

BUSINESS MANAGEMENT

- Data Protection
- Business Analysis Certification
- Project Management
- Risk Management
- Finance

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

Data Protection	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"> Fundamentals of the Personal Data Protection Act (2020) (Synchronous e-learning) TGS-2021009264 Funding Validity Period: 01 Nov 2021 - 15 Jan 2023 Mar 21 - 23 May 9 - 11 Aug 15 - 17 Sep 5 - 7 Nov 7 - 9 	Virtual Classroom	23	\$ 690.00	\$ 738.30	\$ 255.30	\$ 393.30	\$ 255.30
In-Company Training							
<ul style="list-style-type: none"> Awareness Workshop on Singapore's Personal Data Protection Act (Online Learning) DP-AWDP-I-01 	Virtual Classroom	8	\$ 280.00	\$ 299.60	-	-	-
<ul style="list-style-type: none"> How to Implement Singapore's PDPA for Organisations (Online Learning) DP-IDPP-I-02 	Virtual Classroom	8	\$ 320.00	\$ 342.40	-	-	-

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Business Analysis Certification	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"> ECBA Exam Preparation Level 3 (Synchronous e-Learning) TGS-2022013232 Funding Validity Period: 22 Apr 2022 - 21 Apr 2024 Aug 17 - 19 Sep 21 - 23 Oct 12 - 14 Nov 16 - 18 Dec 12 - 14 	Virtual Classroom	24	\$ 1,300.00	\$ 1,391.00	\$ 481.00	\$ 741.00	\$ 481.00
<ul style="list-style-type: none"> Certified Business Analysis Professional (CBAP) Exam Preparation (Synchronous e-learning) TGS-2018500534 Funding Validity Period: 04 May 2018 - 03 May 2024 Aug 17, 18, 19, 24 & 25 Sep 21, 22, 23, 26 & 27 Oct 12, 13, 14, 20 & 21 Nov 16, 17, 18, 24 & 25 Dec 12, 13, 14, 19 & 20 	Virtual Classroom	38.5 + 1.5R [^]	\$ 2,900.00	\$ 3,103.00	\$ 1,073.00	\$ 1,653.00	\$ 1,073.00

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Project Management	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"> Effective Project Management (SF) (Synchronous e-Learning) TGS-2018502901 Funding Validity Period: 01 Jan 2019 - 15 Oct 2024 Feb 14 - 16 Apr 11 - 13 Jun 13 - 15 Aug 15 - 17 Oct 17 - 19 Dec 12 - 14 	Virtual Classroom	24 + 1.5E [^]	\$ 1,400.00	\$ 1,498.00	\$ 518.00	\$ 798.00	\$ 518.00
<ul style="list-style-type: none"> PMI Authorized PMP Exam Prep (Synchronous e-Learning) TGS-2018502900 Funding Validity Period: 01 Jan 2019 - 14 Oct 2024 Aug 6, 13, 20, 27 & Sep 3 Sep 12, 13, 14, 19 & 20 Oct 1, 8, 15, 22 & 29 Oct 12, 13, 14, 20 & 21 Nov 16, 17, 18, 24 & 25 Dec 5, 6, 7, 19 & 20 	Virtual Classroom	40	\$ 2,200.00	\$ 2,354.00	\$ 814.00	\$ 1,254.00	\$ 814.00

[^] Nett fee is inclusive of GST and subject to terms and conditions. R[^] = Revision done within Course Duration (hrs) E[^] = E-learning done outside Course Duration (hrs)
 • SkillsFuture Credit can be used on top of existing government course subsidies to pay for a wide range of approved skills-related courses. All Singaporeans aged 25 and above will receive an opening credit of S\$500. They will also receive a one-off SkillsFuture Credit top-up of \$500 that will expire by 31 Dec 2025.

BUSINESS MANAGEMENT

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Risk Management

	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"> Enterprise Risk Management (Synchronous e-Learning) TGS-2018500527 Funding Validity Period: 12 May 2018 - 11 May 2024 Jan 27 - 28 Feb 17 - 18 Mar 24 - 25 Apr 28 - 29 May 12 - 13 Jul 28 - 29 Oct 27 - 28 	Virtual Classroom	16	\$ 800.00	\$ 856.00	\$ 296.00	\$ 456.00	\$ 296.00
<ul style="list-style-type: none"> Project Risk Management (Synchronous e-learning) TGS-2018500512 Funding Validity Period: 26 Nov 2018 - 25 Nov 2024 Jan 10 - 12 Feb 7 - 9 Mar 14 - 16 Apr 11 - 13 May 30 - 31 & Jun 1 Sep 12 - 14 Dec 12 - 14 	Virtual Classroom	20+4R [^]	\$ 1,000.00	\$ 1,070.00	\$ 370.00	\$ 570.00	\$ 370.00
<ul style="list-style-type: none"> PMI Risk Management Professional (PMI-RMP)[®] Exam Preparation (Synchronous e-Learning) TGS-2018500513 Funding Validity Period: 04 May 2018 - 03 May 2024 Jan 10 - 13 Feb 7 - 10 Mar 14 - 17 Apr 11 - 14 May 30, 31, Jun 1 & 2 Sep 12 - 15 Dec 12 - 15 	Virtual Classroom	31+1R [^]	\$ 1,700.00	\$ 1,819.00	\$ 629.00	\$ 969.00	\$ 629.00

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Finance

	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"> Financial Literacy in Business Management TGS-2021004115 Funding Validity Period: 03 Sept 2021 - 02 Sept 2023 Sep 14 	Classroom-based learning*	11.5	\$ 450.00	\$ 481.50	\$ 166.50	\$ 256.50	\$ 166.50

* 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. R[^] = Revision done within Course Duration (hrs)

● SkillsFuture Credit can be used on top of existing government course subsidies to pay for a wide range of approved skills-related courses. All Singaporeans aged 25 and above will receive an opening credit of S\$500. They will also receive a one-off SkillsFuture Credit top-up of \$500 that will expire by 31 Dec 2025.

Business Management

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

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Data Protection

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Synchronous e-learning

TGS-2021009264 - Funding Validity Period: 01 Nov 2021 - 15 Jan 2023

Fundamentals of the Personal Data Protection Act (2020) (Synchronous e-learning) (23 hrs)

This three-day course will give participants a good overview and understanding of the PDPA and how it may be applied to the organisations for compliance. In addition to references to relevant parts of the PDPA, the course content is also largely adapted from the Advisory Guidelines published by the PDPC.

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

Key Benefits

- Identify legislative and regulatory requirements under the PDPA that the organisation has to comply with
- Communicate key legislative and regulatory requirements under the PDPA and related management systems to relevant stakeholders to facilitate compliance
- Assess the organisation's internal policies and procedures to ensure compliance
- Identify and document areas of non-compliance in business activities
- Assist in review of the organisation's guidelines / policies for adherence to requirements under the PDPA
- Assist in the implementation of procedures to ensure adherence to requirements under the PDPA in the day-to-day operations of the organisation
- Prepare management report for follow-up action

Course Contents

- Introduction to Personal Data Protection Act
- Data Protection Provisions and Do Not Call Provisions
- Role of Data Protection Officer
- Create an organisation's Data Inventory Map
- Identify areas of non-compliance
- PDPA assessment tool for organisations
- Data Protection Notice Generator
- Develop a process for dispute resolution
- Training and communications to staff for compliance to Data Protection Provisions
- Managing data breaches

Learning Methodology

- Participants will learn through group discussions, case studies, quizzes, tools application and activities that are contextualised to their organisational risks and data protection policies.

Who Should Attend

- Compliance Managers or Data Protection Officers (DPOs)
- Human Resource, Admin and IT personnel
- Sales, Marketing and Business Development Executives / Managers who need to be involved in data protection matters
- Customer Service personnel who need to handle queries, complaints and disputes on the organisation's management of personal data

Prerequisites

Participants are assumed to be able to:

- Understand relevant organisational strategies, objectives, culture, policies, processes and products / services;
- Have information gathering skills to gather and collate necessary data;
- Have analytical skills to assess policies and procedures;
- Have business writing skills to prepare management report;
- Have interpersonal and communication skills to interact with relevant stakeholders;
- Have facilitation skills to ask the right questions to elicit necessary information; and
- Be aware of compliance requirements of organisation.

Course Details

- Duration: 3 days (23 hrs)
- Time: 9:00am to 6:00pm

Virtual Classroom

In-Company Training

DP-AWDP-I-01

Awareness Workshop on Singapore's Personal Data Protection Act (Online Learning) (8 hrs)

Personal data in Singapore is protected under the Personal Data Protection Act 2012 (PDPA), the main data protection regulation came into force in 2014. Amendments to the PDPA take effect from 1 February 2021, to give individuals more control over their personal data.

The PDPA governs the collection, use, disclosure and care of personal data. With digitalisation and more cross-border transactions, Singapore companies should leverage the PDPA so that they can gain the confidence of their various stakeholders and competitive edge in the market.

This is Level 1 of the Data Protection training programme for in-house and customised training. For companies to sustain their data protection programme, there are three levels of competencies that would strengthen their policies, processes, and people: Awareness, Implementation, and Management (AIM). Under Awareness, participants would understand potential areas of non-compliance to PDPA in their areas of responsibilities.

Key Benefits

- Understand companies' obligations to Singapore's Personal Data Protection Act (PDPA)
- Identify aspects that companies need to monitor under the PDPA
- Identify potential areas for noncompliance to PDPA for their organisations
- Assess data protection related activities based on participants' job functions

Course Contents

- Overview of Singapore's PDPA and updates
- Sectoral data protection enforcement cases
- Data mapping exercise
- Data protection checklist on work activities within organisation
- Risk prioritisation when reviewing areas for noncompliance
- Online quizzes for participants' self-assessment

Learning Methodology

- Participants will learn through group discussions, case studies, quizzes, tools application and activities that are contextualised to their organisational risks and data protection policies.
- **Required**
 - Participants should bring along personal laptops or tablets for the training as they would be using the templates provided during the workshop.

Who Should Attend

- Participants with no prior knowledge of data protection in Singapore and could be holding supporting functions or activities that involve personal data management in their organisations.

Course Details

- Duration: 1 day (8 hrs)
- Time: 9:00am to 6:00pm
- This course is also available for classroom-based learning. Contact us for more information.

Virtual Classroom

In-Company Training

DP-IDPP-I-02

How to Implement Singapore's PDPA for Organisations (Online Learning) (8 hrs)

Personal data in Singapore is protected under the Personal Data Protection Act 2012 (PDPA), the main data protection regulation came into force in 2014. Amendments to the PDPA take effect from 1 February 2021, to give individuals more control over their personal data.

The PDPA governs the collection, use, disclosure and care of personal data. With digitalisation and more cross-border transactions, Singapore companies should leverage the PDPA so that they can gain the confidence of their various stakeholders and competitive edge in the market.

This is Level 2 of the Data Protection training programme for in-house and customised training. For companies to sustain their data protection programme, there are three levels of competencies that would strengthen their policies, processes, and people: Awareness, Implementation, and Management (AIM). Under Implementation, participants would understand how to operationalise their data protection policies and processes for their organisations.

Key Benefits

- Draft data protection notice/ statement for their organisations
- Map data flows within participants' organisations
- Identify potential areas for noncompliance to PDPA for their organisations
- Develop practical guidelines for handling personal data at workplace

Course Contents

- Overview of Singapore's PDPA and updates
- Data mapping exercise
- Roles and functions of a Data Protection Officer in Singapore
- Risk prioritisation to ascertain critical action items
- Overview of ISO 27001 – Information Security Management Systems
- Data protection checklist to operationalise appropriate controls and checks for their business activities
- Project management of data protection implementation
- Online quizzes for participants' self-assessment

Learning Methodology

- Participants will learn through group discussions, case studies, quizzes, tools application and activities that are contextualised to their organisational risks and data protection policies.

Required

- Participants should bring along personal laptops or tablets for the training as they would be using the templates provided during the workshop.

Who Should Attend

- Participants with some knowledge of Singapore's Personal Data Protection Act and may have attended SQC's Level 1 – Awareness workshop or WSQ – Fundamentals of the Personal Data Protection Act. Participants could be newly appointed Data Protection Officers or personnel that are responsible for managing personal data in their organisations

Course Details

- Duration: 1 day (8 hrs)
- Time: 9:00am to 6:00pm
- This course is also available for classroom-based learning. Contact us for more information.

Business Management

Business Analysis Certification



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-2022013232 - Funding Validity Period: 22 Apr 2022 - 21 Apr 2024

ECBA Exam Preparation Level 3 (Synchronous e-Learning) (24 hrs)

The Entry Certificate in Business Analysis (ECBA™) is for participants looking to build foundation for business analysis knowledge and skills. This entry-level certification is ideal for professionals who are transitioning to business analysis career, managers who oversee business analysis functions, and those just entering the business analysis profession.

Participant will learn in detail about the Knowledge Areas and the Underlying Competencies defined in the IIBA® global standard "A Guide to the Business Analysis Body of Knowledge" (BABOK® Guide) and receive detailed test-taking tips and study strategies to help in passing the ECBA™ exam. This course is aligned with version 3.0 of the BABOK® Guide.

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

This course qualifies for 24 Professional Development Units (PDUs) under Project Management Institute (PMI) Continuing Certification Requirements (CCR) programme for PMP® certification holder.

Key Benefits

- Equip participants with a structured business approach to conduct business analysis work
- Apply knowledge, skills, tools, and techniques from the six knowledge areas defined in the BABOK® Guide
- Contextualise the business analysis approach and techniques for business analysis work
- Contextualise the application of business analysis underlying competencies for business analysis work
- Identify personal strengths and weaknesses in each area of the ECBA™ syllabus for effective revision and to increase passing rate for the exam

Course Contents

- Overview of Business Analysis
- Business Analysis planning & monitoring
- Elicitation and collaboration
- Requirements Life Cycle Management
- Strategy Analysis
- Requirements Analysis and Design Definition
- Solution evaluation
- Underlying competencies, perspectives and techniques
- Study tips and strategies
- ECBA® exam practice questions

Learning Methodology

- This course is conducted in a group environment where participants are encouraged to participate in individual and team activities to promote learning, build team morale, and reinforce understanding of concepts.
- The course material and group exercises used in class have been developed over many years following recognised Instructional Design techniques. All material is regularly updated based on participant feedback and current industry good practices.
- Our trainers have many years of management, leadership and training experience. They use the processes, tools, techniques and framework outlined in the International Institute of Business Analysis (IIBA®)'s BABOK® Guide "A Guide to the Business Analysis Body of Knowledge" and share organisational good practices to facilitate effective learning.

Who Should Attend

- This course is suitable for anyone who is interested in undertaking a business analysis role with little or no prior training in the field.

Course Details

- Duration: 24 Training Hours
- Time: 9:00am to 6:00pm

(A course in partnership with EPM Training Services Pte Ltd)

Synchronous e-learning

TGS-2018500534 - Funding Validity Period: 04 May 2018 - 03 May 2024

Certified Business Analysis Professional [CBAP®] Exam Preparation (Synchronous e-learning) (38.5 +1.5R^ hrs)

The Certified Business Analysis Professional (CBAP®) credential is the industry recognised assessment of Business Analysis knowledge, skills and capabilities administered by International Institute of Business Analysis (IIBA®). This intensive course uses accelerated learning to build the participant's core skills and knowledge to be more effective in his / her work.

Participant will learn in detail about the six Knowledge Areas and the Underlying Competencies defined in the IIBA® global standard "A Guide to the Business Analysis Body of Knowledge" (BABOK® Guide) and receive detailed test-taking tips and study strategies to help in passing the CBAP® exam. This course is aligned with version 3.0 of the BABOK® Guide.

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

Key Benefits

- Equip participants with a structured business approach to conduct business analysis work
- Apply business analysis techniques for business analysis work
- Apply knowledge, skills, tools, and techniques from the six knowledge areas defined in the BABOK® Guide
- Contextualise the business analysis approach and techniques for business analysis work
- Contextualise the application of business analysis underlying competencies for business analysis work
- Identify personal strengths and weaknesses in each area of the CBAP® syllabus for effective revision and to increase passing rate for the exam

Course Contents

- Overview of Business Analysis
- Business Analysis planning & monitoring
- Elicitation and collaboration
- Requirements Life Cycle Management
- Strategy Analysis
- Requirements Analysis and Design Definition
- Solution evaluation
- Underlying competencies, perspectives and techniques
- Study tips and strategies
- CBAP® exam practice questions

Learning Methodology

- This course is conducted in a group environment where participants are encouraged to participate in individual and team activities to promote learning, build team morale, and reinforce understanding of concepts.
- The course material and group exercises used in class have been developed over many years following recognised Instructional Design techniques. All material is regularly updated based on participant feedback and current industry good practices.
- Our trainers have many years of management, leadership, and training experience. They use the processes, tools, techniques and framework outlined in the International Institute of Business Analysis (IIBA®)'s BABOK® Guide "A Guide to the Business Analysis Body of Knowledge" and share organisational good practices to facilitate effective learning.

Who Should Attend

- This course is suitable for senior business analyst, business analysts, project managers, team leaders, system analysts, team members, and anyone who is interested to certify personal knowledge and experience.

Course Details

- Duration: 38.5 Training Hours + 1.5 Revision Hours
- Time: 9:00am to 6:00pm

R^ = Revision done within Course Duration (hrs)

(A course in partnership with EPM Training Services Pte Ltd)

Business Management

Project Management

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Synchronous e-learning

TGS-2018502901 - Funding Validity Period: 01 Jan 2019 - 15 Oct 2024

Effective Project Management (SF) (Synchronous e-Learning) (24 + 1.5E[^] hrs)

This course will give you a firm foundation in the entire project management processes from Initiating to Closeout, including all the specific steps needed to successfully plan and manage your project, learn what to do when faced with common challenges such as unclear requirements, unrealistic deadlines, unrealistic budget, frequent changes, lack of direct authority, and complex group dynamics.

In this interactive course, you will work with others in simulated project teams and learn how to create a realistic project plan using proven tools and techniques. You will also learn how to develop a schedule and budget; how to actively manage the risks that could affect your project; and how to manage your team effectively to ensure the highest certainty of success.

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

This course qualifies for 24 Contact Hours of formal project management education, which can be used towards the Project Management Institute (PMI) CAPM or PMP Exam requirements.

Key Benefits

- Be able to define a project, and explain the essential differences between projects and ongoing work
- Learn to identify all the people who have a stake in your project – the 'stakeholders'
- Create a detailed project management plan for a defined case study including a project charter, scope statement, work breakdown structure, network diagram, cost budget, and risk management plan
- Learn how to execute, monitor, control, and close the project work, as well as manage and motivate your team

Course Contents

- Course introduction
- Overview of Project Management
- Project initiation
- Project plan development
- Project execution and delivery
- Project monitoring, control and closeout

Learning Methodology

- This course is conducted in a group environment where participants are encouraged to participate in individual and team activities to promote learning, build team morale, and reinforce understanding of concepts.

- The course material and group exercises used in class have been developed over many years following recognised Instructional Design techniques. All material is regularly updated based on participant feedback and current industry good-practices.
- Our trainers have many years of project management, leadership and training experience. They use the processes, tools, techniques and good-practices outlined in the Project Management Institute's PMBOK® Guide "A Guide to the Project Management Body of Knowledge" to facilitate effective learning.

Who Should Attend

- Project managers, team members, senior managers, project leaders, functional managers, and anyone who is directly involved with projects in almost every industry who wishes to achieve a better understanding of a structured and practical approach to lead and manage projects, be an effective team member, provide management support and decisions to the project team, apply to day-to-day operations, and/or lead and manage vendors

Course Details

- Duration: 24 Training Hours + 1.5 E-Learning Hours
- Time: 9:00am to 6:00pm

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

(A course in partnership with EPM Training Services Pte Ltd)

Synchronous e-learning

TGS-2018502900 - Funding Validity Period: 01 Jan 2019 - 14 Oct 2024

PMI Authorized PMP Exam Prep (Synchronous e-Learning) (40 hrs)

Project Management Professional (PMP) is a globally recognised credential in the field of Project Management, administered by Project Management Institute (PMI). This intensive course uses accelerated learning to build the participant's knowledge, skills, tools, and techniques as a professional project manager.

Participant will receive detailed test-taking tips and study strategies to help in passing the PMP exam. The materials used are based on the Project Management Institute, 'A Guide to the Project Management Body of Knowledge' (PMBOK® Guide) – Sixth Edition, Project Management Institute, Inc., 2017.

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

This course qualifies for 40 Contact Hours of formal project management education, which can be used towards the Project Management Institute (PMI) PMP Exam requirements.

Key Benefits

- Be able to define a project, and explain the essential differences between projects and ongoing work
- Learn to identify all the people who have a stake in your project – the 'stakeholders'
- Create a detailed project management plan including a project charter, scope statement, work breakdown structure, network diagram, cost budget, and risk management plan
- Learn how to execute, monitor, control, and close the project work, as well as manage and motivate your team
- Demonstrate project management knowledge, skills, tools, and techniques from the five Process Groups and nine Knowledge Areas defined in the PMBOK® Guide
- Identify personal strengths and weaknesses in each area of the PMP syllabus for effective revision and to increase passing rate for the exam

Course Contents

- Overview of Project Management
- Initiating the project
- Monitoring and controlling the project
- Closing the project
- The PMBOK® Guide knowledge areas in detail
- PMI's code of ethics and professional conduct
- Study tips and strategies
- PMP exam practice questions

Learning Methodology

- This course is conducted in a group environment where participants are encouraged to participate in individual and team activities to promote learning, build team morale, and reinforce understanding of concepts.
- The course material and group exercises used in class have been developed over many years following recognised Instructional Design techniques. All material is regularly updated based on participant feedback and current industry good practices.
- Our trainers have many years of project management, leadership and training experience. They use the processes, tools, techniques and good practices outlined in the Project Management Institute's PMBOK® Guide "A Guide to the Project Management Body of Knowledge" to facilitate effective learning.

Who Should Attend

- Project managers, team members, senior managers, project leaders, functional managers, and anyone who is directly involved with projects in almost every industry who wishes to certify his / her knowledge and experience with the PMP certification.

Course Details

- Duration: 5 days (40 hrs)
- Time: 9:00am to 6:00pm

(A course in partnership with EPM Training Services Pte Ltd)

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Risk Management

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Synchronous e-learning

TGS-2018500527 - Funding Validity Period: 12 May 2018 - 11 May 2024

Enterprise Risk Management (Synchronous e-Learning) (16 hrs)

This course introduces a well-proven and practical framework for risk management that is in compliance with the ISO 31000 Enterprise Risk Management principles and generic guidelines. It is also aligned with the Project Management Institute's (PMI) global standard 'Practice Standard for Project Risk Management'.

Combined with subject matter discussions, participants will be organised in simulated project teams to work on real life case studies. The teams will apply a set of practical tools and techniques to develop complete risk management planning deliverables. Participants will be empowered with a set of risk management tools, techniques, and practical skills to contribute to their projects on site and back at the office.

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

This course qualifies for 16 Professional Development Units (PDUs) for both PMP and PMI-RMP credential holders under Project Management Institute (PMI) Continuing Certification Requirements (CCR) programme Category A.

Key Benefits

- Understand the risk-related concepts, terms, and principles
- Apply a proven and practical risk management framework aligned to industry best practices
- Learn to manage organisation or project risks by identifying, analysing, prioritising, mitigating threats and capitalising on opportunities
- Plan contingency strategies, devise fallback plans, and identify triggers and early warning signs
- Be able to monitor and report on risk status, perform risk re-assessment and audits

Course Contents

- Overview and Risk Management fundamentals
- Plan Risk Management
- Identify risks
- Risk Analysis
- Plan risk responses
- Risk monitoring and control
- Project closeout

Learning Methodology

- This course is conducted in a group environment where participants are encouraged to participate in individual and team activities to promote learning, build team morale, and reinforce understanding of concepts.
- The course material and group exercises used in class have been developed over many years following recognised Instructional Design techniques. All material is regularly updated based on participant feedback and current industry good practices.
- Our trainers have many years of project management, leadership and training experience. They use the processes, tools, techniques and good practices outlined in the Project Management Institute's PMBOK® Guide "A Guide to the Project Management Body of Knowledge" to facilitate effective learning and relate this knowledge to the running of successful projects in industries.

Who Should Attend

- This course is suitable for senior managers, project managers, team leaders, and any stakeholders seeking to implement consistent, well-balanced risk management programmes in a cost-effective manner, using proven industry techniques.

Course Details

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

(A course in partnership with EPM Training Services Pte Ltd)

Synchronous e-learning

TGS-2018500512 - Funding Validity Period: 26 Nov 2018 - 25 Nov 2024

Project Risk Management (Synchronous e-learning) (20 + 4R[^] hrs)

This course introduces a well-proven and practical framework for project risk management, aligned with the Project Management Institute (PMI) global standard "Practice Standard for Project Risk Management".

Combined with subject matter discussions, participants will be assigned to simulated project teams to work on real-life case studies. Over a series of activities, the teams will apply a set of practical tools and techniques to develop complete risk management planning deliverables. Participants will be empowered with a set of risk management tools, techniques, and practical skills to immediately contribute to their crucial projects on-site and back at the office.

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

This course qualifies for 24 Professional Development Units (PDUs) for PMP credential holders under Project Management Institute (PMI) Continuing Certification Requirements (CCR) program Category A.

Key Benefits

- Understand project risk-related concepts, terms, and principles
- Use a proven and practical risk management framework aligned to the PMI Practice Standard for Project Risk Management
- Learn to manage project risk throughout project life cycle by assessing and identifying risks, mitigating threats, and capitalising on opportunities
- Plan contingency strategies, devise fallback plans, and identify triggers and early warning signs
- Be able to monitor and report on risk status, perform risk re-assessment and audits

Course Contents

- Overview and Risk fundamentals
- Plan Risk Management
- Identify risks
- Risk analysis
- Plan risk responses
- Risk monitoring and control
- Project closeout

Learning Methodology

- This course is conducted in a group environment where participants are encouraged to participate in individual and team activities to promote learning, build team morale, and reinforce understanding of concepts.
- The course material and group exercises used in class have been developed over many years following recognised Instructional Design techniques. All material is regularly updated based on participant feedback and current industry good practices.
- Our trainers have many years of project management, leadership and training experience. They use the processes, tools, techniques and good practices outlined in the Project Management Institute's PMBOK® Guide "A Guide to the Project Management Body of Knowledge" to facilitate effective learning and relate this knowledge to the running of successful projects in industries.

Who Should Attend

- This course is suitable for senior managers, project managers, team leaders, and project stakeholders seeking to implement consistent, well-balanced risk management programmes in a cost-effective manner, using proven industry techniques.

Course Details

- Duration: 20 Training Hours + 4 Revision Hours
- Time: 9:00am to 6:00pm

R[^] = Revision done within Course Duration (hrs)

(A course in partnership with EPM Training Services Pte Ltd)

Synchronous e-learning

TGS-2018500513 - Funding Validity Period: 04 May 2018 - 03 May 2024

PMI Risk Management Professional [PMI-RMP][®] Exam Preparation (Synchronous e-Learning) (31 + 1R[^] hrs)

This preparation course is a structured in-depth review of project risk and risk management standard practices. Delivered by certified instructors in a combination of subject matter discussion and tricks of the trade, it is geared towards preparing professionals for the PMI-RMP certification exam. Becoming a certified Risk Management Professional will help to accelerate participant's career and immediately improve personal contribution to projects in any industry.

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

This course qualifies for 32 Professional Development Units (PDUs) for PMP credential holders under Project Management Institute (PMI) Continuing Certification Requirements (CCR) programme Category A.

Key Benefits

- Produce a proven and practical risk management framework aligned to the PMI Practice Standard for Project Risk Management
- Learn to manage project risk throughout project life cycle by assessing and identifying risks, mitigating threats, and capitalising on opportunities
- Plan contingency strategies, devise fallback plans, and identify triggers and early warning signs
- Be able to monitor and report on risk status, perform risk re-assessment and audits
- Understand the four primary PMI-RMP exam objectives of risk communication, risk analysis, risk response planning, and risk governance
- Identify personal strengths and weaknesses in each area of the PMI-RMP syllabus for effective revision and to increase passing rate for the exam

Course Contents

- Overview and Risk Management fundamentals
- Plan Risk Management
- Communication and leadership
- Identify risks
- Risk analysis
- Plan risk responses
- Risk monitoring and control
- Study tips
- PMI-RMP exam practice questions

Learning Methodology

- This course is conducted in a group environment where participants are encouraged to participate in individual and team activities to promote learning, build team morale, and reinforce understanding of concepts.
- The course material and group exercises used in class have been developed over many years following recognised Instructional Design techniques. All material is regularly updated based on participant feedback and current industry good practices.
- Our trainers have many years of project management, leadership and training experience. They use the processes, tools, techniques and good practices outlined in the Project Management Institute's PMBOK[®] Guide "A Guide to the Project Management Body of Knowledge" to facilitate effective learning and relate this knowledge to the running of successful projects in industries.

Who Should Attend

- This course is suitable for senior managers, project management officer, program managers, team leaders, and project stakeholders seeking to learn well-balanced risk management programs in a cost-effective manner, using proven industry techniques.

Course Details

- Duration: 31 Training Hours + 1 Revision Hour
- Time: 9:00am to 6:00pm

R[^] = Revision done within Course Duration (hrs)

(A course in partnership with EPM Training Services Pte Ltd)

Service Quality Centre Pte Ltd

UEN: 199003051G | PEI Validity Period: 26 March 2022 to 25 March 2024

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Business Management

Finance

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-2021004115 - Funding Validity Period: 03 Sep 2021 - 02 Sep 2023

Financial Literacy in Business Management (11.5 hrs)

Managers, business owners and management executives need to understand and be able to analyse financial statements to exercise cost control, monitor financial performance of the business unit, and enhance profitability to meet financial goals.

This is a finance course for non-finance managers and provide a strong foundational understanding of accounting and preparing financial statements. You will be equipped with skills in financial analysis to guide decision-making, manage your business unit and formulate recommendations to improve financial performance.

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

Key Benefits

- Prepare Financial Statements
- Conduct Financial Analysis
- Financial Decision Making

Course Contents

- Prepare Financial Statements
 - Profit and Loss Accounts
 - Balance Sheet
 - Cashflow Statement
- Analysing Financial Statements
 - Classifications and Concepts
 - Preparation of Financial Statements
 - Financial Ratio Analysis
- Financial Analysis in Business Decisions
 - Objectives of Financial Analysis
 - Methods of Financial Analysis
 - Financial Analysis in Decision Making
- Financial Analysis in Business Management and Planning
 - Financial Analysis as a Business Tool
 - Key Questions in Financial Analysis
 - Improving Financial Performance

Learning Methodology

- Participants will undergo blended learning incorporating 3 hours of asynchronous e-learning and 8.25 hours of classroom-based learning.
- **Part 1 : Asynchronous E-Learning**
 - 20 bite-size modules
 - The units must be completed prior to the delivery of the classroom-based learning
- **Part 2 : Classroom-based Learning**
 - Engaging learning with practical exercises and case studies.

Who Should Attend

- This course is suitable for business owners, managers and management executives.

Course Details

- Duration: 3 Asynchronous E-Learning Hours + 8.25 Classroom-based Learning Hours
- Time: 9:00am to 6:30pm

(A course offered by YMCA Education Centre Limited)