

SQC TRAINING PROSPECTUS 2026



Customer
Experience (CX)



Sustainability



Artificial
Intelligence & ICT



Critical Core
Skills



Leadership
Transformation



Workplace
Effectiveness



Personal
Effectiveness



Tourism



Our commitment to offer a holistic and dynamic improvement journey

Service Quality Centre (SQC) is a leading training and consultancy provider committed to building strong capabilities in people and organisations worldwide. Through customised strategies in business excellence, service innovation, and human capital development, SQC helps organisations strengthen core competencies, leverage technology for growth, and prepare for global market expansion.

As your strategic partner, we offer a holistic and dynamic approach that covers all aspects of your continuous improvement journey, from implementation to evaluation.

We have helped our clients to:

- Define unique service value propositions to stand out from competitors
- Drive customer engagement and positive word-of-mouth through exceptional experiences
- Stay ahead with continuous innovation and creative solutions
- Resolve employee performance gaps to achieve organisational goals
- Empower talent with the right knowledge, skills, and mindset through impactful, well-designed programmes

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KEY SECTORS FOR CUSTOMER EXPERIENCE (CX)

CX is the strategic differentiator across Singapore's service-driven industries. Service Quality Centre's CX programmes support organisations in the key sectors transforming the national economy.



Tourism, Attractions & Hospitality

- Elevate guest journeys end-to-end
- Improve service consistency & recovery
- Strengthen hosting skills for global visitors



Healthcare & Community Care

- Enhance patient care experience
- Improve empathy & communication
- Strengthen service delivery across clinics, hospitals & medical centres



Retail & Consumer Services

- Deliver seamless offline-online experiences
- Build customer loyalty & advocacy
- Improve upselling and service innovation



Education & Early Childhood

- Improve communication with parents and stakeholders
- Build caring, safe, high-touch service culture
- Enhance centre-level experience delivery



Transport, Logistics & Essential Services

- Streamline processes to reduce friction points
- Improve handling of high-volume customer interactions
- Enhance operational readiness & service safety



Financial Services & Professional Services

- Strengthen client trust and advisory communication
- Enhance service quality for digital and in-person interactions
- Support relationship building and retention

TRANSFORMING CUSTOMER JOURNEYS WITH SEAMLESS SERVICE & SMART SOLUTIONS



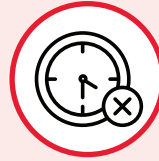
Customer Pain Points We Address



Complex booking or enquiry processes



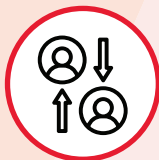
Inconsistent support across touchpoints



Limited on-ground assistance during peak periods



Inefficient crowd flow and queue management



Communication gaps between customers and staff



Underutilisation of technology for customer convenience



Reactive service rather than anticipatory service

Key Outcomes for Organisations



Empowered, customer-centric staff



Seamless journeys across touchpoints



Reduced complaints & faster recovery



Higher Customer Satisfaction & Net Promoter Score



Enhanced productivity and operational efficiency



Smarter service through tech & AI adoption



Memorable, differentiated customer experiences

SQC CUSTOMER EXPERIENCE (CX) TRANSFORMATION

We partnered with our clients to create impactful strategies that enhance their management systems and processes, improve organisational practices and capabilities, and their abilities to stay resilient in times of change. SQC's Five Stages CX Transformation helps clients to ensure an overall improvement in service standards towards internal and external customers and achieve consistent service delivery across all touchpoints.

Stage 1: CX Audit

- Mystery Shopping Report
- Customer Satisfaction Analysis Report
- SQ Scan© Report
- Qualitative Data Analysis Report
- Employee Engagement Survey Report



Stage 2: CX Strategic Intent (SSI®)

- Specially curated organisation's service DNA



Stage 3: CX Journey Mapping

- Evaluate product and service quality against industry benchmarks
- Identify and resolve service gaps and redesign processes for improvement
- Create an optimised servicescape across all touchpoints
- Develop improved service design and training templates
- Establish new service standards aligned with journey maps



Stage 4: CX Human Capital Development

- Customised training programmes for different job levels
- Follow-up sessions with employees
- Coaching session for employees



Stage 5: CX Measurement (3-Year or 5-Year Service Masterplan)

- Develop an annual action plan based on CX Audit, Strategic Service Intent, Journey Mapping and Human Capital Development for the 3- or 5-year Service Masterplan
- Create a checklist to monitor service standards and improvements weekly or monthly



Upon completion of the CX Transformation programme, the organisation is expected to achieve any of the following dynamic outcomes:



Improvement in service productivity to grow company value-add.



Increase in competitiveness to develop attitudinal brand loyalty among customers.

Stage 1: CX Audit

The first step in a CX Transformation programme is to assess your current service standards. We will analyse your performance, identify gaps between customer expectations and delivery, and review key touchpoints impacting the experience. You will receive clear, actionable recommendations to elevate your service and create experiences that truly connect with your customers.

Mystery Shopping Report

- Review overall service team performance
- Identify strengths and weaknesses in service quality
- Recommend initiatives to improve and sustain service quality

Customer Satisfaction Analysis Report

- Customer Satisfaction Score
- Net Promoter Score and more

SQ Scan® Report

- Provide an objective view of your current customer experience
- Highlight strengths and uncover barriers to delivering a unique CX
- Measure satisfaction across key service quality dimensions

Qualitative Data Analysis Report

- Understand customer expectations vs. current experience
- Gauge perceptions of competitors
- Review service standards and SOPs
- Address employee challenges

Employee Engagement Survey Report

- Recognise strengths and identify improvement opportunities
- Assess alignment with organisation's mission, vision, and values
- Measure employees' confidence in current policies and initiatives

Stage 2: CX Strategic Intent (SSI©)

The second stage of CX Transformation is designing your CX strategic intent. We help you craft a clear service vision that delivers a distinctive, differentiated experience for your customers. You will receive a detailed implementation plan to embed this strategy across your organisation.

Stage 3: CX Journey Mapping

At this stage, we uncover the real customer experience by exploring their motivations, feelings, and thought process during service interactions. CX Journey Mapping helps design a unique experience and is ideal for creating new services, improving existing ones, preparing clients, and training employees for consistent, high-quality delivery.

Stage 4: CX Human Capital Development

We develop holistic and flexible training programmes and learning paths that support organisational CX goals and develop employees' personal growth at all levels, from management to team members. The use of interactive training aids and equipment offers our learners a differentiated learning experience that is highly enriching, engaging, and enjoyable.

Stage 5: CX Measurement (3-Year or 5-Year Service Masterplan)

The final stage of CX Transformation focuses on delivering measurable business outcomes, such as:

- Boost service productivity to drive greater value creation
- Enhance competitiveness to strengthen brand presence

More Information:



CUSTOMER EXPERIENCE (CX)



- Customer Experience (CX)
- Service Professional
- Service Coach
- Service Leader
- Service Champion
- 中文课程



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

Customer Experience (CX)

	Course Fee before GST	GST @ 9% of Course Fee
Designing Your Customer Experience: From Basic to WOW CX-DYCE-S [2-Day] Classroom: Weekday: Feb 23 - 24 May 21 - 22 Aug 20 - 21 Nov 5 - 6 Online: Weekend: Mar 14 - 15 Jun 27 - 28 Sep 19 - 20 Dec 12 - 13	\$ 650.00	\$ 58.50
Passion for Service CX-PSSS-S [1-Day] Online: Weekday: Mar 27 Jun 26 Sep 25 Nov 20	\$ 350.00	\$ 31.50

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

Service Professional (Level 1)

	Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
			Before GST	After GST	Before GST	After GST
Demonstrate the Service Vision TGS-2019504289 [1-Day] Online: Weekday: Jan 5 Jan 30 Feb 2 Mar 2 Mar 18 Apr 1 Apr 17 May 5 May 15 Jun 2 Jun 19 Jul 3 Jul 27 Aug 3 Aug 21 Sep 4 Sep 30 Oct 5 Oct 23 Nov 6 Dec 1 Weekend: Jan 17 Feb 14 Mar 14 Apr 11 May 30 Jun 6 Jul 18 Aug 15 Sep 19 Oct 17 Nov 28 Dec 19	\$ 250.00	\$ 22.50	\$ 75.00	\$ 97.50	\$ 125.00	\$ 147.50
Engage in Service Innovation Initiatives TGS-2019504428 [2-Day] Online: Weekday: Jan 7 - 8 Mar 26 - 27 May 25 - 26 Jul 30 - 31 Sep 28 - 29 Nov 26 - 27	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
Implement Operations for Service Excellence TGS-2019504290 [2-Day] Online: Weekday: Jan 12 - 13 Feb 9 - 10 Mar 5 - 6 Apr 1 - 2 May 7 - 8 Jun 4 - 5 Jul 9 - 10 Aug 6 - 7 Sep 10 - 11 Oct 5 - 6 Nov 5 - 6 Dec 7 - 8 Weekend: Jan 24 - 25 Feb 21 - 22 Mar 14 - 15 Apr 11 - 12 May 16 - 17 Jun 13 - 14 Jul 18 - 19 Aug 15 - 16 Sep 26 - 27 Oct 24 - 25 Nov 21 - 22 Dec 19 - 20	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
Provide Go-the-Extra-Mile Service TGS-2019504751 [2-Day] Classroom: Weekday: Jan 8 - 9 Jan 22 - 23 Feb 5 - 6 Mar 5 - 6 Mar 16 - 17 Apr 7 - 8 Apr 20 - 21 May 11 - 12 May 25 - 26 Jun 11 - 12 Jun 22 - 23 Jul 16 - 17 Jul 27 - 28 Aug 13 - 14 Aug 24 - 25 Sep 17 - 18 Sep 28 - 29 Oct 15 - 16 Oct 26 - 27 Nov 12 - 13 Nov 23 - 24 Dec 3 - 4 Weekend: Mar 7 - 8 Jun 20 - 21	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80

Funding Schemes: (a) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old).

SkillsFuture Enterprise Credit (SFEC) can be used on top of existing funding schemes to pay for a wide range of approved skills-related courses. Please contact us for more information.

Service Professional (Level 1)

	Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
			Before GST	After GST	Before GST	After GST
<p>Provide Go-the-Extra-Mile Service (Synchronous e-learning) TGS-2021002639 [2-Day]</p> <p>Online: <u>Weekday:</u> Jan 15 - 16 Jan 29 - 30 Feb 26 - 27 Mar 12 - 13 Mar 30 - 31 Apr 13 - 14 Apr 27 - 28 May 14 - 15 May 25 - 26 Jun 8 - 9 Jun 25 - 26 Jul 9 - 10 Jul 20 - 21 Aug 6 - 7 Aug 17 - 18 Sep 3 - 4 Sep 21 - 22 Oct 8 - 9 Oct 19 - 20 Nov 2 - 3 Nov 26 - 27 Dec 7 - 8 <u>Weekend:</u> Mar 14 - 15 Jun 20 - 21 Oct 10 - 11</p>	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
<p>PWM-Retail: Contribute to Customer Service Over Various Platforms TGS-2019504423 [1-Day]</p> <p>Classroom: <u>Weekday:</u> Jan 7 Feb 2 Mar 11 Apr 8 May 8 Jun 10 Jul 3 Aug 17 Sep 11 Oct 7 Nov 6 Dec 7 <u>Weekend:</u> Jan 24 Feb 28 Mar 28 Apr 18 May 23 Jun 20 Jul 25 Aug 22 Sep 26 Oct 24 Nov 28 Dec 19</p> <p>Online: <u>Weekday:</u> Jan 21 Feb 27 Mar 27 Apr 24 May 13 Jun 26 Jul 22 Aug 28 Sep 23 Oct 23 Nov 16 Dec 18 <u>Weekend:</u> Jan 3 Feb 7 Mar 7 Apr 11 May 16 Jun 13 Jul 11 Aug 1 Sep 12 Oct 3 Nov 14 Dec 5</p>	\$ 250.00	\$ 22.50	\$ 75.00	\$ 97.50	\$ 125.00	\$ 147.50
<p>Respond to Service Challenges TGS-2019504473 [2-Day]</p> <p>Classroom: <u>Weekday:</u> Jan 8 - 9 Feb 9 - 10 Mar 12 - 13 Apr 13 - 14 May 14 - 15 Jun 17 - 18 Jul 16 - 17 Aug 13 - 14 Sep 17 - 18 Oct 19 - 20 Nov 12 - 13 Dec 2 - 3 <u>Weekend:</u> May 23 - 24 Jun 13 - 14 Sep 12 - 13 Dec 19 - 20</p>	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
<p>Respond to Service Challenges (Synchronous e-learning) TGS-2021002683 [2-Day]</p> <p>Online: <u>Weekday:</u> Jan 22 - 23 Feb 24 - 25 Mar 26 - 27 Apr 29 - 30 May 21 - 22 Jun 25 - 26 Jul 13 - 14 Aug 20 - 21 Sep 21 - 22 Oct 21 - 22 Nov 19 - 20 Dec 3 - 4 <u>Weekend:</u> May 9 - 10 Jun 20 - 21 Sep 5 - 6 Dec 19 - 20</p>	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
<p>Work in a Diverse Service Environment TGS-2019504368 [2-Day]</p> <p>Online: <u>Weekday:</u> Jan 26 - 27 Feb 11 - 12 Mar 16 - 17 Apr 15 - 16 May 11 - 12 Jun 22 - 23 Jul 22 - 23 Aug 11 - 12 Sep 24 - 25 Oct 12 - 13 Nov 23 - 24</p>	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80

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Service Coach (Level 3)

	Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
			Before GST	After GST	Before GST	After GST
Coach for Service Performance TGS-2019504203 [2-Day] Online: <u>Weekday:</u> May 18 - 19 Aug 18 - 19 Sep 24 - 25 Nov 26 - 27 <u>Weekend:</u> Feb 7 - 8 Jul 11 - 12	\$ 520.00	\$ 46.80	\$ 156.00	\$ 202.80	\$ 260.00	\$ 306.80
Establish Relationships for Customer Confidence TGS-2019504205 [2-Day] Online: <u>Weekday:</u> Mar 26 - 27 <u>Weekend:</u> Jun 27 - 28 Sep 26 - 27	\$ 520.00	\$ 46.80	\$ 156.00	\$ 202.80	\$ 260.00	\$ 306.80
Manage a Diverse Service Environment TGS-2019504204 [2-Day] Online: <u>Weekday:</u> Apr 27 - 28 Aug 25 - 26 Oct 7 - 8 Nov 4 - 5	\$ 520.00	\$ 46.80	\$ 156.00	\$ 202.80	\$ 260.00	\$ 306.80
Manage Operations for Service Excellence TGS-2019504202 [2-Day] Classroom: <u>Weekday:</u> Feb 26 - 27 Jun 22 - 23	\$ 520.00	\$ 46.80	\$ 156.00	\$ 202.80	\$ 260.00	\$ 306.80
Manage Operations for Service Excellence (Synchronous e-learning) TGS-2022013189 [2-Day] Online: <u>Weekday:</u> Mar 26 - 27 May 25 - 26 Aug 27 - 28 Sep 8 - 9 Dec 9 - 10	\$ 520.00	\$ 46.80	\$ 156.00	\$ 202.80	\$ 260.00	\$ 306.80
PWM-Retail: Role Model the Service Vision TGS-2019504197 [2-Day] Classroom: <u>Weekday:</u> Jan 19 - 20 Mar 16 - 17 May 18 - 19 Jul 13 - 14 Aug 5 - 6 Sep 10 - 11 Oct 22 - 23 Nov 4 - 5 Online: <u>Weekend:</u> Feb 7 - 8 Apr 11 - 12 Jun 6 - 7 Aug 22 - 23 Oct 10 - 11 Dec 5 - 6	\$ 520.00	\$ 46.80	\$ 156.00	\$ 202.80	\$ 260.00	\$ 306.80
Role Model the Service Vision (Synchronous e-learning) TGS-2021002807 [2-Day] Online: <u>Weekday:</u> Jan 29 - 30 Feb 26 - 27 Mar 30 - 31 Apr 22 - 23 Jun 15 - 16 Aug 3 - 4 Oct 5 - 6 Dec 17 - 18 <u>Weekend:</u> Jan 10 - 11 Mar 7 - 8 May 9 - 10 Jul 4 - 5 Sep 26 - 27 Nov 21 - 22	\$ 520.00	\$ 46.80	\$ 156.00	\$ 202.80	\$ 260.00	\$ 306.80

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中文课程	课程费用 (未含消费税)	9% 消费税	中小型企业 / 40岁及以上新加坡公民		非中小型企业 / 新加坡公民和永久居民	
			未含消费税	含消费税	未含消费税	含消费税
展示服务愿景 Demonstrate the Service Vision (Chinese) TGS-2020506090 [1-Day] Classroom: Weekday: Jan 5 Feb 2 Mar 2 Apr 1 May 5 Jun 2 Jul 3 Aug 3 Sep 4 Oct 5 Nov 6 Dec 1 Online: Weekday: Mar 18 Jun 19 Weekend: Jan 17 Feb 14 Apr 11 May 30 Jul 18 Aug 15 Sep 19 Oct 17 Nov 28 Dec 19	\$ 250.00	\$ 22.50	\$ 75.00	\$ 97.50	\$ 125.00	\$ 147.50
贯彻卓越服务的运作 Implement Operations for Service Excellence (Chinese) TGS-2020506101 [2-Day] Classroom: Weekday: Jan 12 - 13 May 7 - 8 Sep 10 - 11 Online: Weekend: Apr 11 - 12 Aug 15 - 16 Dec 19 - 20	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
提供卓越服务 Provide Go-the-Extra-Mile Service (Chinese) TGS-2020506092 [2-Day] Classroom: Weekday: Feb 5 - 6 Jun 22 - 23 Oct 26 - 27	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
提供卓越服务 (网络课程) Provide Go-the-Extra-Mile Service (Synchronous e-learning) (Chinese) TGS-2021004417 [2-Day] Online: Weekday: Mar 12 - 13 Jul 20 - 21 Nov 26 - 27 Weekend: May 23 - 24 Jun 13 - 14 Sep 12 - 13 Dec 19 - 20	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
应对服务挑战 Respond to Service Challenges (Chinese) TGS-2020506099 [2-Day] Classroom: Weekday: Jan 8 - 9 Apr 13 - 14 Jul 16 - 17 Oct 19 - 20	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
应对服务挑战 (网络课程) Respond to Service Challenges (Synchronous e-learning) (Chinese) TGS-2021004275 [2-Day] Online: Weekday: Mar 26 - 27 Aug 20 - 21 Dec 3 - 4 Weekend: May 23 - 24 Jun 13 - 14 Sep 12 - 13 Dec 19 - 20	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
服务绩效指导 Coach for Service Performance (Chinese) TGS-2020506103 [2-Day] Classroom: Weekday: May 18 - 19 Aug 18 - 19 Sep 24 - 25 Nov 26 - 27 Online: Weekend: Feb 7 - 8 Jul 11 - 12	\$ 520.00	\$ 46.80	\$ 156.00	\$ 202.80	\$ 260.00	\$ 306.80
建立提高客户信心的关系 Establish Relationships for Customer Confidence (Chinese) TGS-2020506100 [2-Day] Classroom: Weekday: Mar 26 - 27 Weekday: Sep 26 - 27 Online: Weekend: Jun 27 - 28	\$ 520.00	\$ 46.80	\$ 156.00	\$ 202.80	\$ 260.00	\$ 306.80

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In-Company Training

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

Customer Experience (CX)	Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
			Before GST	After GST	Before GST	After GST
<ul style="list-style-type: none"> Customer Service Skills for Early Childhood Educators CX-CSSSE-S [1-Day] 	\$ 350.00	\$ 31.50	-	-	-	-
Service Coach (Level 3)						
<ul style="list-style-type: none"> Manage Service Performance SC3-MSP-S [2-Day] 	\$ 520.00	\$ 46.80	-	-	-	-
Service Leader (Level 4)						
<ul style="list-style-type: none"> Analyse Service Quality and Customer Satisfaction TGS-2019504212 [2-Day] 	\$ 590.00	\$ 53.10	\$ 177.00	\$ 230.10	\$ 295.00	\$ 348.10
<ul style="list-style-type: none"> Develop New Products / Services TGS-2019504214 [2-Day] 	\$ 590.00	\$ 53.10	\$ 177.00	\$ 230.10	\$ 295.00	\$ 348.10
<ul style="list-style-type: none"> Develop Service Operations SL4-DSO-S [2-Day] 	\$ 590.00	\$ 53.10	-	-	-	-
<ul style="list-style-type: none"> Develop Service Recovery Framework TGS-2019504211 [2-Day] 	\$ 590.00	\$ 53.10	\$ 177.00	\$ 230.10	\$ 295.00	\$ 348.10
<ul style="list-style-type: none"> Foster Service Innovation SL4-FSI-S [2-Day] 	\$ 590.00	\$ 53.10	-	-	-	-
<ul style="list-style-type: none"> Lead with Service Vision TGS-2019504207 [2-Day] 	\$ 590.00	\$ 53.10	\$ 177.00	\$ 230.10	\$ 295.00	\$ 348.10
<ul style="list-style-type: none"> Manage Partnerships for Service Excellence SL4-MPF-S [2-Day] 	\$ 590.00	\$ 53.10	-	-	-	-
<ul style="list-style-type: none"> Optimise Workforce for Service Excellence TGS-2019504209 [2-Day] 	\$ 590.00	\$ 53.10	\$ 177.00	\$ 230.10	\$ 295.00	\$ 348.10
Service Champion (Level 5)						
<ul style="list-style-type: none"> Champion a Service Excellence Ethos TGS-2019503850 [2-Day] 	\$ 690.00	\$ 62.10	\$ 207.00	\$ 269.10	\$ 345.00	\$ 407.10
<ul style="list-style-type: none"> Champion Service Innovation SC5-CSI-S [2-Day] 	\$ 690.00	\$ 62.10	-	-	-	-
<ul style="list-style-type: none"> Drive Customer Loyalty for Service Excellence SC5-DCL-S [1-Day] 	\$ 490.00	\$ 44.10	-	-	-	-
<ul style="list-style-type: none"> Drive Service Quality and Customer Satisfaction SC5-DSQ-S [2-Day] 	\$ 690.00	\$ 62.10	-	-	-	-
<ul style="list-style-type: none"> Innovate the Customer Experience TGS-2019504263 [2-Day] 	\$ 690.00	\$ 62.10	\$ 207.00	\$ 269.10	\$ 345.00	\$ 407.10
<ul style="list-style-type: none"> Strategise Service Operations SC5-SSO-S [2-Day] 	\$ 690.00	\$ 62.10	-	-	-	-
<ul style="list-style-type: none"> Strategise Workforce for Service Excellence SC5-SWF-S [2-Day] 	\$ 690.00	\$ 62.10	-	-	-	-

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BRIDGING THE SUSTAINABILITY SKILLS GAP

Despite increasing global emphasis on sustainability, many professionals and organisations still lack the practical knowledge, strategic frameworks, AI-driven insights and leadership capabilities to drive meaningful sustainability initiatives.



How SQC Can Help Organisations Address Sustainability Challenges:

- Integrate sustainability into business operations
- Strengthen ESG understanding and reporting
- Develop sustainable leadership and change management
- Close strategy and execution gaps
- Enhance AI proficiency for sustainability analytics

ESG Consultancy



Strategic ESG Transformation Planning

Develop comprehensive sustainability strategies aligned with global standards and business goals.



AI-Enabled Sustainability Process Automation

Implement Agentic AI solutions to automate ESG reporting, resource optimisation, and compliance tracking.



ESG Reporting and Compliance Optimisation

Streamline reporting and adopt recognised sustainability frameworks for transparency and accountability.



Circular Economy and Zero-Waste Implementation

Design and execute waste minimisation strategies, material recovery systems, and circular supply chain models.

MDIS–UOS–SQC CENTRE FOR APPLIED SUSTAINABILITY RESEARCH & INNOVATION

As MDIS and the University of Sunderland commemorate 20 years of transnational partnership, the new Centre for Applied Sustainability Research & Innovation marks a bold step into the future of sustainability-driven education and capability-building.

The Centre is a landmark initiative from a private education institution in Singapore in partnership with a UK university, aimed at elevating national green talent development and accelerating sustainability adoption across industries.

Mission



To translate sustainability research into practical, accessible, and scalable solutions for businesses.



To upskill the workplace through targeted training and professional development, reinforcing MDIS's core mission.



What the Centre Brings to Industry

- Applied research in decarbonisation, circular economy, green manufacturing, and sustainable tourism
- UK–Singapore academic collaboration with industry relevance
- Real-world problem-solving through enterprise-based sustainability projects
- Capability building for employees, managers, and senior leaders
- Integration of AI and data into sustainability training

Strategic Focus Areas for SQC



Green & Circular Economies



ESG Reporting, Assurance & Compliance



Sustainable Manufacturing & Decarbonisation



Sustainable Tourism & Visitor Experience



AI-enabled Sustainability Analytics

SQC'S SUSTAINABILITY CERTIFICATION PATHWAY



More Information:



SINGAPORE GREEN PLAN 2030

- Create New Green Jobs
- Transform our Industries
- Harness Sustainability as a Competitive Advantage

GLOBALLY RECOGNISED CERTIFICATIONS

ISSUED BY

What Sets You Apart:

- Earn Global Recognition
- Train By Industry Practitioners
- Enjoy Lifetime Value
- Connect Across Borders



SUSTAINABILITY



- Sustainability and Generative AI



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

Sustainability and Generative AI

Course Fee before GST GST @ 9% of Course Fee

<ul style="list-style-type: none"> ● Certified Generative AI & Sustainability Employee (Awarded with iACN-Global Certification) SG-GASE-I [2-Day] Classroom: <u>Weekday:</u> Mar 5 - 6 Apr 6 - 7 May 6 - 7 Jun 2 - 3 Jul 1 - 2 Aug 3 - 4 Sep 2 - 3 Oct 5 - 6 Nov 2 - 3 Dec 2 - 3 Online: <u>Weekday:</u> Mar 16 - 17 Apr 16 - 17 May 11 - 12 Jul 13 - 14 Oct 14 - 15 	\$ 1,200.00	\$ 108.00
<ul style="list-style-type: none"> ● Certified Generative AI & Sustainability Leader (Awarded with iACN-Global Certification) SG-GASL-I [3-Day] Classroom: <u>Weekday:</u> Feb 2 - 4 Mar 11 - 13 Mar 25 - 27 Apr 8 - 10 Apr 22 - 24 May 11 - 13 Jun 3 - 5 Jul 6 - 8 Aug 12 - 14 Aug 26 - 28 Sep 7 - 9 Sep 21 - 23 Oct 12 - 14 Oct 26 - 28 Nov 11 - 13 Dec 7 - 9 <u>Weekend:</u> Feb 7, 8 & 14 Mar 7, 8 & 14 Apr 11, 12 & 18 May 9, 10 & 16 Online: <u>Weekday:</u> Mar 16 - 18 Apr 13 - 15 May 20 - 22 Jul 15 - 17 Aug 17 - 19 Sep 16 - 18 Oct 21 - 23 Nov 18 - 20 <u>Weekend:</u> Jun 6, 7 & 13 Jul 4, 5 & 11 Aug 1, 2 & 8 Sep 5, 6 & 12 Oct 3, 4 & 10 Nov 14, 15 & 21 Dec 5, 6 & 12 	\$ 2,100.00	\$ 189.00
<ul style="list-style-type: none"> ● Certified Environmental, Social, and Governance (ESG) Coach (Awarded with iACN-Global Certification) SG-ESGC-I [3-Day] Classroom: <u>Weekday:</u> Feb 9 - 11 Mar 16 - 18 Apr 13 - 15 May 20 - 22 Jul 20 - 22 Aug 17 - 19 Sep 16 - 18 Oct 21 - 23 Nov 16 - 18 Dec 16 - 18 <u>Weekend:</u> Mar 7, 8 & 14 Apr 11, 12 & 18 Jun 13, 14 & 20 Aug 15, 16 & 22 Nov 21, 22 & 28 Dec 12, 13 & 19 Online: <u>Weekend:</u> Jul 11, 12 & 18 Oct 17, 18 & 24 	\$ 2,100.00	\$ 189.00
<ul style="list-style-type: none"> ● Certified Chief Sustainability Officer (CCSO) (Awarded with iACN-Global Certification) SG-CCSO-I [3-Day] Classroom: <u>Weekday:</u> Feb 25 - 27 Mar 25 - 27 Apr 22 - 24 May 20 - 22 Jun 17 - 19 Jul 29 - 31 Aug 26 - 28 Sep 28 - 30 Oct 21 - 23 Nov 25 - 27 Dec 21 - 23 <u>Weekend:</u> Feb 7, 8 & 14 Mar 7, 8 & 14 Apr 11, 12 & 18 May 9, 10 & 16 Jun 13, 14 & 20 Aug 15, 16 & 22 Nov 21, 22 & 28 Dec 12, 13 & 19 Online: <u>Weekend:</u> Jul 11, 12 & 18 Sep 19, 20 & 26 Oct 10, 11 & 17 	\$ 2,100.00	\$ 189.00
<ul style="list-style-type: none"> ● Sustainability Essentials for Every Employee SG-SEFE-S [1-Day] 	<i>Contact us for more information.</i>	
<ul style="list-style-type: none"> ● Sustainability Essentials for Managers SG-SEFM-S [1-Day] 	<i>Contact us for more information.</i>	

ARTIFICIAL INTELLIGENCE & ICT



- Digital Technologies
- Data Protection
- Cyber Safety



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

Digital Technologies

AI for Business: Master a New Technology Era with Prompt Engineering

TGS-2024047022 [2-Day]

Classroom:

Weekday: Jan 13 - 14 | Feb 5 - 6 | Mar 30 - 31 | Apr 14 - 15 | Apr 20 - 21 | Jun 8 - 9 | Jun 16 - 17 | Jul 7 - 8 | Sep 15 - 16 | Oct 20 - 21 | Dec 8 - 9

Weekend: Mar 28 - 29 | Apr 25 - 26 | Jun 13 - 14 | Jul 4 - 5 | Sep 19 - 20 | Oct 3 - 4 | Dec 5 - 6

Online:

Weekday: Jan 26 - 27 | Feb 3 - 4 | Mar 12 - 13 | May 4 - 5 | May 12 - 13 | Aug 18 - 19 | Nov 10 - 11

Weekend: Jan 10 - 11 | Feb 7 - 8 | May 9 - 10 | Aug 22 - 23 | Nov 14 - 15

Certified AI for Business Leader (Awarded with iACN-Global Certification)

Mapped to TGS-2024047022 [2-Day]

Classroom:

Weekday: Feb 5 - 6 | Mar 30 - 31 | Apr 14 - 15 | Apr 20 - 21 | Jun 8 - 9 | Jun 16 - 17 | Jul 7 - 8 | Sep 15 - 16 | Oct 20 - 21 | Dec 8 - 9

Weekend: Mar 28 - 29 | Apr 25 - 26 | Jun 13 - 14 | Jul 4 - 5 | Sep 19 - 20 | Oct 3 - 4 | Dec 5 - 6

Online:

Weekday: Jan 13 - 14 | Jan 26 - 27 | Feb 3 - 4 | Mar 12 - 13 | May 4 - 5 | May 12 - 13 | Aug 18 - 19 | Nov 10 - 11

Weekend: Jan 10 - 11 | Feb 7 - 8 | May 9 - 10 | Aug 22 - 23 | Nov 14 - 15

Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
		Before GST	After GST	Before GST	After GST
\$ 650.00	\$ 58.50	\$ 195.00	\$ 253.50	\$ 325.00	\$ 383.50

\$ 650.00	\$ 58.50	\$ 195.00	\$ 253.50	\$ 325.00	\$ 383.50
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External Certification Exam: \$ 200.00 (before GST)

Participants will take an online multiple-choice examination from 5:15pm to 5:45pm after the class concludes, following confirmation of payment for the Certification Exam fees. A minimum passing score of 70% is required. Successful candidates will receive the globally recognized iACN Certification within 14 working days. This certification is renewed for its excellence and offers lifetime validity, ensuring enduring value with no expiry.

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

Data Protection

Data Protection Essentials: Why It Matters Now More Than Ever

DP-DPEW-S [1-Day]

[Contact us for more information.](#)

Data Protection for Decision Makers: Safeguarding Strategy, Trust & Compliance

DP-DPDM-S [½-Day]

[Contact us for more information.](#)

Data Protection Officer (DPO) Fast-Track Workshop

DP-DPOW-S [2-Day]

[Contact us for more information.](#)

In-Company Training

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Cyber Safety

Cyber Safety 101 - Protecting Yourself Online & Securing Your Mobile Device

CS-PYOM-S [1-Day]

Course Fee before GST GST @ 9% of Course Fee

\$ 300.00 \$ 27.00

Funding Schemes: (a) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old).

SkillsFuture Enterprise Credit (SFEC) can be used on top of existing funding schemes to pay for a wide range of approved skills-related courses. Please contact us for more information.

CRITICAL CORE SKILLS



- Interacting with Others
- Thinking Critically



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

Interacting with Others

	Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
			Before GST	After GST	Before GST	After GST
<p>Work with Emotional Intelligence ▲</p> <p>TGS-2025054328 [2-Day]</p> <p>Classroom: <u>Weekday:</u> Feb 26 - 27 May 7 - 8 Jul 23 - 24 Aug 6 - 7 Nov 5 - 6 <u>Weekend:</u> Jan 10 - 11 Mar 28 - 29 Apr 25 - 26 Jun 27 - 28 Sep 26 - 27 Oct 24 - 25 Dec 5 - 6</p> <p>Online: <u>Weekday:</u> Jan 22 - 23 Mar 9 - 10 Apr 16 - 17 Jun 8 - 9 Sep 10 - 11 Oct 7 - 8 Dec 3 - 4 <u>Weekend:</u> Feb 7 - 8 May 23 - 24 Jul 11 - 12 Aug 22 - 23 Nov 21 - 22</p>	\$ 800.00	\$ 72.00	\$ 240.00	\$ 312.00	\$ 400.00	\$ 472.00
<p>Develop My Best Self to Work Collaboratively with Others ▲</p> <p>TGS-2022016425 [1-Day]</p> <p>Classroom: <u>Weekend:</u> Apr 11 Oct 3</p> <p>Online: <u>Weekday:</u> Jan 9 Mar 9 May 20 Jul 6 Aug 3 Sep 7 Nov 2 <u>Weekend:</u> Feb 28 Jun 6 Dec 12</p>	\$ 230.00	\$ 20.70	\$ 69.00	\$ 89.70	\$ 115.00	\$ 135.70
<p>Develop Self and Teams to Achieve Organisation's Goals ■</p> <p>TGS-2022016870 [2-Day]</p> <p>Online: <u>Weekday:</u> Jan 12 - 13 Feb 2 - 3 Mar 16 - 17 Apr 13 - 14 May 11 - 12 Jun 2 - 3 Jul 13 - 14 Aug 11 - 12 Sep 14 - 15 Oct 1 - 2 Nov 10 - 11 Dec 10 - 11</p>	\$ 450.00	\$ 40.50	\$ 135.00	\$ 175.50	\$ 225.00	\$ 265.50
<p>Aspire To Develop Others for Change Readiness ■</p> <p>TGS-2022016612 [2-Day]</p> <p>Online: <u>Weekday:</u> Jan 19 - 20 Feb 9 - 10 Mar 26 - 27 Apr 20 - 21 May 18 - 19 Jun 8 - 9 Jul 20 - 21 Aug 17 - 18 Sep 21 - 22 Oct 8 - 9 Nov 16 - 17 Dec 17 - 18</p>	\$ 450.00	\$ 40.50	\$ 135.00	\$ 175.50	\$ 225.00	\$ 265.50

▲ Foundational ■ Intermediate

Funding Schemes: (a) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old).

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Thinking Critically

- Cultivate Creative and Critical Thinking for Workplace Success** ■

TGS-2022016803 [2-Day]

Classroom:

Weekend: Mar 14 - 15 | Jun 13 - 14 | Sep 5 - 6 | Dec 12 - 13

Online:

Weekday: Jan 29 - 30 | Feb 4 - 5 | Mar 30 - 31 | Apr 27 - 28 |

May 25 - 26 | Jun 15 - 16 | Jul 27 - 28 | Aug 24 - 25 |

Sep 28 - 29 | Oct 15 - 16 | Nov 23 - 24 | Dec 21 - 22

Weekend: Jan 17 - 18 | Feb 14 - 15 | Apr 11 - 12 | May 16 - 17 |

Jul 4 - 5 | Aug 15 - 16 | Oct 24 - 25 | Nov 14 - 15

Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
		Before GST	After GST	Before GST	After GST
\$ 450.00	\$ 40.50	\$ 135.00	\$ 175.50	\$ 225.00	\$ 265.50

■ Intermediate

Funding Schemes: (a) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old).

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LEADERSHIP TRANSFORMATION



Leadership Skills



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

Leadership Skills

	Course Fee before GST	GST @ 9% of Course Fee
<ul style="list-style-type: none"> Certificate in Section Leader (English) LS-CSLE-H [2-Day] Classroom: <u>Weekday:</u> Jan 15 - 16 Feb 2 - 3 Mar 12 - 13 Apr 16 - 17 May 14 - 15 Jun 18 - 19 Jul 16 - 17 Aug 20 - 21 Sep 24 - 25 Oct 15 - 16 Nov 19 - 20 Dec 17 - 18 <u>Weekend:</u> Jan 10 - 11 Feb 7 - 8 Mar 7 - 8 Apr 11 - 12 May 9 - 10 Jun 13 - 14 Jul 11 - 12 Aug 15 - 16 Sep 19 - 20 Oct 10 - 11 Nov 14 - 15 Dec 12 - 13 	\$ 575.00	\$ 51.75
<ul style="list-style-type: none"> 组长训练证书课程 Certificate in Section Leader (Mandarin) LS-CSLM-H [2-Day] Classroom: <u>Weekday:</u> Jan 8 - 9 Feb 11 - 12 Mar 5 - 6 Apr 9 - 10 May 7 - 8 Jun 11 - 12 Jul 9 - 10 Aug 13 - 14 Sep 17 - 18 Oct 8 - 9 Nov 12 - 13 Dec 10 - 11 <u>Weekend:</u> Jan 17 - 18 Jan 31 - Feb 1 Mar 14 - 15 Apr 18 - 19 May 16 - 17 Jun 20 - 21 Jul 18 - 19 Aug 22 - 23 Sep 26 - 27 Oct 17 - 18 Nov 21 - 22 Dec 19 - 20 	\$ 575.00	\$ 51.75
<ul style="list-style-type: none"> On-The-Job Training Instructor Course LS-OJTI-H [2-Day] Classroom: <u>Weekday:</u> Mar 9 - 10 Jul 13 - 14 Oct 12 - 13 	\$ 530.00	\$ 47.70

In-Company Training

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Leadership Skills

	Course Fee before GST	GST @ 9% of Course Fee
<ul style="list-style-type: none"> Coaching and Mentoring for Leaders and Managers LS-CMLM-S [2-Day] 	\$ 750.00	\$ 67.50
<ul style="list-style-type: none"> Effective Supervisory Management Skills LS-ESMS-M [2-Day] 	\$ 650.00	\$ 58.50
<ul style="list-style-type: none"> Insights to Impact: Leading to a Profitable & Sustainable Tomorrow LS-LPST-T [2-Day] 	\$ 650.00	\$ 58.50
<ul style="list-style-type: none"> Shine with Passion and Resilience: Self-Awareness and Development [Lead Self] LS-SWPR-S [1-Day] 	\$ 350.00	\$ 31.50
<ul style="list-style-type: none"> The Five R.I.G.H.T© Keys For New Managers LS-TFRM-S [2-Day] 	\$ 650.00	\$ 58.50

WORKPLACE EFFECTIVENESS



- Problem Identification and Solutioning
- Collaborative Mastery
- ISO & QEHS Management Systems
- Productivity
- Workplace Safety Management



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

Problem Identification and Solutioning

Solve Problems and Make Decisions at Operations Level (Problem Identification Level 2)

TGS-2023019061 [2-Day]

Online:

Weekday: Jan 6 - 7 | Mar 3 - 4 | May 7 - 8 | Jul 27 - 28 |
Sep 15 - 16 | Oct 7 - 8

Solve Problems and Make Decisions at Supervisory level (Problem Identification Level 3)

TGS-2023019893 [2-Day]

Online:

Weekday: Feb 3 - 4 | Apr 9 - 10 | Jun 8 - 9 | Aug 4 - 5 |
Oct 22 - 23 | Nov 16 - 17

Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
		Before GST	After GST	Before GST	After GST
\$ 300.00	\$ 27.00	\$ 90.00	\$ 117.00	\$ 150.00	\$ 177.00
\$ 390.00	\$ 35.10	\$ 117.00	\$ 152.10	\$ 195.00	\$ 230.10

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

Collaborative Mastery

Facilitate Effective Work Teams

TGS-2012500380 [2-Day]

Online:

Weekday: Jan 22 - 23 | Mar 9 - 10 | May 14 - 15 | Jul 14 - 15 |
Sep 22 - 23 | Oct 14 - 15

Work in a Team

TGS-2012500376 [2-Day]

Online:

Weekday: Feb 5 - 6 | Apr 9 - 10 | Jun 17 - 18 | Aug 12 - 13 |
Oct 7 - 8 | Nov 11 - 12

Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
		Before GST	After GST	Before GST	After GST
\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80

Funding Schemes: (a) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old).

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ISO & QEHS Management Systems

	Course Fee before GST	GST @ 9% of Course Fee
<ul style="list-style-type: none"> ISO 9001 Internal Auditor IS-901A-I [1-Day] Classroom: Weekday: Jan 19 May 25 Sep 28 	\$ 350.00	\$ 31.50
<ul style="list-style-type: none"> ISO 14001 Internal Auditor IS-141A-I [1-Day] Classroom: Weekday: Jan 20 May 26 Sep 29 	\$ 350.00	\$ 31.50
<ul style="list-style-type: none"> ISO 45001 Internal Auditor IS-451A-I [1-Day] Classroom: Weekday: Jan 21 Jun 5 Sep 30 	\$ 350.00	\$ 31.50
<ul style="list-style-type: none"> QEHS Internal Auditor IS-QEHS-I [2-Day] Classroom: Weekday: Jan 22 - 23 May 28 - 29 Sep 24 - 25 	\$ 690.00	\$ 62.10

Productivity

	Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
			Before GST	After GST	Before GST	After GST
<ul style="list-style-type: none"> Apply 5S Techniques ▲ TGS-2011501239 [2-Day] Online: Weekday: Jan 6 - 7 Mar 2 - 3 May 11 -12 Jul 7 - 8 Sep 8 - 9 Oct 12 - 13 	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
<ul style="list-style-type: none"> Perform Basic Productivity Practices ▲ TGS-2011501536 [2-Day] Online: Weekday: Feb 3 - 4 Apr 13 - 14 Jun 25 - 26 Aug 11 - 12 Oct 21 - 22 Nov 18 - 19 	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
<ul style="list-style-type: none"> Supervise Work Improvement Processes ■ TGS-2011501237 [2-Day] Online: Weekday: Jan 13 - 14 Mar 12 - 13 May 18 - 19 Jul 14 - 15 Sep 29 - 30 Oct 19 - 20 	\$ 600.00	\$ 54.00	\$ 180.00	\$ 234.00	\$ 300.00	\$ 354.00

Workplace Safety Management

	Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
			Before GST	After GST	Before GST	After GST
<ul style="list-style-type: none"> Maintain Workplace Safety and Health Policies and Procedures ■ TGS-2011501570 [2-Day] Classroom: Weekday: Jun 24 - 25 Nov 25 - 26 Online: Weekday: Feb 9 - 10 Apr 23 - 24 Aug 18 - 19 Oct 1 - 2 	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80

▲ Foundational ■ Intermediate

Funding Schemes: (a) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old).

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In-Company Training

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Collaborative Mastery

	Course Fee before GST	GST @ 9% of Course Fee
<ul style="list-style-type: none"> ● Building High Performance Teams CM-BHPT-S [2-Day] 	\$ 650.00	\$ 58.50
<ul style="list-style-type: none"> ● T.A.N.G.O© with DISC CM-TWDM-S [1-Day] 	\$ 350.00	\$ 31.50
<ul style="list-style-type: none"> ● T.A.N.G.O© with MBTI CM-TWDM-S [1-Day] 	\$ 400.00	\$ 36.00

Workplace Safety Management

<ul style="list-style-type: none"> ● Safety Committee Members Training WS-SCMT-S [2-Day] 	\$ 280.00	\$ 25.20
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PERSONAL EFFECTIVENESS



- Adapt to Change
- Communication
- Personal Management and Development
- Design Thinking
- Learn-Lite Series©
- Sales Mastery



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

Adapt to Change

Adapt to Change

TGS-2023019310 [2-Day]

Online:

Weekday: Jan 29 - 30 | Mar 18 - 19 | May 18 - 19 | Jul 30 - 31 |
Sep 24 - 25 | Oct 19 - 20

Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
		Before GST	After GST	Before GST	After GST
\$ 300.00	\$ 27.00	\$ 90.00	\$ 117.00	\$ 150.00	\$ 177.00

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Communication

Handling Difficult and Challenging People at the Workplace

CI-HDCS-S [1-Day]

Classroom:

Weekday: Jan 30 | Mar 23 | Apr 20 | Jun 2 | Jul 10 | Sep 4 | Oct 9
Weekend: Feb 28 | May 23 | Aug 29 | Nov 14

Online:

Weekday: Feb 13 | May 11 | Aug 7 | Nov 23 | Dec 14
Weekend: Jan 17 | Mar 14 | Apr 11 | Jun 13 | Jul 25 | Sep 26 | Oct 24 | Dec 5

Managing Anger Effectively During Challenging Situations

CI-MAED-S [1-Day]

Classroom:

Weekday: Mar 4 | Jul 8 | Nov 4

Online:

Weekend: May 9 | Sep 5

Course Fee before GST GST @ 9% of Course Fee

\$ 350.00 \$ 31.50

\$ 350.00 \$ 31.50

Funding Schemes: (a) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old).

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Personal Management and Development

	Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
			Before GST	After GST	Before GST	After GST
<ul style="list-style-type: none"> Apply Emotional Competence to Manage Self at the Workplace ▲ PM-AECS-S [2-Day] Online: <u>Weekday:</u> Feb 23 - 24 Apr 23 - 24 Jun 10 - 11 Aug 24 - 25 Oct 15 - 16 Nov 26 - 27 	\$ 450.00	\$ 40.50	-	-	-	-
<ul style="list-style-type: none"> Communicate and Relate Effectively at the Workplace ▲ TGS-2011501158 [2-Day] Online: <u>Weekday:</u> Jan 19 - 20 Mar 9 - 10 May 21 - 22 Jul 21 - 22 Sep 21 - 22 Oct 21 - 22 	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
<ul style="list-style-type: none"> Growth Mindset for Working Professionals ▲ PM-GMWP-S [1-Day] Classroom: <u>Weekday:</u> Mar 19 Jun 4 Sep 17 Dec 3 <u>Weekend:</u> Mar 7 Jun 20 Sep 5 Dec 12 Online: <u>Weekday:</u> Jan 8 Feb 26 Apr 23 May 21 Jul 23 Aug 6 Oct 29 Nov 5 <u>Weekend:</u> Jan 17 Feb 7 Apr 18 May 16 Jul 11 Aug 15 Oct 3 Nov 21 	\$ 350.00	\$ 31.50	-	-	-	-
<ul style="list-style-type: none"> Effective Stress Management ■ TGS-2023035771 [2-Day] Classroom: <u>Weekday:</u> Jan 26 - 27 Mar 18 - 19 May 25 - 26 Jul 28 - 29 Sep 29 - 30 Oct 21 - 22 	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
<ul style="list-style-type: none"> Facilitate Effective Communication and Engagement at the Workplace ■ TGS-2011501272 [2-Day] Online: <u>Weekday:</u> Feb 26 - 27 Apr 27 - 28 Jun 22 - 23 Aug 20 - 21 Oct 1 - 2 Nov 23 - 24 	\$ 420.00	\$ 37.80	\$ 126.00	\$ 163.80	\$ 210.00	\$ 247.80
<ul style="list-style-type: none"> Manage Workplace Challenges with Resilience ■ PM-MWCR-S [2-Day] Online: <u>Weekday:</u> Mar 3 - 4 Jul 27 - 28 Oct 7 - 8 	\$ 450.00	\$ 40.50	-	-	-	-

▲ Foundational ■ Intermediate

Funding Schemes: (a) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old).

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In-Company Training

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

Communication	Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
			Before GST	After GST	Before GST	After GST
<ul style="list-style-type: none"> Essentials of Email Writing and Online Etiquette CW-EEWO-C [1-Day] 	\$ 450.00	\$ 40.50	-	-	-	-
<ul style="list-style-type: none"> Impactful Business Communication in the age of AI for Written and Verbal Success CI-IBCA-T [1-Day] 	\$ 450.00	\$ 40.50	-	-	-	-
<ul style="list-style-type: none"> Influencing for Results CI-IFRE-S [2-Day] 	\$ 650.00	\$ 58.50	-	-	-	-
<ul style="list-style-type: none"> Negotiation Skills for Win-Win Outcomes CI-NSWW-S [1-Day] 	\$ 450.00	\$ 40.50	-	-	-	-
<ul style="list-style-type: none"> Winning Replies! (Effective Written Response to Build Customer Loyalty) CW-WIEW-S [2-Day] 	\$ 650.00	\$ 58.50	-	-	-	-
Design Thinking						
<ul style="list-style-type: none"> A Design Thinking Approach to Idea Generation and Selection TGS-2020505082 [2-Day] 	\$ 590.00	\$ 53.10	\$ 177.00	\$ 230.10	\$ 295.00	\$ 348.10
Learn-Lite Series©						
<ul style="list-style-type: none"> "Accepting People Just The Way They Are" - Workplace Diversity and Inclusivity LL-APJT-S [½-Day] 	\$ 150.00	\$ 13.50	-	-	-	-
<ul style="list-style-type: none"> "Be My Guide" - Coaching LL-BMGC-S [½-Day] 	\$ 150.00	\$ 13.50	-	-	-	-
<ul style="list-style-type: none"> "Curiosity Won't Kill The Cat" - Creative and Innovation LL-CWKT-S [½-Day] 	\$ 150.00	\$ 13.50	-	-	-	-
<ul style="list-style-type: none"> "Knowing Me, Knowing You" - Emotional Intelligence LL-KMKY-S [½-Day] 	\$ 150.00	\$ 13.50	-	-	-	-
<ul style="list-style-type: none"> "Pause in a Hurried World" - Mindfulness LL-PIAH-S [½-Day] 	\$ 150.00	\$ 13.50	-	-	-	-
<ul style="list-style-type: none"> "Personal Mastery" - Personal Effectiveness LL-PMPE-S [½-Day] 	\$ 150.00	\$ 13.50	-	-	-	-
<ul style="list-style-type: none"> "Thrive in a VUCA Environment" - Agility and Resilience LL-TIAV-S [½-Day] 	\$ 150.00	\$ 13.50	-	-	-	-
<ul style="list-style-type: none"> "Working Through Our Differences" - Conflict Resolution LL-WTOD-S [½-Day] 	\$ 150.00	\$ 13.50	-	-	-	-

Funding Schemes: (a) SkillsFuture Enhanced Training Support for SMEs is for SME-sponsored Singapore Citizens and Permanent Residents. (b) SkillsFuture Mid-career Enhanced Subsidy is for Employer-sponsored and Self-Sponsored Singapore Citizens aged ≥ 40 years old. (c) SkillsFuture Training Support for Non-SMEs is for Non-SME-sponsored Singapore Citizens and Permanent Residents. (d) SkillsFuture Funding (Baseline) is for Singapore Citizens and Permanent Residents (Aged ≥ 21 years old).

SkillsFuture Enterprise Credit (SFEC) can be used on top of existing funding schemes to pay for a wide range of approved skills-related courses. Please contact us for more information.

In-Company Training

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

Personal Management and Development

	Course Fee before GST	GST @ 9% of Course Fee
<ul style="list-style-type: none"> ● Develop Personal Effectiveness at Operations Level ▲ PM-DPEO-S [2-Day] 	\$ 450.00	\$ 40.50
<ul style="list-style-type: none"> ● Apply Emotional Competence to Manage Self and Team ■ PM-AECT-S [2-Day] 	\$ 450.00	\$ 40.50
<ul style="list-style-type: none"> ● Develop Personal Effectiveness at Supervisory Level ■ PM-DPES-S [2-Day] 	\$ 450.00	\$ 40.50
<ul style="list-style-type: none"> ● Apply Emotional Competence to Manage Self and Others in a Business Context ★ PM-AECB-S [2-Day] 	\$ 590.00	\$ 53.10

Sales Mastery

<ul style="list-style-type: none"> ● Future-Proof Your Sales: Navigating the Changing Landscape for Success SM-FPYS-T [2-Day] 	\$ 650.00	\$ 58.50
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TOURISM



- Event Management and Operations



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

Event Management and Operations

- Develop Expertise in Events Planning and Management**

TGS-2020503816 [2-Day]

Classroom:

Weekday: May 11 - 12

Online:

Weekend: Mar 7- 8 | Jul 11 - 12

Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
		Before GST	After GST	Before GST	After GST
\$ 490.00	\$ 44.10	\$ 147.00	\$ 191.10	\$ 245.00	\$ 289.10

In-Company Training

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

Event Management and Operations

- Assess Emerging Technology Trends for Workplace Application (Blended Learning)**

TGS-2020503370 [2-Day]

- Design Transformative Learning and Development Journeys**

TGS-2020504325 [2-Day]

- Develop and Deliver Excellent MICE Content and Experiences**

TGS-2020504164 [2-Day]

- Develop Organisational Plans for Economic Shifts**

TGS-2020503815 [2-Day]

- Optimise New Technologies for Workplace Innovation (Blended Learning)**

TGS-2020503369 [2-Day]

- Strategic Management of Delegates and Participants**

TGS-2020504158 [2-Day]

Course Fee before GST	GST @ 9% of Course Fee	SMEs / MCES		Non-SMEs / Self-Sponsored	
		Before GST	After GST	Before GST	After GST
\$ 590.00	\$ 53.10	\$ 177.00	\$ 230.10	\$ 295.00	\$ 348.10
\$ 490.00	\$ 44.10	\$ 147.00	\$ 191.10	\$ 245.00	\$ 289.10
\$ 490.00	\$ 44.10	\$ 147.00	\$ 191.10	\$ 245.00	\$ 289.10
\$ 490.00	\$ 44.10	\$ 147.00	\$ 191.10	\$ 245.00	\$ 289.10
\$ 590.00	\$ 53.10	\$ 177.00	\$ 230.10	\$ 295.00	\$ 348.10
\$ 490.00	\$ 44.10	\$ 147.00	\$ 191.10	\$ 245.00	\$ 289.10

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The information provided in this brochure is accurate as at time of publication. For the most updated information, please refer to our website at www.sqcentre.com. Service Quality Centre reserves the right to change the information documented in this brochure at any time without prior notice.



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