

WSQ Diploma in Service Leadership Class (9.00am - 6.00pm)

| | 课程名城 Course Name | 津贴申请号码 Skillsconnect Reference No | Duration | 上课日期 Course Date | | 课程费用 Course Fee | Company Sponsor | WTS | Mid-Career (40years & above) | Singaporean btw 21 to 39 years old, PR 21 and above | | | | | | | | | | | | | | | | |
|---|---|--------------------------------------|----------|-------------------------------|--------------------|--------------------|---------------------|---|------------------------------|---|---------------------|---------|---------|----------|---------------------|----------|----------|----------|---------------------|---------|----------|----------|---------------------|---------|---------|----------|
| | | | | After Funding (Excluding GST) | 5% (including GST) | | 10% (including GST) | 50% Capped at \$15 per hour (including GST) | | | | | | | | | | | | | | | | | | |
| 1 | Manage Partnership for Service Excellence | CRS-Q-0031573-SVCF | 16 hrs | 23/06/19 | Sun | \$600.00 | Apply Skillsconnect | \$72.00 | \$102.00 | \$402.00 | | | | | | | | | | | | | | | | |
| | | | | 6/30/2019 | Sun | | | | | | | | | | | | | | | | | | | | | |
| 2 | Optimise Workforce for Service Excellence | CRS-Q-0026228-SVCF | 16 hrs | 27/06/19 | Thu | \$380.00 | | | | | Apply Skillsconnect | \$45.60 | \$64.60 | \$216.60 | | | | | | | | | | | | |
| | | | | 04/07/19 | Thu | | | | | | | | | | | | | | | | | | | | | |
| 4 | Manage Partnership for Service Excellence | CRS-Q-0032327-MF | 16 hrs | 06/07/19 | Sat | \$600.00 | | | | | | | | | Apply Skillsconnect | \$72.00 | \$102.00 | \$402.00 | | | | | | | | |
| | | | | 7/13/2019 | Sat | | | | | | | | | | | | | | | | | | | | | |
| 3 | Develop Service Operations | CRS-Q-0031098-SVCF | 16 hrs | 7/7/2019 | Sun | \$600.00 | | | | | | | | | | | | | Apply Skillsconnect | \$72.00 | \$102.00 | \$402.00 | | | | |
| | | | | 7/14/2019 | Sun | | | | | | | | | | | | | | | | | | | | | |
| 5 | Develop New Products/Services | CRS-Q-0026240-SVCF | 16 hrs | 13/07/19 | Sat | \$420.00 | | | | | | | | | | | | | | | | | Apply Skillsconnect | \$50.40 | \$71.40 | \$239.40 |
| | | | | 20/07/19 | Sat | | | | | | | | | | | | | | | | | | | | | |
| 6 | Lead with Service Vision | CRS-Q-0031020-SVCF | 16 hrs | 19/07/19 | Fri | \$600.00 | Apply Skillsconnect | \$72.00 | \$102.00 | \$402.00 | | | | | | | | | | | | | | | | |
| | | | | 7/20/2019 | Sat | | | | | | | | | | | | | | | | | | | | | |
| 7 | Foster Service Innovation | CRS-Q-0026272-SVCF | 16 | 7/21/2019 | Sun | \$460.00 | | | | | Apply Skillsconnect | \$55.20 | \$78.20 | \$262.20 | | | | | | | | | | | | |
| | | | | 7/28/2019 | Sun | | | | | | | | | | | | | | | | | | | | | |
| 8 | Analyse Service Quality and Customer Satisfaction To Develop Service Recovery Framework | CRS-Q-0031369-SVCF | 24 hrs | 25/07/19 | Thu | \$850.00 | | | | | | | | | Apply Skillsconnect | \$102.00 | \$144.50 | \$549.50 | | | | | | | | |
| | | | | 26/07/19 | Fri | | | | | | | | | | | | | | | | | | | | | |
| | | | | 27/07/19 | Sat | | | | | | | | | | | | | | | | | | | | | |