subject to terms and conditions.

* Classroom-based training will be conducted through virtual classroom until further notice. Terms and conditions apply.

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Personal Management and Development Skills

	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant*				
				SMEs	Non-SMEs/ Self-Sponsored	MCES		
<ul style="list-style-type: none"> Adapt to Change (Synchronous e-learning) TGS-2011501224 Funding Validity Period: 18 Nov 2011 - 10 Sep 2023 Mar 7 - 8 Jun 9 - 10 Sep 5 - 6 Dec 8 - 9 	Virtual Classroom	● ▲	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Apply Emotional Competence to Manage Self at the Workplace (Synchronous e-learning) TGS-2012500289 Funding Validity Period: 11 Mar 2012 - 01 Mar 2023 Mar 21 - 22 May 30 - 31 Aug 25 - 26 Nov 21 - 22 	Virtual Classroom	● ▲	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Develop Personal Effectiveness at Operations Level (Synchronous e-learning) TGS-2011501219 Funding Validity Period: 14 Dec 2011 - 10 Sep 2023 Feb 24 - 25 Jun 6 - 7 Nov 10 - 11 	Virtual Classroom	● ▲	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Apply Emotional Competence to Manage Self and Team (Synchronous e-learning) TGS-2012500660 Funding Validity Period: 20 Jul 2012 - 10 Sep 2023 Apr 21 - 22 Jul 7 - 8 Sep 12 - 13 Nov 24 - 25 	Virtual Classroom	● ■	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Develop Personal Effectiveness at Supervisory Level (Synchronous e-learning) TGS-2011501308 Funding Validity Period: 15 Nov 2011 - 01 Mar 2023 Mar 28 - 29 Aug 29 - 30 Dec 5 - 6 	Virtual Classroom	● ★	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Manage Workplace Challenges with Resilience (Synchronous e-learning) TGS-2013501272 Funding Validity Period: 01 Jan 2014 - 10 Sep 2023 Mar 24 - 25 Jun 23 - 24 Sep 28 - 29 Dec 15 - 16 	Virtual Classroom	● ★	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50

In-Company Training

<ul style="list-style-type: none"> Foster Team Adaptability TGS-2011501327 Funding Validity Period: 18 Nov 2011 - 01 Mar 2023 	Classroom-based learning	● ■	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Apply Emotional Competence to Manage Self and Others in a Business Context (Synchronous e-learning) TGS-2012500427 Funding Validity Period: 23 Apr 2012 - 01 Mar 2023 	Virtual Classroom	● ★	16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50
<ul style="list-style-type: none"> Develop Personal Effectiveness at Managerial Level (Online Learning) PM-DPEM-01 	Virtual Classroom	★	16	\$ 250.00	\$ 267.50	-	-	-

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bizSAFE

- Develop a Risk Management Implementation Plan WSQ (bizSAFE Level 2)
TGS-2012500986
Funding Validity Period: 01 Jan 2013 - 19 Aug 2023
Mar 17 - 18 | Jul 21 - 22 | Nov 17 - 18

Classroom-based learning

Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant*		
			SMEs	Non-SMEs/ Self-Sponsored	MCES
16	\$ 320.00	\$ 342.40	\$ 118.40	\$ 182.40	\$ 118.40

Job Safety Skills

- Comply with Workplace Safety and Health Policies and Procedures
TGS-2011501444
Funding Validity Period: 15 Dec 2011 - 01 Mar 2023
Feb 17 - 18 | Apr 4 - 5 | Jun 16 - 17 | Oct 13 - 14
- Maintain Workplace Safety and Health Policies and Procedures
TGS-2011501570
Funding Validity Period: 16 Mar 2012 - 10 Sep 2023
Mar 30 - 31 | Jul 25 - 26 | Nov 21 - 22

Classroom-based learning

Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant*		
			SMEs	Non-SMEs/ Self-Sponsored	MCES
16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50

Classroom-based learning

Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant*		
			SMEs	Non-SMEs/ Self-Sponsored	MCES
16	\$ 250.00	\$ 267.50	\$ 92.50	\$ 142.50	\$ 92.50

In-Company Training

- Manage Workplace Safety and Health System
JS-MWSH-01

Classroom-based learning

Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant*		
			SMEs	Non-SMEs/ Self-Sponsored	MCES
16	\$ 250.00	\$ 267.50	-	-	-

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ICDL MS Access

- ICDL - Perform Database Functions (Access 2016) EC
TGS-2017501106
Funding Validity Period: 24 Oct 2017 - 03 Jun 2023
Mar 5, 12 & 19 | Mar 23 - 25 | Apr 1, 4 & 5 | Apr 16, 23 & 30 |
May 7, 14 & 21 | May 30, 31 & Jun 1 | Jun 3, 6 & 7 | Jun 11, 18 & 25 |
Jul 16, 23 & 30 | Jul 25 - 27

Classroom-based learning

Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant*		
			SMEs	Non-SMEs/ Self-Sponsored	MCES
24	\$ 535.00	\$ 572.45	\$ 197.95	\$ 304.95	\$ 197.95

▲ Operations Level ■ Supervisory Level ★ Managerial Level * Nett fee is inclusive of GST and subject to terms and conditions.
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ICDL MS Excel

	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant [^]			
				SMEs	Non-SMEs/ Self-Sponsored	MCES	
<ul style="list-style-type: none"> ICDL - Perform Spreadsheet Functions (Excel 2016) EC TGS-2016500632 Funding Validity Period: 21 Dec 2016 - 30 Sep 2022 Feb 24, 25 & 28 Mar 2 - 4 Mar 10, 11 & 14 Mar 12, 19 & 26 Mar 23 - 25 Apr 2, 9 & 16 Apr 11 - 13 Apr 20 - 22 May 9 - 11 May 14, 21 & 28 May 20, 23 & 24 May 25 - 27 Jun 1 - 3 Jun 4, 11 & 18 Jun 20 - 22 Jul 1, 4 & 5 Jul 2, 9 & 16 Jul 15, 18 & 19 Jul 27 - 29 	Classroom-based learning	24	\$ 535.00	\$ 572.45	\$ 197.95	\$ 304.95	\$ 197.95
<ul style="list-style-type: none"> ICDL - Perform Advanced Spreadsheet Functions (Advanced Excel 2016) EC (Synchronous e-learning) TGS-2016500688 Funding Validity Period: 02 Nov 2016 - 01 Aug 2024 Feb 24, 25 & 28 Mar 4, 7 & 8 Mar 14 - 16 Mar 22 - 24 Mar 29 - 31 Apr 1, 4 & 5 Apr 11 - 13 Apr 27 - 29 May 9 - 11 May 18 - 20 May 23 - 25 May 30, 31 & Jun 1 Jun 2, 3 & 6 Jun 15 - 17 Jun 23, 24 & 27 Jul 1, 4 & 5 Jul 13 - 15 Jul 19 - 21 Jul 29, Aug 1 & 2 	Virtual Classroom	24	\$ 550.00	\$ 588.50	\$ 203.50	\$ 313.50	\$ 203.50
<ul style="list-style-type: none"> ICDL - Perform Spreadsheet Functions (Excel 2019) TGS-2020503519 Funding Validity Period: 12 Oct 2020 - 30 Jan 2024 Feb 21 - 23 Feb 28, Mar 1 & 2 Mar 5, 12 & 19 Mar 7 - 9 Mar 15 - 17 Mar 28 - 30 Apr 2, 9 & 16 Apr 4 - 6 Apr 12 - 14 Apr 25 - 27 May 6, 9 & 10 May 7, 14 & 21 May 17 - 19 May 26, 27 & 30 Jun 1 - 3 Jun 11, 18 & 25 Jun 15 - 17 Jun 28 - 30 Jul 4 - 6 Jul 12 - 14 Jul 16, 23 & 30 Jul 27 - 29 	Classroom-based learning	24	\$ 550.00	\$ 588.50	\$ 203.50	\$ 313.50	\$ 203.50
<ul style="list-style-type: none"> ICDL - Perform Advanced Spreadsheet Functions (Advanced Excel 2019) EC TGS-2020504094 Funding Validity Period: 02 Jun 2020 - 04 Aug 2022 Feb 22 - 24 Mar 9 - 11 Mar 21 - 23 Mar 29 - 31 Apr 4 - 6 Apr 11 - 13 Apr 18 - 20 Apr 27 - 29 May 4 - 6 May 11 - 13 May 24 - 26 Jun 3, 6 & 7 Jun 9, 10 & 13 Jun 20 - 22 Jun 24, 27 & 28 Jul 1, 4 & 5 Jul 13 - 15 Jul 25 - 27 	Classroom-based learning	24	\$ 600.00	\$ 642.00	\$ 222.00	\$ 342.00	\$ 222.00

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ICDL MS Powerpoint

	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant [^]			
				SMEs	Non-SMEs/ Self-Sponsored	MCES	
<ul style="list-style-type: none"> ICDL - Perform Presentation Functions (PowerPoint 2016) EC (Synchronous e-learning) TGS-2017500692 Funding Validity Period: 14 Apr 2017 - 02 Jan 2023 Feb 21 - 23 Mar 8 - 10 Mar 12, 19 & 26 Apr 16, 23 & 30 Apr 20 - 22 May 4 - 6 May 14, 21 & 28 Jun 4, 11 & 18 Jun 28 - 30 Jul 2, 9 & 16 Jul 18 - 20 	Virtual Classroom	24	\$ 535.00	\$ 572.45	\$ 197.95	\$ 304.95	\$ 197.95
<ul style="list-style-type: none"> ICDL - Perform Advanced Presentation Functions (Advanced PowerPoint 2016) EC (Synchronous e-learning) TGS-2017500494 Funding Validity Period: 02 Mar 2017 - 03 Dec 2022 Mar 10, 11 & 14 Mar 23 - 25 Apr 20 - 22 May 4 - 6 May 27, 30 & 31 Jun 28 - 30 Jul 6 - 8 Jul 20 - 22 	Virtual Classroom	24	\$ 550.00	\$ 588.50	\$ 203.50	\$ 313.50	\$ 203.50
<ul style="list-style-type: none"> ICDL - Perform Presentation Functions (PowerPoint 2019) TGS-2020503598 Funding Validity Period: 26 Oct 2020 - 30 Jan 2024 Feb 23 - 25 Mar 5, 12 & 19 Mar 7 - 9 Mar 23 - 25 Apr 2, 9 & 16 Apr 6 - 8 Apr 27 - 29 May 7, 14 & 21 May 11 - 13 May 23 - 25 Jun 8 - 10 Jun 11, 18 & 25 Jun 20 - 22 Jul 6 - 8 Jul 16, 23 & 30 Jul 27 - 29 	Classroom-based learning	24	\$ 550.00	\$ 588.50	\$ 203.50	\$ 313.50	\$ 203.50

[^] Nett fee is inclusive of GST and subject to terms and conditions.

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ICDL MS Word

	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant [^]			
				SMEs	Non-SMEs/ Self-Sponsored	MCES	
<ul style="list-style-type: none"> ICDL - Perform Word Processing Functions (Word 2016) EC (Synchronous e-learning) TGS-2017500706 <i>Funding Validity Period: 14 Apr 2017 - 02 Jan 2023</i> Mar 5, 12 & 19 Mar 16 - 18 Apr 2, 9 & 16 Apr 18 - 20 May 7, 14 & 21 May 20, 23 & 24 Jun 11, 18 & 25 Jun 21 - 23 Jul 5 - 7 Jul 16, 23 & 30 	Virtual Classroom	24	\$ 535.00	\$ 572.45	\$ 197.95	\$ 304.95	\$ 197.95
<ul style="list-style-type: none"> ICDL - Perform Advanced Word Processing Functions (Advanced Word 2016) EC TGS-2017500491 <i>Funding Validity Period: 02 Mar 2017 - 03 Dec 2022</i> Feb 23 - 25 Mar 14 - 16 Mar 28 - 30 Apr 4 - 6 Apr 18 - 20 May 11 - 13 May 25 - 27 Jun 6 - 8 Jun 21 - 23 Jul 6 - 8 Jul 19 - 21 	Classroom-based learning	24	\$ 550.00	\$ 588.50	\$ 203.50	\$ 313.50	\$ 203.50
<ul style="list-style-type: none"> ICDL - Perform Word Processing Functions (Word 2019) TGS-2020503611 <i>Funding Validity Period: 26 Oct 2020 - 30 Jan 2024</i> Mar 12, 19 & 26 Mar 21 - 23 Apr 16, 23 & 30 Apr 27 - 29 May 9 - 11 May 14, 21 & 28 Jun 4, 11 & 28 Jun 14 - 16 Jul 2, 9 & 16 Jul 22, 25 & 26 	Classroom-based learning	24	\$ 550.00	\$ 588.50	\$ 203.50	\$ 313.50	\$ 203.50

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ICDL MS Project

	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant [^]			
				SMEs	Non-SMEs/ Self-Sponsored	MCES	
<ul style="list-style-type: none"> Perform Project Planning Functions (MS Project 2013 - 16 hrs) (ICDL Certification Module: Project Planning) TGS-2014500844 <i>Funding Validity Period: 06 Aug 2014 - 06 Nov 2023</i> Feb 24 - 25 Apr 27 - 28 Jun 15 - 16 	Classroom-based learning	16	\$ 680.00	\$ 727.60	\$ 251.60	\$ 387.60	\$ 251.60

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ICDL IT Security

	Course Duration (hrs)	Fee (S\$) Excl GST	Nett Fee (S\$) Incl GST	Nett Fee (S\$) after Training Grant [^]			
				SMEs	Non-SMEs/ Self-Sponsored	MCES	
<ul style="list-style-type: none"> Demonstrate Secure Use of IT (ICDL Certification Module: Secure Use of IT) (Synchronous e-learning) TGS-2015500907 <i>Funding Validity Period: 11 Dec 2015 - 21 May 2023</i> Mar 24 - 25 Apr 21 - 22 May 9 - 10 Jun 29 - 30 Jul 19 - 20 	Virtual Classroom	16	\$ 350.00	\$ 374.50	\$ 129.50	\$ 199.50	\$ 129.50

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Employability Skills

Analytical, Conceptual and Evaluative Skills (ACE)

Service Quality Centre Pte Ltd UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

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Classroom-based learning

Operations Level

TGS-2011501239

Apply 5S Techniques (17.75 hrs)

5S is a systematic workplace organisation methodology that helps to reduce wastage and non-value-added activities. This course aims to equip individuals with the knowledge on the 5S application in their jobs and at the workplaces. They will learn about the housekeeping rules, self-discipline and the standards in maintaining a clean and tidy work environment.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Improve productivity in your organisation through 5S
- Identify and eliminate waste in your organisation
- Acquire the knowledge and skills to improve the workplace through 5S

Course Contents

- Good housekeeping techniques and ways to improve work conditions
- Development of good housekeeping at the workplace
- The 5S Approach
 - SEIRI – Clear unnecessary items from work area
 - SEITON – Organise work area in an orderly manner
 - SEISO – Clean work area
 - SEIKETSU – Maintain work area cleanliness
 - SHITSUKE – Maintain self-discipline in the work area
- Reducing Wastes at the workplace
- Roles of employees
- 5S Activities

Learning Methodology

- Mini lectures, interactive activities, group discussions, case studies, presentations and assessments / tests will be used to enable participants to effectively absorb and retain the concepts and applications that are being taught.

Who Should Attend

- This course is suitable for those who need to ensure that work areas are well-maintained (in terms of cleanliness and safety).

Course Details

- Duration: 2 days (17.75 hrs)
- Time: 9:00am to 7:00pm

Classroom-based learning

Operations Level

TGS-2011501164

Solve Problems and Make Decisions at Operations Level (16 hrs)

Problem-solving and decision-making are integral parts of everyday living. Taking a systematic approach, understanding the variables involved and applying suitable techniques can often help make the path of making wise choices easier. This course aims to equip participants with the skills and techniques, and subsequently enhance their confidence, to make right decisions and / or solve problems.

Participants who fulfill all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Acquire techniques in problem-solving and decision-making
- Proactively identify the root causes of a problem
- Generate and evaluate alternative solutions
- Make appropriate decisions
- Learn to take responsibility for your decisions within your circle of influence

Course Contents

- Symptoms that could lead to potential problems at the workplace
- Deviations from organisational norm and SOPs based on symptoms identified
- Possible root causes of the problems using appropriate tools and techniques
- Impact of the problems on one's job responsibilities and the other parties involved
- Generate and select ideas to solve the problem using creative and logical thinking
- Evaluate selected ideas using pertinent criteria and choose the most desirable ones as solutions to the problems
- Develop an action plan for implementation of the chosen solutions
- Communicate chosen solutions and action plan to relevant parties using suitable modes of communication
- Evaluate the effectiveness of the implemented solutions and action plan and initiate corrective actions where necessary
- Identify preventive measures to avoid recurrence of similar problems in the future

Learning Methodology

- Participants will undergo experiential learning through mini-lectures, interactive activities, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for front-line workers, staff in operational roles, and individuals in professional / talent positions without supervisory responsibilities.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

Supervisory Level

TGS-2011501304

Foster Initiative & Enterprise in Teams (16 hrs)

Want to stand out from the crowd? The recipe for success lies in putting forth your creativity and positive thinking skills with a large dose of the initiative. This course aims to develop participants with the skills in leading teams to initiate actions for continuous improvements in their departments / organisations and creating a proactive mindset through the identification, evaluation and management of risks in the workplace.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Identify areas for continuous improvement
- Apply strategies to facilitate, motivate and sustain initiative and innovation in the team
- Identify, evaluate and measure risks associated with innovation and taking initiative at a team level

Course Contents

- Explore possible areas for continuous improvement and identify the challenges in getting team to initiate actions for continuous improvement at the workplace
- Lead and motivate team to initiate actions, ideas and suggestions to improve workplace or business performance
- Assist team members to unleash their untapped innovation and creativity and increase their ability to develop creative ideas for innovation
- Facilitate team to be self-directed and sustain effort for continuous improvement at the workplace
- Conduct risk assessment of new initiatives on team performance and success and recommend possible risk management strategies
- Implement appropriate risk management strategies to support innovation and enterprise
- Evaluate the effectiveness of implemented strategies in achieving planned outcomes

Learning Methodology

- It is participative, activity-oriented, and learner-centred. Knowledge and skills are transferred through experiential learning via structured experiences, individual and group activities, role plays, case studies and lectures, practice, coaching, and self-assessments / tests.

Who Should Attend

- This course is suitable for supervisors, individuals in small businesses, and those with supervisory responsibilities for others.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Synchronous e-learning

Supervisory Level

TGS-2011501320

Solve Problems and Make Decisions at Supervisory Level (Synchronous e-learning) (16 hrs)

Aimed at equipping supervisors with the basic skills in problem-solving and decision-making, participants are encouraged to adopt a more open mindset for ideas generation. They can also look forward to developing their abilities in leading teams and resolving workplace issues. This course also incorporates essential competencies (knowledge, skills and attitude) involved in making appropriate decisions and taking responsibility for the decisions made.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Put to practice problem-solving and decision-making with a team of subordinates
- Learn how to anticipate and identify potential problems with a team of subordinates
- Facilitate team effort to resolve the problem
- Be able to make appropriate decisions and see through the implementation plans

Course Contents

- Identify symptoms that could lead to potential problems at the workplace
- Apply logical deduction to anticipate and detect problems at the workplace based on symptoms and relevant information gathered
- Analyse relevant information surrounding the perceived problems and identify the exact problem using elimination process, objective reasoning or process questioning
- Analyse the root causes of the problems at the workplace using appropriate problem-solving tools and techniques
- Facilitate generation of solutions to solve problems by encouraging creativity among team members
- Select a solution collectively with team members using appropriate evaluative techniques and criteria
- Develop an implementation plan that addresses the root causes of the problems and consider the impact to self and team
- Evaluate the effectiveness of the implemented solution and implementation plan by analysing feedback gathered from relevant sources

- Formulate and execute modifications to restore and / or enhance effectiveness of implemented solution and implementation plan
- Review the effectiveness of modifications made and analyse learning points and best practices that can be used for future reference

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through mini-lectures, interactive activities, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for supervisors, individuals in small businesses, and those who need to lead and guide their subordinates through the process of problem-solving on a daily basis.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

Managerial Level

TGS-2012500414

Apply Systems Thinking in Problem Solving and Decision Making (16 hrs)

Decision-making and problem-solving are key skills for those in management positions. Adopting a systems thinking mindset can greatly enhance decision-making and problem-solving abilities through improving interrelationships and patterns of change. This course aims to equip managers with useful knowledge and skills necessary to apply Systems Thinking to achieve organisational goals and outcomes.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Apply systems thinking to assess problems
- Formulate and implement solutions to address organisational issues typically encountered by individuals in a managerial role

Course Contents

- Analyse issues that affect the achievement of desired goals and outcomes in the macro context
- Apply systems thinking approaches and processes to identify the root causes behind non-achievement of desired goals and outcomes and the homeostasis of the organisation
- Use systems thinking tools to formulate possible solutions to resolve issues
- Select the most suitable solution using established criteria to resolve issues
- Develop an implementation plan for the chosen solutions to resolve issues
- Assess the effectiveness of the chosen solutions using an appropriate evaluation process
- Recommend corrective actions to improve chosen solutions
- Document the process of applying systems thinking in problem-solving and decision-making using appropriate methods

Learning Methodology

- Participants will undergo experiential learning through mini-lectures, interactive activities, group discussions, case studies, and self-assessments / tests.

Who Should Attend

- This course is suitable for staff in managerial roles and individuals in professional / talent positions with responsibilities for the operation and performance of an organisational unit.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

Operations Level

In-Company Training

TGS-2011501238

Apply Quality Systems (17.5 hrs)

This course aims to give guidance and practical advice in implementing and improving a quality management system (QMS) according to recognised QMS standards.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Understand the QMS requirements
- Implement, maintain and improve an effective QMS in their organisation

Course Contents

- Concept of quality, quality management and improvement
- Introduction of the QMS standard
- Interpretation and application of the QMS
- Development of a process approach to the QMS based on the Plan-Do-Check-Act (PDCA) cycle
- Preparation and documentation of quality manual, quality procedures and work instructions
- Guidelines and approaches in implementing, maintaining and improving the QMS
- Use of quality control tools and statistical analysis
- Implementation of corrective and / or preventive actions
- Maintenance of quality records
- Typical QMS certification process and preparation

Learning Methodology

- Mini lectures, interactive activities, group discussions, case studies, presentations and assessments / tests will be used to enable participants to effectively absorb and retain the concepts and applications that are being taught.

Who Should Attend

- This course is suitable for those who requires an understanding of QMS standards, especially those involved in the design, implementation and maintenance of QMS.

Course Details

- Duration: 2 days (17.5 hrs)
- Time: 9:00am to 6:45pm

Classroom-based learning

Operations Level

In-Company Training

TGS-2011501221

Demonstrate Initiative and Enterprising Behaviours (16 hrs)

Today's knowledge-based economy often calls for staff to go beyond their routine call of duty. This course aims to develop an individual's innovative and enterprising skill set and behaviours. Participants will learn how to initiate action to improve workplace performance and learn key skills to demonstrate effective independent thinking in the workplace.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Learn to demonstrate innovation and initiative to sustain continuous improvement at the workplace
- Identify, evaluate and manage risks associated with taking initiative and innovating at an individual level

Course Contents

- Show initiative in identifying opportunities and goals for continuous improvement in workplace performance
- Discuss with stakeholders on potential areas and / or practices for innovation at the workplace
- Demonstrate innovative and enterprising behaviours to improve business performance in accordance with regulatory requirements and ethics
- Review new initiatives for possible risks and recommend corrective actions and an appropriate strategy to deal with identified risks
- Develop an action plan to implement the selected risk strategy in consultation with stakeholders using the most suitable mode of communication
- Translate ideas into action with self-direction and sustained efforts for goal attainment in accordance with context requirements, best practices and future needs
- Monitor the risks identified at individual level to implement action plan and update risk response plan

Learning Methodology

- Participants will undergo experiential learning through mini-lectures, interactive activities, group discussions, case studies, and self-assessments / tests.

Who Should Attend

- This course is suitable for front-line workers, staff in operational roles, and individuals in professional / talent positions without supervisory responsibilities.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

Operations Level

In-Company Training

TGS-2011501536

Perform Basic Productivity Practices (16 hrs)

This operations level course equips participants with the fundamental knowledge and skills in using appropriate methods to improve productivity, prevent poor productivity practices and apply productivity techniques to business. Through a better understanding of the fundamental factors that contribute to productivity, participants will be able to take strategic steps to improve productivity at the workplace.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Be able to identify poor practices that hamper productivity and adopt the strategic steps to improve productivity

Course Contents

- Methods to improve productivity
- Factors affecting productivity
- Prevent poor productivity practices at the workplace
- Create environment to improve productivity
- Apply productivity techniques and link it to the big financial picture
- Identify the 8 kinds of wastes
- Apply appropriate productivity techniques and take measurements on the type of improvement (cheaper, better, faster) made

Learning Methodology

- Mini lectures, interactive activities, group discussions, case studies, presentations and assessments / tests will be used to enable participants to effectively absorb and retain the concepts and applications that are being taught.

Who Should Attend

- This course is suitable for technicians, engineers, line leaders, operators, junior executives, and administrative assistants without supervisory responsibilities.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

Supervisory Level

In-Company Training

TGS-2011501236

Supervise Quality Procedures (15 + 1A[^] hrs)

In order to maintain and continually improve the quality procedures in a quality management system, there must be a systematic approach to process planning and management. This includes monitoring and measuring of the quality procedures to ensure their relevance and effectiveness.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Acquire the knowledge and application skills in participating and supervising quality processes and be able to apply them to the workplace
- Identify opportunities to continually improve the quality procedures
- Learn how to avoid the pitfalls that may affect effective implementation of quality procedures

Course Contents

- Introduction to quality procedures
- Key steps involved in the establishment of quality procedures
- Implementation and maintenance of effective quality procedures
- Monitoring and measuring of quality procedures for variation and effectiveness
- Monitoring and measuring of product and / or service quality level
- Collection and analysis of data using techniques such as control plan and sampling plan
- Identification of opportunity for continual improvement using methodologies such as Plan-Do-Check-Act cycle and 5W1H

Learning Methodology

- Mini lectures, interactive activities, group discussions, case studies, presentations and assessments / tests are used to enable participants to effectively absorb and retain the concepts and applications that are being taught.

Who Should Attend

- This course is suitable for quality assurance / quality control executives and process supervisors.

Course Details

- Duration: 15 Training Hours + 1 Assessment Hour
- Time: 9:00am to 6:00pm

A[^] = Assessment Hours done outside Course Duration (hrs)

Classroom-based learning

Supervisory Level

In-Company Training

TGS-2011501237

Supervise Work Improvement Processes (14 + 2A[^] hrs)

To improve the work processes in an organisation, there must be a thorough understanding of the sequence and interaction of these processes. This course provides the fundamentals in process management and process mapping.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Understand the fundamental principles of process management
- Know the types of variations that affect process performance
- Acquire the use of monitoring and measuring techniques for evaluating process performance
- Be able to implement strategy to further improve the process performance

Course Contents

- Introduction of process management
- Types of process maps
- Key steps in process mapping
- Setting of S.M.A.R.T. process objectives
- Monitoring and measuring process performance
- Criteria for process performance in terms of effectiveness and efficiency
- Tools for data collection and analysis
- Use of problem-solving techniques (e.g. cause and effect diagram, 5W1H, etc.)
- Implementation of process improvement through Plan-Do-Check-Act cycle

Learning Methodology

- Mini lectures, interactive activities, group discussions, case studies, presentations and assessments / tests will be used to enable participants to effectively absorb and retain the concepts and applications that are being taught.

Who Should Attend

- This course is suitable for quality assurance / quality control executives and process supervisors.

Course Details

- Duration: 14 Training Hours + 2 Assessment Hours
- Time: 9:00am to 6:00pm

A[^] = Assessment Hours done outside Course Duration (hrs)

Classroom-based learning

Managerial Level

In-Company Training

ACE-FIPF-01

Facilitate the Implementation of a Productivity Framework (16 hrs)

Besides having a well-designed and comprehensive productivity framework, a well-executed implementation plan is also crucial in order to achieve the desired results. This course aims to equip the participants with the skills and knowledge to implement a productivity framework according to the Productivity Road Map and Action Plan.

Key Benefits

- Implement and monitor the effectiveness of the productivity framework
- Compile and evaluate results gathered on productivity measurements
- Link recognition and rewards to results of productivity measurements

Course Contents

- Productivity concepts
- Benefits of productivity
- Types of productivity to be measured
- Factors that affect productivity
- Quantitative and qualitative factors that influence productivity
- Quantitative and qualitative indicators
- Methods and tools to measure productivity
- Productivity goals
- Productivity strategies
- Types of motivation and incentive schemes for productivity improvements
- Methods to evaluate the effectiveness of the implementation of the productivity framework

Learning Methodology

- This course will be conducted through mini-lectures, interactive activities, group discussions, case studies, presentations and assessments / tests.

Who Should Attend

- This course is suitable for those at the senior management level, productivity managers, quality assurance managers, operation managers, production managers, process managers, and those who are responsible for the operations and performance of an organisational unit.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

Managerial Level

In-Company Training

ACE-IBPR-02

Implement Business Process Re-engineering (32 hrs)

A proper understanding and good implementation of the processes involved enable organisations to realise key improvements. Learn to implement the changes needed to meet business objectives with this course, focused on providing opportunities for participants to apply, demonstrate and practise the skills learned in identifying processes for re-engineering.

Key Benefits

- Learn how to apply strategies, methods and tools essential to implementing a re-engineering project

Course Contents

- Re-engineering project initiation
- Identify and select processes for re-engineering
- Draw process chart using mapping tools / software
- Identify value-added and non-value-added activities within a process using the re-engineering technique
- Process outcomes evaluation using the re-engineering techniques
- Process re-engineering
- Develop re-engineering project plan
- New process simulation
- Organisation and jobs structuring to support the new process
- Change management
- Post re-engineering review
- Continuous improvement programmes

Learning Methodology

- This course will be conducted through mini-lectures, interactive activities, group discussions, case studies, presentations and assessments / tests.

Who Should Attend

- This course is suitable for those at the senior management level, productivity managers, quality assurance managers, operation managers, production managers, process managers, and those who are responsible for the operations and performance of an organisational unit.

Course Details

- Duration: 4 days (32 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

Managerial Level

In-Company Training

ACE-ILSS-03

Implement Lean Six Sigma (32 hrs)

This foundation course aims to equip participants with an understanding of Lean Manufacturing. Lean Manufacturing addresses process flow and reducing waste. This course is designed to provide participants with the broad knowledge and the tools needed to implement Lean Manufacturing projects.

Key Benefits

- Acquire the skills and knowledge to apply strategies, methods and tools used for developing and implementing Lean Manufacturing projects

Course Contents

- Map and evaluate business process using the Value Stream Mapping tool
- Define and establish the value flow as pulled by the customer
- Identify and analyse non-value added steps or activities in a process using the Value Stream Mapping tool
- Design and implement improvements to the business process
- Measure and evaluate the improvement measures implemented against determined specifications
- Implement a system of continuous improvement in the process

Learning Methodology

- This course will be conducted through mini-lectures, interactive activities, group discussions, case studies, presentations and assessments / tests.

Who Should Attend

- This course is suitable for those at the senior management level, productivity managers, quality assurance managers, operation managers, production managers, process managers, and those who are responsible for the operations and performance of an organisational unit.

Course Details

- Duration: 4 days (32 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

Managerial Level

In-Company Training

TGS-2011501235

Manage Process Improvement (22 + 2A[^] hrs)

Proper management of process improvements efforts is essential for companies in their endeavours for continual improvement. This course aims to equip participants with the skills and knowledge to manage process improvement at the workplace. Participants will be able to identify the improvement activities, analyse, recommend and execute the changes to the processes.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Bring resources and processes together to achieve goals
- Learn how to use the process improvement methodologies
- Adopt a systematic approach to improving a process through process mapping, process analysis and process redesign

Course Contents

- Activities to improve customer satisfaction
- Process mapping techniques
- Visual presentation of the process map
- Steps taken to build a product or produce an outcome using standard process mapping conventions or symbols
- Process for waste or non-value activities to facilitate process
- Process redesign based on analysis results
- Potential measures to improve the process
- Execution of process changes and issues resolution
- Standardisation of the redesigned process through proper documentation and training

Learning Methodology

- Mini lectures, interactive activities, group discussions, case studies, presentations and assessments / tests will be used to enable participants to effectively absorb and retain the concepts and applications that are being taught.

Who Should Attend

- This course is suitable for those at the senior management level, productivity managers, quality assurance managers, operation managers, production managers, process managers, and those who are responsible for the operations and performance of an organisational unit.

Course Details

- Duration: 22 Training Hours + 2 Assessment Hours
- Time: 9:00am to 6:00pm

A[^] = Assessment Hours done outside Course Duration (hrs)

Synchronous e-learning

Managerial Level

In-Company Training

TGS-2011501531

Solve Problems and Make Decisions at Managerial Level (Synchronous e-learning) (16 hrs)

Making sound and rational judgments call for effective decision-making and problem-solving. Decision-making is at the core of actions for those in managerial positions and many face the question of "How feasible is my decision?". This course aims to equip managers with useful tools and techniques necessary to lead work teams and help them to examine, identify and manage organisational performance deficiencies.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Identify and examine causes of performance deficiency and their impact on systems and resources
- Manage team dynamics in group discussion to identify root causes
- Apply problem-solving tools and techniques to address performance deficiency

Course Contents

- Collect relevant and current information on organisational performance standards and quality control policies
- Types of performance deficiency
- Examine their causes and the impact on organisation-related aspects
- Identify the root causes of the problems with team members using appropriate group facilitation techniques
- Generate creative ideas for a team based on the three-time horizons of short range, intermediate range and long range planning using appropriate idea generation and group facilitation techniques
- Shortlist the most viable ideas based on a set of pertinent criteria using appropriate problem-solving and decision-making techniques and tools
- Evaluate the impact of shortlisted ideas using appropriate problem-solving and decision-making techniques and tools

- Determine a preferred solution using appropriate methods and draw up an implementation plan to implement the solution
- Evaluate the effectiveness of the implemented solution and implementation plan
- Develop a corrective action plan for any shortfalls identified in the implemented solution and conduct a follow-up review of modifications made
- Formalise implemented solution as part of the organisation's current standard operating procedure (SOP)

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through mini-lectures, interactive activities, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for staff in managerial roles and individuals in professional / talent positions with responsibilities for the operation and performance of an organisational unit.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Employability Skills

Interpersonal Skills (IS)

Service Quality Centre Pte Ltd UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

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Classroom-based learning

Operations Level

TGS-2011501158

Communicate and Relate Effectively at the Workplace (16 hrs)

Good communication skills are at the very heart of building strong relations. A good communicator is someone with effective interaction skills who is able to negotiate and manage conflicts. Help your staff achieve greater heights in their communication and relationship skills through this course. This course aims to equip participants with skills that enable them to participate in communications and conduct simple negotiations in situations of conflict at the workplace to achieve “win-win” solutions.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Apply effective communication techniques to maintain open communication, resolve issues and concerns
- Provide support to team members to achieve individual and team goals while taking diversity issues into consideration

Course Contents

- Interpret and analyse information received
- Plan response to information received, taking into account the social and cultural background of recipient of information
- Use appropriate communication techniques that consider social and cultural differences to clarify and respond to information received
- Identify signs, stages and causes of conflict with individuals or groups of people
- Define the conflict and highlight points of differences / contention objectively, taking into consideration social and cultural differences of parties involved
- Negotiate for mutually acceptable solutions by all parties using effective communication and negotiation skills
- Communicate outcome of negotiation and propose relevant recommendations with justifications to supervisor

Learning Methodology

- Participants will undergo experiential learning through mini-lectures, interactive activities, role plays, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for front-line workers, staff in operational roles, and individuals in professional / talent positions without supervisory responsibilities. Self-employed individuals who have to interact extensively with others on a daily basis, provide excellent customer service and maintain relationships for workplace efficiency.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

Operations Level

TGS-2012500376

Work in a Team (16 hrs)

Everyone is unique and therefore, every team is unique. With the amalgamation of the teams, issues, concerns and conflicts are bound to arise. To be able to work in a team, the individual needs to possess certain core skills so as to communicate effectively and provide support to the other team members. This course aims to equip participants with the skills to apply effective communication techniques and provide support to team members to achieve individual and team goals.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Apply effective communication techniques to maintain open communication, resolve issues and concerns
- Provide support to team members to achieve individual and team goals while taking diversity issues into consideration

Course Contents

- Define and align team goals with the departmental and organisational goals
- Define own and individual roles within the team and work within the team and organisation dynamics
- Maintain open communication with the team members by sharing information and discussing work-related issues to achieve individual and team goals to meet organisational requirements
- Listen to and contribute ideas and skills using appropriate communication techniques to achieve team goals
- Demonstrate trust, respect and support towards team members in daily activities to achieve team goals
- Identify potential areas of conflict with team members and methods to overcome them, taking into consideration diversity issues
- Identify and resolve issues and concerns through collaborative activities with supervisor
- Demonstrate responsibility and commitment for work done and to the achievement of individual and team goals
- Accept and provide feedback, advice and assistance in a considerate and constructive manner to accomplish task assigned
- Recommend improvements to establish policies and procedures in a proactive manner

Learning Methodology

- Participants will undergo experiential learning through mini-lectures, interactive activities, games, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for front-line workers, staff in operational roles, and individuals in professional / talent positions without supervisory responsibilities. Self-employed individuals who have to interact extensively with others on a daily basis, provide excellent customer service and maintain relationships for workplace efficiency.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

Supervisory Level

TGS-2011501272

Facilitate Effective Communication and Engagement at the Workplace (16 hrs)

Supervising and leading a team can be challenging for some. Having superb communication skills is vital in your quest to supervise and lead effectively. Hone your communication techniques and learn how to apply appropriate communication styles to different staff levels, in various workplace situations. This course focuses on developing competencies needed in order to maintain successful interactions with colleagues, subordinates, supervisors, partners, and customers / clients.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Promote effective communication within the team and use appropriate communication, conflict resolution and negotiation skills to build rapport and relationship with colleagues, stakeholders and customers
- Resolve conflicts through negotiation while taking diversity issues into consideration

Course Contents

- Communicate organisational communication policies and procedures to staff
- Monitor staff's compliance
- Maintain channels of communication to update staff on latest and relevant work-related information according to organisational communication policies and procedures
- Promote effective communication among staff taking into account diversity issues
- Use appropriate communication techniques and tools to suit different communication styles of people in formal and informal settings
- Assess conflict situation and develop appropriate conflict resolution strategies
- Resolve conflict using appropriate conflict resolution strategies, approaches and techniques

Learning Methodology

- Participants will undergo experiential learning through mini-lectures, interactive activities, role plays, group discussions/case studies, and written assessments.

Who Should Attend

- This course is suitable for supervisors who are responsible for groups of staff engaged in teams, sub-units of the organisation or business, individuals in small businesses and the self-employed who have to interact extensively with subordinates and others on a daily basis and guide and lead others in the workplace.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Virtual Classroom

Managerial Level

IPS-DAWT-01

Develop a Work Team (Online Learning) (16 hrs)

Fostering team spirit is essential to create a productive and collaborative work environment. A great manager at the workplace who is able to cultivate open communication and team spirit can help establish and develop work teams that perform well. This course aims to equip participants with the skills necessary to establish and develop high-performance work teams, as well as monitor and evaluate team progress.

Key Benefits

- Establish teams, delegate tasks and allocate resources for teams to achieve organisational goals
- Cultivate open communication and teamwork
- Monitor, evaluate and recognise the performance of teams in a managerial role

Course Contents

- Analyse the team combination required and establish their value in achieving organisational goals
- Identify, select work team members and align roles, responsibilities, objectives and expectations of the work team to organisational goals
- Communicate the roles, responsibilities, objectives and expectations to the work team and empower team members to accomplish them
- Delegate tasks and allocate resources to facilitate work team towards the achievement of goals and objectives, taking into consideration diversity issues
- Evaluate the impact of task and role delegation among team members on team synergy and make adjustments where necessary
- Encourage teamwork, foster commitment and sense of ownership among team members
- Assess the barriers to group interaction and communication and establish infrastructure to facilitate knowledge management and work team coaching
- Monitor and evaluate team progress and performance in achievement of goals and objectives
- Communicate feedback to the team using the most appropriate means and data
- Provide recommendations to improve performance
- Recognise and reward teamwork and performance, taking into consideration the implications of diversity issues

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through mini-lectures, interactive activities, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for staff in managerial roles and individuals in professional / talent positions with responsibilities for the operation and performance of an organisational unit.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Virtual Classroom

Managerial Level

IPS-LWCE-02

Lead Workplace Communication and Engagement (Online Learning) (16 hrs)

Building staff ability to communicate and relate well in the workplace is a crucial task. A good leader at the workplace must be able to lead communication and engage both internal and external customers effectively. This course aims to equip participants with the essential skills to lead workplace communications and conduct negotiations to achieve organisational goals and win-win outcomes.

Key Benefits

- Lead workplace communication by evaluating and identifying gaps and barriers in workplace communication
- Develop and communicate plans to implement communication strategies and mechanisms
- Assess a negotiation situation, develop strategies for and conduct negotiation to achieve organisational goals and win-win outcomes

Course Contents

- Conduct research on best practices in workplace communication, evaluate their suitability for adoption and establish benchmarks for the organisation
- Evaluate gaps and barriers in workplace communication based on determined benchmarks and establish communication strategies and mechanisms that meet organisational goals and objectives
- Develop communication plan to implement communication strategies and mechanisms
- Use communication strategies to influence organisational culture and motivate employees to commit to the organisation's vision, mission and core values
- Evaluate employees' level of acceptance of organisation's vision, mission and core values and take corrective actions where needed
- Evaluate the effectiveness of the communication strategies and mechanisms, and implementation plan
- Establish the actual causes of conflict or dispute and plan for negotiation
- Assess negotiation situation and develop negotiation strategies taking into consideration diversity issues

- Conduct negotiation to achieve organisational goals and win-win outcomes by applying negotiation strategies and effective communication skills
- Evaluate negotiation process and delegate appropriate follow-up actions in a timely manner

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through mini-lectures, interactive activities, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for staff in managerial roles and individuals in professional / talent positions with responsibilities for the operation and performance of an organisational unit.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

Supervisory Level

In-Company Training

TGS-2012500380

Facilitate Effective Work Teams (16 hrs)

Establishing work teams have been recognised to improve organisational efficiency. The team leader is required to effectively facilitate the team's cohesion, commitment and build positive relationships among members from diverse backgrounds, in order to ensure that the work team is efficient. This course focuses on developing competencies that team leaders need in order to facilitate and improve team performance.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Facilitate work team activities and improve team performance by promoting ownership and commitment among team members to work goals and targets set
- Maintain positive relationships among team members with diverse backgrounds
- Provide support and opportunities for individual and team contributions

Course Contents

- Provide and clarify with team members on work-related information using appropriate communication techniques
- Involve team members in the planning of work activities to promote ownership and commitment to work plan
- Delegate duties and responsibilities taking into consideration the competencies of individual team members
- Communicate thoughts and feelings to justify a position and responsibilities assigned to team members and persuade and influence them
- Communicate to team members the importance and interdependence of each person's role and promote the benefits of diversity within the team
- Communicate and agree on individual and team goals and targets to be achieved
- Provide opportunities for team members to contribute ideas and skills and maintain positive relationships amongst them
- Provide resources, assistance, and support needed by team members to complete projects or work activities
- Analyse project control reports and performance assessment results to ascertain team performance and provide feedback and criticism to team members using appropriate communication techniques
- Communicate team performance and related issues of concern to management and provide recommendations to address them

Learning Methodology

- Participants will undergo experiential learning through mini-lectures, interactive activities, role plays, games, group discussions / case studies, and written assessments.

Who Should Attend

- This course is suitable for supervisors who are responsible for groups of staff engaged in teams, sub-units of the organisation or business, individuals in small businesses and the self-employed who have to interact extensively with subordinates and others on a daily basis and guide and lead others in the workplace.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Employability Skills

Personal Management and Development Skills (PMD)

Service Quality Centre Pte Ltd UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

80 Jurong East Street 21 #05-01 Devan Nair Institute for Employment and Employability Singapore 609607

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 **learning@sqcentre.com**

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Synchronous e-learning

Operations Level

TGS-2011501224

Adapt to Change (Synchronous e-learning) (16 hrs)

In the context of today's world, many would agree that 'Change is the only constant'. Coping with and adapting to change are essential skills, particularly in the workplace. This course enhances individuals' consciousness of the global trends, changes in the workplace and to embrace the lifelong learning mindset to cope with changes. Participants will learn to share knowledge and skills in a diverse work environment.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Identify global trends and changes that impact the workplace
- Undertake lifelong learning to adapt to changes for sustained employability in the new knowledge economy
- Share knowledge and skills to enhance productivity and effectiveness in a diverse workplace

Course Contents

- Identify global trends and interpret information that impacts one's employability and job role
- Learn about expectations and adjustments required in current and new job situations to stay employable and competitive in the global context
- Types of competencies required in current and new job requirements
- Gaps in own competencies, training and development needs and suitable learning opportunities that match personal learning styles
- Transfer skills and knowledge acquired from training and development to the workplace
- Measure performance improvement as a result of training and development
- Demonstrate the ability to learn from and coach others in a given set of skills from one job situation to another
- Implications of diversity in the workplace and participate in relevant approaches to work within a diverse workforce
- Identify the impact of change on oneself and on one's job
- Adopt appropriate techniques to respond to change

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through mini-lectures, interactive activities, games, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for front-line workers, staff in operational roles, and individuals in professional / talent positions without supervisory responsibilities.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Synchronous e-learning

Operations Level

TGS-2012500289

Apply Emotional Competence to Manage Self at the Workplace (Synchronous e-learning) (16 hrs)

One of the key factors in understanding oneself better is through the application of emotional intelligence. This course aims to equip individuals with the tools and skills required in learning how to recognise, identify and manage own and others' emotions at the workplace so as to arrive at an effective working relationship.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Understand and apply self-awareness techniques to manage self at the workplace
- Adopt Emotional Intelligence principles such as self-confidence, flexibility, conscientiousness for self-management

Course Contents

- Recognise one's own emotional states, its causes and its impact on performance and interpersonal relationships at the workplace
- Manage own emotions and impulses to work effectively with others, taking into consideration the different cultures and background of individuals at the workplace
- Identify personal strengths and weaknesses, and make improvements needed to develop Emotional Intelligence
- Recognise the emotional needs of others, empathise and respond appropriately to their needs
- Present self with confidence and show flexibility in responding to changes in the workplace
- Demonstrate conscientiousness and trustworthiness to complete given tasks according to organisational standards
- Demonstrate initiative and optimism in pursuing goals beyond what is required and expected of self

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through mini-lectures, interactive activities, games, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for front-line workers, staff in operational roles, and individuals who want to learn how to better manage self through applying emotional intelligence in the work context.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Synchronous e-learning

Operations Level

TGS-2011501219

Develop Personal Effectiveness at Operations Level (Synchronous e-learning) (16 hrs)

Personal effectiveness is an important key towards achieving self-mastery. This course aims to help individuals develop and discover their personal values, qualities, abilities, interests and aptitudes and instil a positive self-image and self-esteem.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Establish personal goals and relate them to team goals
- Manage time effectively
- Maintain work-life balance
- Manage stress as well as personal finances to be effective at the workplace

Course Contents

- Set and align personal goals to team goals
- Identify one's role and responsibilities and his contribution towards the achievement of team goals
- Identify personal strengths and weaknesses
- Strategies to overcome weaknesses and how personal strengths can contribute towards the achievement of team goals
- Plan and complete personal tasks to meet team goals
- Learn to recognise symptoms of stress
- Ways to deal with stress to maintain work effectiveness
- Types of work-life balance programmes to maintain personal work-life balance
- Tools to identify one's existing financial position and manage such a position

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through mini-lectures, interactive activities, role plays, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for front-line workers, staff in operational roles, and individuals who wish to achieve personal effectiveness.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Synchronous e-learning

Supervisory Level

TGS-2012500660

Apply Emotional Competence to Manage Self and Team (Synchronous e-learning) (16 hrs)

Apply Emotional Intelligence to understand oneself and others better in a working environment. This course helps participants to understand and apply the self-awareness techniques necessary for greater self-awareness and adaptability. Participants are equipped with important skills and techniques of how to adapt to other team members by understanding and responding appropriately to their emotional cues.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Understand and apply self-awareness techniques
- Model Emotional Intelligence principles to facilitate understanding and management of self and others in a team, thereby promoting a positive emotional climate in the workplace

Course Contents

- Recognise one's own emotional states, its causes and its impact on self and team performance as well as interpersonal relationships at the workplace
- Conduct self-reflection and gather feedback from team members to identify personal strengths and weaknesses for development of one's Emotional Intelligence
- Model behaviours that demonstrate the application of Emotional Intelligence
- Assess emotional states of team members and respond appropriately to emotional cues, taking into consideration the different cultures and background of team members
- Demonstrate flexibility and adaptability in dealing with team members and making decisions, taking their emotions into account
- Provide opportunities for team members to express their thoughts and feelings and assist them in understanding the effects of their behaviour and emotions on others at the workplace
- Encourage team members to develop their own Emotional Intelligence to build positive relationships with one another to achieve team goals
- Promote a positive emotional climate in the workplace

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through mini-lectures, interactive activities, games, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for supervisors and individuals who are keen on applying Emotional Intelligence to promote a positive culture in the workplace.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Synchronous e-learning

Managerial Level

TGS-2011501308

Develop Personal Effectiveness at Supervisory Level (Synchronous e-learning) (16 hrs)

Develop important life skills and personal effectiveness through self-knowledge, self-mastery while maintaining a balance between work and personal responsibilities. This course introduces learners to the fundamentals of personal finances and helps develop techniques to effectively manage work priorities.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Establish and analyse personal goals to relate to roles and responsibilities
- Manage time effectively
- Maintain work-life balance
- Manage stress and personal finances

Course Contents

- Analyse personal goals and align them with departmental goals
- Personal role and responsibilities and their contribution to departmental success
- Personal strengths and weaknesses
- Strategies to overcome weaknesses
- Use personal strengths to contribute towards the achievement of department goals
- Plan, organise and execute personal work activities to achieve departmental goals
- Causes of stress that affect self and team
- Stress management techniques
- Support the implementation of work-life balance programmes to achieve organisational effectiveness
- Tools to establish one's existing financial position and managing such a position

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through mini-lectures, interactive activities, games, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for supervisors, individuals in small businesses, and those with supervisory responsibilities for others.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Synchronous e-learning

Managerial Level

TGS-2013501272

Manage Workplace Challenges with Resilience (Synchronous e-learning) (16 hrs)

On completion of the course, the participant will be able to assess his / her individual and / or an organisation's level of resilience, examine the area(s) for development level of resilience to achieve desired outcomes and apply resilience techniques to manage challenges.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Assess the level of resilience at the individual and / or organisational level and its effects on achieving desired outcomes
- Examine the areas for development in resilience of the individual and / or organisation to achieve desired outcomes
- Apply resilience techniques to manage workplace challenges

Course Contents

- Understand the 2 main domains of resilience – personal and organisational resilience and identify the factors affecting the resilience level for both individuals and organisations
- Understand the importance of personal resilience and organisational resilience at both personal and organisational levels
- Assess the level of resilience for both individuals and organisations
- Identify the areas of development for individual and organisational resilience
- Identify and benchmark companies that demonstrate resilience
- Understand the linkage of building organisational resilience and sustaining competitiveness
- Apply resilience techniques to enhance personal and organisational resilience
- Formulate an action plan to develop resilience

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through mini-lectures, group discussions, role plays, quizzes, videos, case studies, debate, and games.

Who Should Attend

- This course is suitable for staff in managerial roles and individuals in professional / talent positions with responsibilities for the operation and performance of an organisational unit.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

Supervisory Level

In-Company Training

TGS-2011501327

Foster Team Adaptability (16 hrs)

Working in team situations, individuals need to be able to adapt well to fluid conditions. Make concerted steps towards personal and professional growth with this course! Master key techniques and use appropriate adaptation strategies to attain personal and professional growth in a team.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Analyse employability issues in the global context
- Promote personal and professional growth in a team
- Use strategies to help team members adapt to changing conditions and diversity at the workplace
- Achieve greater productivity and effectiveness

Course Contents

- Information collation and analysis
- Trends and issues that affect work team
- Implications of global competitiveness on one's job and team
- Competencies required in the current job for self and team
- Gaps in competencies, training and development needs
- Resources selection and learning opportunities that match the learning styles of self and team
- Implement ways to provide a conducive work environment to facilitate the transfer of learning among team members and peers
- Opportunities for learning and coaching within a team
- Impact of diversity on a team
- Facilitate team members to work within a diverse team
- Identify and implement strategies to motivate and assist team members in adapting to change in job requirements at the workplace

Learning Methodology

- This course will be conducted through mini-lectures, interactive activities, games, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for supervisors and individuals who need to encourage team adaptability in the workplace, thereby promoting personal and professional growth.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Synchronous e-learning

Managerial Level

In-Company Training

TGS-2012500427

Apply Emotional Competence to Manage Self and Others in a Business Context (Synchronous e-learning) (16 hrs)

This course aims to equip individuals holding managerial positions with key techniques of understanding others' and their emotions. It also covers methods which leaders deploy to effectively manage their staff and better demonstrate empathy in a business context.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Apply Emotional Intelligence principles to assess and manage self and others
- Acquire an awareness of the environment
- Express empathy and guide others while dealing with them
- Uphold integrity and build bonds with others in a business context

Course Contents

- Assess one's own level of Emotional Intelligence in his dealings and relationships with others in a business context and its effects on achieving organisational goals and objectives
- Examine own strengths and weaknesses towards developing one's Emotional Intelligence to work effectively with others in a business context with a view to achieving organisational goals and objectives
- Assess the emotional climate of the environment, recognise the emotional strengths and weaknesses of individuals and exercise flexibility and adaptability in dealing with them
- Manage own emotions and maintain composure, self-confidence and resilience when dealing with challenges and setbacks
- Demonstrate empathy by acknowledging the feelings and perspectives of individuals in a business context, taking into consideration their culture, background and needs
- Apply Emotional Intelligence to guide one's thinking and actions and to influence and persuade others to achieve a win-win outcome
- Uphold integrity in all business dealings and take responsibility for what have been committed to others that are in alignment with organisational goals
- Build bonds by nurturing instrumental relationships with others in a business context

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through mini-lectures, interactive activities, games, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for staff in managerial roles who wish to effectively manage one's own Emotional Intelligence in dealing with self and others in a business context.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Virtual Classroom

Managerial Level

In-Company Training

PM-DPEM-01

Develop Personal Effectiveness at Managerial Level (Online Learning) (16 hrs)

To lead well, one needs to develop personal effectiveness through the practice of self-mastery. This course is designed to help individuals in managerial positions establish personal goals aligned to the organisational context. It also aims to equip individuals with techniques to handle stress, maintain work-life balance and manage finances.

Key Benefits

- Establish personal goals and evaluate them to justify roles and responsibilities to achieve organisational goals
- Manage time effectively
- Maintain organisational work-life balance
- Manage stress and personal finances

Course Contents

- Evaluate personal goals and align them with organisational goals
- Evaluate personal strengths and weaknesses
- Develop strategies to overcome weaknesses and leverage on personal strengths to achieve organisational goals
- Justify one's role and responsibilities and his contribution to the achievement of organisational goals
- Manage time and resources to meet organisational goals
- Analyse causes of stress that affect self and staff
- Develop strategies and techniques to manage stress
- Promote work-life balance programmes to achieve organisational effectiveness
- Common types of financial products and its application to one's financial position
- Tools to evaluate one's existing financial situation and develop a plan to manage such a position

Learning Methodology

- The course will be conducted through online LIVE streaming via Zoom. Participants will undergo experiential learning through mini-lectures, interactive activities, games, group discussions, case studies and self-assessments / tests.

Who Should Attend

- This course is suitable for staff in managerial roles who need to work at being an effective leader through the development of personal effectiveness.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm
- This course is also available for classroom-based learning. Contact us for more information.

Employability Skills

bizSAFE

Service Quality Centre Pte Ltd UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

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Classroom-based learning

TGS-2012500986

Develop a Risk Management Implementation Plan WSQ (bizSAFE Level 2) (16 hrs)

This course allows participants to acquire the knowledge and skills to be a Risk Management Champion for their organisations and understand how to reduce risks at source by managing the risk management process at the workplace. The bizSAFE Level 2 is accredited by Workplace Safety and Health Council.

Participants will learn to develop a practical risk management implementation plan for the organisation, identify specific actions to be taken, by whom and the time for their completion. It also entails formation of a risk management team, control and monitor the risks, communicate these risks to all persons involved, and comply with the Risk Management Code of Practice.

Participants who fulfill all requirements will receive Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Develop skills to prepare a risk management implementation plan for the organisation

Course Contents

- Roles, responsibilities, and expectations of a Risk Management Champion
- Form a risk management team
- Establish hazard identification methodology
- Establish risk assessment methodology
- Establish risk control measures methodology
- Develop a workplace risk management plan
- Communicate the identified hazard, risk evaluated, and risk control measures
- Pre-course reading materials for bizSAFE Level 2 attendees**
 - Protective Security Advisory for Premises
 - Contingency Planning Advisory for Premises

(*Include contents from the new SGSecure national movement)

Learning Methodology

- Hands-on exercises will be used to enable participants to effectively absorb and retain the concepts and applications that are being taught.

Who Should Attend

- This course is suitable for management, EHS personnel, line supervisors, team leaders and risk management champions.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm (include 1 hr assessment)

Assessment

The participant is required to prepare and submit a risk management implementation plan upon or within 4 weeks of course completion for assessment.

Employability Skills

Job Safety Skills (JS)

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A Subsidiary of  **MDIS**

Classroom-based learning

Operations Level

TGS-2011501224

Comply with Workplace Safety and Health Policies and Procedures (16 hrs)

The course provides guidance and practical knowledge in identifying and complying with work processes and work activities where workplace safety and health policies and procedures are applicable and necessary. In addition, the participants will be equipped with the technical know-how to develop and implement safe work procedures and practices including risk assessments with regard to legal requirements at their workplaces. Participants are also exposed to various types of emergencies at the workplace and learn about appropriate responses required.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Develop techniques to follow safe work practices and risk control procedures
- Participate in workplace safety and health management activities at the workplace after completion of course
- Assist organisation in enabling employees to comply with WSH policies and procedures
- Follow workplace emergency response procedure
- Enhance own personal capability in complying WSH policies and procedures at the workplace
- Know the process of reporting WSH issues at the workplace
- Know how to react in different types of emergencies at the workplace
- Develop own personal competencies in WSH capabilities

Course Contents

- Personal hygiene at the workplace
- Use and maintenance of personal protective equipment required for the work
- Use and maintenance of workplace equipment and safety devices in accordance with organisational procedures or manufacturer's instructions
- Safety signs and instructions at workplace
- Workplace risk control measures
- Report workplace safety and health issues to appropriate person in accordance with the organisational procedures and Workplace Safety and Health Act

- Identify and report potential hazards and risks at the work area
- Hazards resolution and risk identification at the work area
- Types of emergencies at the workplace
- Equipment and materials required for workplace emergency response
- Activation of emergency services at the workplace
- Organisational emergency response exercise according to the guidelines provided by the relevant regulatory bodies
- Infectious disease outbreak control at the workplace

Learning Methodology

- Group discussions will be integrated into the course to enhance the learning process. Participants will be given mini-exercises to test their understanding of the course, which may include written and verbal reports.

Who Should Attend

- This course is suitable for front-line workers, staff in operational roles, and individuals in professional / talent positions without supervisory responsibilities.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

Supervisory Level

TGS-2011501570

Maintain Workplace Safety and Health Policies and Procedures (16 hrs)

The course provides an understanding of the workplace safety and health policies, procedures and programmes. Participants will be equipped with the technical knowledge to educate workers on workplace safety and health policies, procedures and programmes. In addition, participants will be able to implement and control workplace safety and health management programmes as well as risk management programmes.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Interpret workplace safety and health policies, procedures and programmes
- Educate workers on workplace safety and health policies, procedures and programmes
- Implement and control workplace safety and health management programmes
- Implement workplace risk management programmes
- Maintain workplace risk control measures

Course Contents

- Responsibilities of a general worker, workplace safety and health committee and supervisory personnel
- Workplace safety and health policies, procedures, programmes and related information
- Providing information on the safety and health policies, procedures and programmes
- Providing information on the provision of personal protective equipment and safety devices on the machinery and equipment
- Types of emergencies at the workplace
- Dealing with emergencies at the workplace
- Implement procedures for WSH participation and consultation effectively to ensure that workers have the opportunity to contribute
- Issue resolution through consultation
- Emergency response and evacuation exercises
- Supervision and maintaining order in the event of emergency at the workplace
- Monitor change in work practices or procedures at the workplace
- Communication to those who may be at risk in accordance with the guidelines provided by the Workplace Safety and Health Act

- Identify and report hazards in the workplace
- Implement work procedures for risk assessment and control as well as procedures for emergency situations
- Participate in the investigation of emergency situations to identify their cause
- Control measures to prevent recurrence and minimise risk of emergency situations based on the hierarchy of control
- Identify WSH training needs for work group members and facilitate training programmes
- Monitor compliance to work procedures for risk assessment and control as well as to emergency preparedness
- Assess the adequacy of resource allocation for implementation of risk control measures
- Review and document workplace risk control measures resolution in accordance with the guidelines provided by the Workplace Safety and Health Act

Learning Methodology

- Group discussions will be integrated into the course to enhance the learning process. Participants will be given mini-exercises to test their understanding of the course, which may include written and verbal reports.

Who Should Attend

- This course is suitable for supervisors, individuals in small businesses, and those with supervisory responsibilities for others.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Classroom-based learning

Managerial Level

In-Company Training

JS-MWSH-01

Manage Workplace Safety and Health System (16 hrs)

The course provides an overview of the Workplace Safety and Health Management System (WSHMS) requirements as per the Workplace Safety & Health (WSH) Act. It is designed to give participants insights into the resource requirements for developing, maintaining and managing WSHMS.

Key Benefits

- Acquire the knowledge and skills to devise a suitable WSHMS implementation plan for the company
- Be able to identify the latest elements of a WSHMS
- Be able to link all elements of the WSHMS into an integrated system
- Ensure a comprehensive set-up of WSHMS for audit purpose

Course Contents

- Overview of SS 506
- Hazard identification and risk assessment
- Legal requirements
- Manage workplace safety and health system at the workplace
- Identify responsibilities under WSH Act
- Establish and maintain workplace safety and health framework
- Establish and evaluate workplace safety and health systems, policies, procedures and programmes
- Establish workplace risk management procedures
- Manage workplace risk control measures

Learning Methodology

- This course will be taught through a series of mini-lectures, group discussions, role plays, presentations and assessments.

Who Should Attend

- This course is suitable for staff in managerial roles and individuals in professional / talent positions with responsibilities for the operation and performance of an organisational unit.

Course Details

- Duration: 2 days (16 hrs)
- Time: 9:00am to 6:00pm

Employability Skills

ICDL MS Access

Service Quality Centre Pte Ltd UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

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A Subsidiary of  **MDIS**

Classroom-based learning

TGS-2017501106

ICDL – Perform Database Functions (Access 2016) EC (24 hrs)

This course enables participants to understand some of the main concepts of databases and demonstrate the ability to use a database application. This includes creating and modifying tables, queries, forms and reports, and preparing outputs ready for distribution, as well as learning to relate tables and to retrieve and manipulate information from a database by using query and sort tools.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Understand what a database is and how it is organised and operated
- Create a simple database and view the database content in various modes
- Create a table, define and modify fields and their properties; enter and edit data in a table
- Sort and filter a table or form; create, modify and run queries to retrieve specific information from a database
- Understand what a form is and create a form to enter, modify and delete records and data in records
- Create routine reports and prepare outputs ready for distribution

Course Contents

- Database concepts
 - Understand key database concepts
 - Database organisation
- Managing a database
 - Working with database
 - Common tasks with database
 - Managing a table
 - Managing data
 - Modify table layout
 - Data retrieval
 - Table relationships
 - Queries
 - Forms
 - Reports
 - Export data

Learning Methodology

- Participants go through a structured curriculum supplemented with hands-on exercises on computers.

Who Should Attend

- This course is intended for participants with little or no knowledge of running a database application and using a database.

Prerequisites

Participants are assumed to:

- Be able to operate a personal computer, use keyboard and mouse
- Be able to read, write, speak and understand English (Work Place Literacy Level 4 – lower secondary level)

Course Details

- Duration: 3 days (24 hrs)
- Time: 8:30am to 6:00pm

(A course in partnership with Eagle Infotech)

Employability Skills

ICDL MS Excel

Service Quality Centre Pte Ltd UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

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A Subsidiary of  **MDIS**

Classroom-based learning

TGS-2016500632

ICDL – Perform Spreadsheet Functions (Excel 2016) EC (24 hrs)

This course enables participants to understand the concept of spreadsheets and to demonstrate the ability to use a spreadsheet application. Participants will understand and be able to accomplish tasks associated with developing, formatting, modifying and using a spreadsheet, in addition to using standard formulas and functions, and demonstrate competence in creating and formatting graphs or charts.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Work with spreadsheets and save them in different file formats
- Choose built-in options such as the Help function within the application to enhance productivity
- Enter data into cells and use good practice in creating lists. Select, sort and copy, move and delete data
- Edit rows and columns in a worksheet. Copy, move, delete and appropriately rename worksheets
- Create mathematical and logical formulas using standard spreadsheet functions. Use good practice in formula creation and recognise error values in formulas
- Format numbers and text content in a spreadsheet
- Choose, create and format charts to communicate information meaningfully
- Adjust spreadsheet page settings and check and correct spreadsheet content before finally printing spreadsheets

Course Contents

- Using the application
 - Working with spreadsheets
 - Enhancing Productivity
- Cells
 - Insert, select
 - Edit, sort
 - Copy, move, delete
- Managing worksheets
 - Rows and columns
- Formulas and functions
 - Arithmetic formulas
 - Functions

- Formatting
 - Numbers/ dates
 - Contents
 - Alignment, border effects
- Charts
 - Create
 - Edit
- Prepare outputs
 - Setup
 - Check and print

Learning Methodology

- Participants go through a structured curriculum supplemented with hands-on exercises on computers.

Who Should Attend

- This course is intended for participants with little or no knowledge of using a spreadsheet application.

Prerequisites

Participants are assumed to:

- Be able to operate a personal computer, use keyboard and mouse
- Be able to read, write, speak and understand English (Work Place Literacy Level 4 – lower secondary level)

Course Details

- Duration: 3 days (24 hrs)
- Time: 8:30am to 6:00pm

(A course in partnership with Eagle Infotech)

Synchronous e-learning

TGS-2016500688

ICDL – Perform Advanced Spreadsheet Functions (Advanced Excel 2016) EC (Synchronous e-learning) (24 hrs)

ICDL Advanced Spreadsheets is a high level certification programme which presents participants with the opportunity to bring their spreadsheet skills to an expert level. This allows them to use the full potential of the spreadsheet application to produce higher quality management information.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Produce higher quality information
- Pinpoint key information quicker and more easily
- Provide more sharply-defined analysis
- Produce more sophisticated reports
- Use advanced editing, data handling, functions and analysis features
- Use macros within the spreadsheets application

Course Contents

- Formatting
 - Considerations in designing spreadsheets
 - Formatting
- Functions and formulas
- Charts
 - Creating charts
 - Formatting charts
- Analysis
- Validating and auditing
 - Data validation
 - Formula auditing
- Enhancing productivity
 - Range names
 - Using templates
 - Linking data
 - Inserting hyperlinks and bookmarks
 - Import data to excel
 - Macro

- Collaborative editing
 - Working with comments
 - File protection
 - Accessing and sharing data

Learning Methodology

- The course will be conducted through online LIVE streaming.

Who Should Attend

- This course is intended for participants with ICDL certification and/or previous experience using computers and common software applications.

Prerequisites

Participants are assumed to:

- Have completed ICDL – Perform Spreadsheet Functions 2016 / ICDL – Perform Spreadsheet Functions 2019

Course Details

- Duration: 3 days (24 hrs)
- Time: 8:30am to 6:00pm

(A course in partnership with Eagle Infotech)

Classroom-based learning

TGS-2020503519

ICDL – Perform Spreadsheet Functions (Excel 2019) (24 hrs)

This course enables participants to understand the knowledge and application skills in using a spreadsheet application. The skills include understanding fundamental spreadsheet concepts, designing a spreadsheet and using basic functions within a spreadsheet.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Work with spreadsheets and save them in different file formats
- Choose built-in options such as the Help function within the application to enhance productivity
- Enter data into cells and use good practice in creating lists. Select, sort and copy, move and delete data
- Edit rows and columns in a worksheet. Copy, move, delete and appropriately rename worksheets
- Create mathematical and logical formulas using standard spreadsheet functions. Use good practice in formula creation and recognise error values in formulas
- Format numbers and text content in a spreadsheet
- Choose, create and format charts to communicate information meaningfully
- Adjust spreadsheet page settings and check and correct spreadsheet content before finally printing spreadsheets

Course Contents

- Getting started
- Insert data and select cells
- Edit and sort data
- Copy, move and delete cell contents
- Rows and columns
- Worksheets
- Formulas
- Functions
- Formatting
- Charts
- Worksheet setup
- Printing

Learning Methodology

- Participants go through a structured curriculum supplemented with hands-on exercises on computers.

Who Should Attend

- This course is intended for participants with little or no knowledge of using a spreadsheet application.

Prerequisites

Participants are assumed to:

- Be able to operate a personal computer, use keyboard and mouse
- Be able to read, write, speak and understand English (Work Place Literacy Level 4 – lower secondary level)

Course Details

- Duration: 3 days (24 hrs)
- Time: 8:30am to 6:00pm

(A course in partnership with Eagle Infotech)

Classroom-based learning

TGS-2020504094

ICDL – Perform Advanced Spreadsheet Functions (Advanced Excel 2019) EC (24 hrs)

ICDL Advanced Spreadsheets is a high level certification programme which presents participants with the opportunity to bring their spreadsheet skills to an expert level. This allows them to use the full potential of the spreadsheet application to produce higher quality management information.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Produce higher quality information
- Pinpoint key information quicker and more easily
- Provide more sharply-defined analysis
- Produce more sophisticated reports
- Use advanced editing, data handling, functions and analysis features
- Use macros within the spreadsheets application

Course Contents

- Considerations in designing spreadsheets
- Formatting
- Functions and formulas
- Charts
- Analysis
- Validating and auditing
- Enhancing productivity
- Collaborative editing

Learning Methodology

- Participants go through a structured curriculum supplemented with hands-on exercises on computers.

Who Should Attend

- This course is intended for participants with ICDL certification and/or previous experience using computers and common software applications.

Prerequisites

Participants are assumed to:

- Have completed ICDL – Perform Spreadsheet Functions 2016 / ICDL – Perform Spreadsheet Functions 2019

Course Details

- Duration: 3 days (24 hrs)
- Time: 8:30am to 6:00pm

(A course in partnership with Eagle Infotech)

Employability Skills

ICDL MS PowerPoint

Synchronous e-learning

TGS-2017500692

ICDL – Perform Presentation Functions (PowerPoint 2016) EC (Synchronous e-learning) (24 hrs)

This course enables participants to demonstrate competence in using presentation tools on a computer. Participants will be able to accomplish tasks such as creating, formatting, modifying and preparing presentations using different slide layouts for display and printed distribution.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Work with presentations and save them in different file formats
- Choose built-in options such as the Help function within the application to enhance productivity
- Understand different presentation views and when to use them, choose different slide layouts and designs
- Enter, edit and format text in presentations. Recognise good practice in applying unique titles to slides
- Choose, create and format charts to communicate information meaningfully
- Insert and edit pictures, images and drawn objects
- Apply animation and transition effects to presentations and check and correct presentation content before finally printing and giving presentations

Course Contents

- Using the application
 - Working with spreadsheets
 - Enhancing Productivity
- Developing a presentation- Insert, select
 - Presentation views
 - Slides
 - Master slide
- Text
 - Handling text
 - Formatting
 - Lists
 - Tables

- Charts
 - Using charts
 - Organisation charts
- Graphical objects
 - Insert, manipulate
 - Drawing
- Prepare outputs
 - Preparation
 - Check and deliver

Learning Methodology

- The course will be conducted through online LIVE streaming.

Who Should Attend

- This course is intended for participants with little or no knowledge of using a presentation application to create interesting and impactful presentations.

Prerequisites

Participants are assumed to:

- Be able to operate a personal computer, use keyboard and mouse
- Be able to read, write, speak and understand English (Work Place Literacy Level 4)

Course Details

- Duration: 3 days (24 hrs)
- Time: 8:30am to 6:00pm

(A course in partnership with Eagle Infotech)

Synchronous e-learning

TGS-2017500494

ICDL – Perform Advanced Presentation Functions (Advanced PowerPoint 2016) EC (Synchronous e-learning) (24 hrs)

ICDL Advanced Presentation is a certification programme that enables participants to create effective, high-impact presentations using advanced features and demonstrate their competencies in PowerPoint. At the end of the course, participants will be able to use the presentation application to its full potential.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Plan and design more effective presentations that have greater impact
- Use advanced features to customise layout and shows
- Use and manipulate pictures, images and drawn objects, charts/graphs in presentations
- Add sophisticated multimedia elements to presentations
- Use the powerful relating tools to link information to other applications

Course Contents

- Presentation planning
 - Audience and environment
 - Design, content and layout
- Slide masters and templates
 - Slide masters
 - Templates
- Graphical objects
 - Formatting drawn objects
 - Formatting pictures, images
 - Handling graphical objects
- Charts and diagrams
 - Using charts
 - Using diagrams
- Multimedia
 - Movies, sound
 - Animation

- Enhancing productivity
 - Linking, embedding
 - Importing, exporting
- Managing presentations
 - Custom shows
 - Slide show settings
 - Slide show control

Learning Methodology

- The course will be conducted through online LIVE streaming.

Who Should Attend

- This course is intended for participants with ICDL certification and/or previous experience using computers and common software applications.

Prerequisites

Participants are assumed to:

- Have completed ICDL – Perform Presentation Functions 2016

Course Details

- Duration: 3 days (24 hrs)
- Time: 8:30am to 6:00pm

(A course in partnership with Eagle Infotech)

Classroom-based learning

TGS-2020503598

ICDL – Perform Presentation Functions (PowerPoint 2019) (24 hrs)

On completion of this course, the participants will gain the knowledge and application skills in using a presentation application. The skills include understanding fundamental presentation concepts and using basic functions within the presentation application.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Work with presentations and save them in different file formats
- Choose built-in options such as the Help function within the application to enhance productivity
- Understand different presentation views and when to use them, choose different slide layouts and designs
- Enter, edit and format text in presentations. Recognise good practice in applying unique titles to slides
- Choose, create and format charts to communicate information meaningfully
- Insert and edit pictures, images and drawn objects
- Apply animation and transition effects to presentations and check and correct presentation content before finally printing and giving presentations

Course Contents

- Getting started
- Developing a presentation
- Manipulating slides
- Slides operations
- Manipulating text
- Font formatting
- Paragraph formatting
- Charts
- Tables
- PowerPoint object
- Manipulating illustrations
- Formatting shapes

- Insert SmartArt
- Organisation chart
- Slide shows
- Printing

Learning Methodology

- Mini lectures to succinctly explain the concepts and theories
- Demonstrations on how to utilise the various features in a presentation application
- Individual exercises for practical activities

Who Should Attend

- This course is intended for participants with little or no knowledge of using a presentation application to create interesting and impactful presentations.

Prerequisites

Participants are assumed to:

- Be able to operate a personal computer, use keyboard and mouse
- Be able to read, write, speak and understand English (Work Place Literacy Level 4)

Course Details

- Duration: 3 days (24 hrs)
- Time: 8:30am to 6:00pm

(A course in partnership with Eagle Infotech)

Employability Skills

ICDL MS Word

Service Quality Centre Pte Ltd UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

80 Jurong East Street 21 #05-01 Devan Nair Institute for Employment and Employability Singapore 609607

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Synchronous e-learning

TGS-2017500706

ICDL – Perform Word Processing Functions (Word 2016) EC (Synchronous e-learning) (24 hrs)

This course enables participants to demonstrate the ability to use a word processing application to accomplish everyday tasks associated with creating, formatting and finishing small-sized word processing documents such as letters and other everyday documents. Participants will be able to duplicate and move text within and between documents. They will also gain competence in using some of the features associated with word processing applications such as creating standard tables, using pictures and images within a document, and using mail merge tools.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Work with documents and save them in different file formats
- Choose built-in options such as the Help function to enhance productivity
- Create and edit small-sized word processing documents that will be ready to share and distribute
- Apply different formats to documents to enhance them before distribution and recognise good practice in choosing the appropriate formatting options
- Insert tables, images and drawn objects into documents
- Prepare documents for mail merge operations
- Adjust document page settings and check and correct spelling before finally printing documents

Course Contents

- Using the application
 - Working with documents
 - Enhancing Productivity
- Document creation
 - Enter text
 - Select, edit
- Formatting
 - Text
 - Paragraphs
 - Styles

- Objects
 - Table creation
 - Table formatting
 - Graphical objects
- Mail merge
 - Preparation
 - Outputs
- Prepare outputs
 - Setup
 - Check and print

Learning Methodology

- The course will be conducted through online LIVE streaming.

Who Should Attend

- This course is intended for participants with little or no knowledge of using a word processing application to create and format professional looking letters and reports.

Prerequisites

Participants are assumed to:

- Be able to operate a personal computer, use keyboard and mouse
- Be able to read, write, speak and understand English (Work Place Literacy Level 4)

Course Details

- Duration: 3 days (24 hrs)
- Time: 8:30am to 6:00pm

(A course in partnership with Eagle Infotech)

Classroom-based learning

TGS-2017500491

ICDL – Perform Advanced Word Processing Functions (Advanced Word 2016) EC (24 hrs)

ICDL Advanced Word Processing is a high level certification programme where participants can demonstrate their abilities to use the advanced features of word processing applications to enhance their work, improve productivity and save time. This course give participants the opportunity to be certified at an 'expert level' in the use of word processing applications, acquiring skills sets over and above the routine features of the software.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Apply advanced text, paragraph, column and table formatting. Convert text to a table and vice versa
- Work with referencing features like footnotes, endnotes and captions. Create tables of contents, indexes and cross-references
- Enhance productivity by using fields, forms and templates
- Apply advanced mail merge techniques and work with automation features, such as macros
- Use linking and embedding features to integrate data
- Collaborate on and review documents. Work with master documents and sub-documents. Apply document security features
- Work with watermarks, sections, and headers and footers within a document

Course Contents

- Formatting
 - Text
 - Paragraphs
 - Styles
 - Columns
 - Tables
- Referencing
 - Captions, footnotes and endnotes
 - Reference tables and indexes
 - Bookmarks and cross-references

- Enhancing productivity
 - Using fields
 - Forms, templates
 - Mail merge
 - Linking, embedding
 - Automation
- Collaborative editing
 - Tracking and reviewing
 - Master documents
 - Security
- Prepare outputs
 - Sections
 - Document setup

Learning Methodology

- Participants go through a structured curriculum supplemented with hands-on exercises on computers.

Who Should Attend

- This course is intended for participants with ICDL certification and/or previous experience using computers and common software applications.

Prerequisites

Participants are assumed to:

- Have completed ICDL – Perform Word Processing Functions 2016

Course Details

- Duration: 3 days (24 hrs)
- Time: 8:30am to 6:00pm

(A course in partnership with Eagle Infotech)

Classroom-based learning

TGS-2020503611

ICDL – Perform Word Processing Functions (Word 2019) (24 hrs)

On completion of this course, the participants will gain knowledge and application skills in using a word processing application. The skills include understanding using word processing applications for daily letters and documents; and using available features for enhancing document content.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Work with documents and save them in different file formats
- Choose built-in options such as the Help function to enhance productivity
- Create and edit small-sized word processing documents that will be ready to share and distribute
- Apply different formats to documents to enhance them before distribution and recognise good practice in choosing the appropriate formatting options
- Insert tables, images and drawn objects into documents
- Prepare documents for mail merge operations
- Adjust document page settings and check and correct spelling before finally printing documents

Course Contents

- Getting started
- Creating a document
- Formatting text
- Formatting paragraph
- Tables
- Using graphic objects
- Manipulate image
- Mail merge
- Finishing a document
- Page setup options
- Printing

Learning Methodology

- Mini lectures to succinctly explain the concepts and theories
- Demonstrations on how to utilise the various features in a word processing application
- Individual exercises for practical activities

Who Should Attend

- This course is intended for participants with little or no knowledge of using a word processing application to create and format professional looking letters and reports.

Prerequisites

Participants are assumed to:

- Be able to operate a personal computer, use keyboard and mouse
- Be able to read, write, speak and understand English (Work Place Literacy Level 4)

Course Details

- Duration: 3 days (24 hrs)
- Time: 8:30am to 6:00pm

(A course in partnership with Eagle Infotech)

Employability Skills

ICDL MS Project

Service Quality Centre Pte Ltd UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

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Classroom-based learning

TGS-2014500844

Perform Project Planning Functions (MS Project 2013) (ICDL Certification Module: Project Planning) (16 hrs)

This course enables participants to use project management software to prepare project plans and monitor projects, including planning and managing time, costs, tasks, and resources.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Understand the key concepts relating to managing projects
- Use a project management application to create a new project and maintain an existing project
- Create and schedule tasks; add project constraints and deadlines
- Assign costs; create and assign resources to tasks
- View the critical path, monitor progress, and reschedule work
- Prepare and print outputs, including charts and reports

Course Contents

- Project management tools
 - Key concepts
- Project creation
 - Working with projects
 - Starting a new project
- Tasks
 - Creating tasks
 - Scheduling and relationships
 - Constraints and deadlines
 - Notes, hyperlinks
- Resources and costs
 - Resources
 - Costs
- Project monitoring
 - Critical path
 - Monitoring progress and rescheduling
- Prepare outputs
 - Setup
 - Print

Learning Methodology

- Participants go through a structured curriculum supplemented with hands-on exercises on computers.

Who Should Attend

- This course is intended for participants who are planning projects – for example, university students planning a research project, individuals planning construction projects of various sizes, managers of content development projects relating to training, or individuals planning an event such as a corporate conference or wedding.

Prerequisites

Participants are assumed to:

- Be able to operate a personal computer, use keyboard and mouse
- Be able to read, write, speak and understand English (Work Place Literacy Level 4)

Course Details

- Duration: 2 days (16 hrs)
- Time: 8:30am to 5:30pm

(A course in partnership with Eagle Infotech)

Employability Skills

ICDL IT Security

Service Quality Centre Pte Ltd UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

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Synchronous e-learning

TGS-2015500907

Demonstrate Secure Use of IT (ICDL Certification Module: Secure Use of IT) (Synchronous e-learning) (16 hrs)

This course sets out concepts relating to the secure use of ICT in daily life and skills used to maintain a secure network connection, use the Internet safely and securely, and manage data and information appropriately.

Participants who fulfil all requirements will receive a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).

Key Benefits

- Understand the importance of keeping information and data secure, and identify common data/privacy protection, retention and control principles
- Recognise threats to personal security from identity theft and potential threats to data from using cloud computing
- Be able to use passwords and encryption to secure files and data
- Understand the threat of malware and be able to protect a computer, device or network from malware and address malware attacks
- Recognise common network and wireless security types and be able to use personal firewalls and personal hotspots
- Protect a computer or device from unauthorised access and be able to safely manage and update passwords
- Use appropriate web browser settings and understand how to authenticate websites and browse the web securely
- Understand communication security issues that can arise from using e-mail, social networks, voice over Internet protocol, instant messaging and mobile devices
- Learn to back up and restore data to local and cloud storage locations and delete and dispose of data and devices securely

Course Contents

- Security concepts
 - Data threats
 - Value of information
 - Personal security
 - File security

- Malware
 - Types and methods
 - Protection
 - Resolving and removing
 - Wireless security
- Access control
 - Methods
 - Password management
- Secure web use
 - Browser settings
- Communications
 - E-Mail
 - Social networking
 - VoIP and instant messaging
 - Mobile
- Secure data management
 - Secure and back up data
 - Secure deletion and destruction

Learning Methodology

- The course will be conducted through online LIVE streaming.

Who Should Attend

- This course is intended for participants who wishes to equip themselves with the necessary knowledge and skills to use ICT tools in a secure manner.

Course Details

- Duration: 2 days (16 hrs)
- Time: 8:30am to 5:30pm

(A course in partnership with Eagle Infotech)