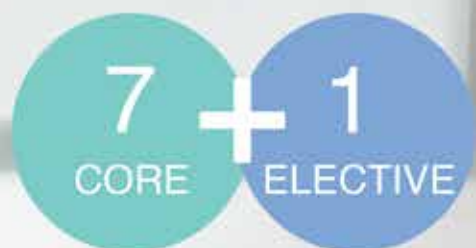




# WSQ Certificate in Service Excellence (Level 1)



\*NTUC LearningHub offers the programmes on a modular basis only. Individuals may apply for a full qualification certification upon completion of the modules.

The WSQ Certificate in Service Excellence aims to groom service professionals with the skills and competencies to provide go-the-extra mile service with a service excellence mindset. It also equips service professionals with the skills to handle service challenges, workplace diversity and as well as contribute to service improvements through service innovation. Individuals can also take electives from Level 3 modules of the Service Excellence Competency Framework or electives from other WSQ frameworks.

Complete ALL 7 CORE Modules

Programme	Course Fees After SkillsFuture Funding		
	≥ 21 years old	≥ 40 years old	WTS (95%)
WSQ Demonstrate the Service Vision (MSF)	\$56.60	\$30.60	\$21.60
WSQ Implement Operations for Service Excellence	\$89.10	\$56.10	\$39.60
WSQ Work in a Diverse Service Environment 	\$156.00	\$68.00	\$48.00
WSQ Provide Go-the-Extra-Mile Service	\$89.10	\$56.10	\$39.60
WSQ Project a Positive and Professional Image	\$56.60	\$30.60	\$21.60
WSQ Respond to Service Challenges	\$89.10	\$56.10	\$39.60
WSQ Engage in Service Innovation Initiatives 	\$284.40	\$156.40	\$62.40

Select 1 Proposed ELECTIVE Module

Programme	Course Fees After SkillsFuture Funding		
	≥ 21 years old	≥ 40 years old	WTS (95%)
WSQ Role Model the Service Vision	\$134.60	\$64.60	\$45.60
WSQ Establish Relationships for Customer Confidence	\$134.60	\$64.60	\$45.60
WSQ Coach for Service Performance	\$134.60	\$64.60	\$45.60

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Prices are inclusive of GST.



# WSQ Advanced Certificate in Service Excellence (Level 3)



\*NTUC LearningHub offers the programmes on a modular basis only. Individuals may apply for a full qualification certification upon completion of the modules.

The WSQ Advanced Certificate in Service Excellence aims to groom service coaches with the skills and competencies to nurture and supervise staff for service excellence. The competencies at this level are aimed at grooming service coaches to be role models to new entrants. Competencies include coaching skills, as well as relationship management skills to build their ability to establish customer relationships. Individuals will also be introduced to skills in managing service operations and service performance, and can take electives from Level 1 or Level 4 modules of the Service Excellence Competency Framework or electives from other WSQ frameworks.

Complete ALL 6 CORE Modules

## Programme

Course Fees After SkillsFuture Funding  
 ≥ 21 years old    ≥ 40 years old    WTS (95%)

Programme	≥ 21 years old	≥ 40 years old	WTS (95%)
WSQ Role Model the Service Vision	\$134.60	\$64.60	\$45.60
WSQ Manage Operations for Service Excellence	\$134.60	\$64.60	\$45.60
WSQ Coach for Service Performance	\$134.60	\$64.60	\$45.60
WSQ Manage a Diverse Service Environment 	\$220.20	\$92.20	\$55.20
WSQ Establish Relationships for Customer Confidence	\$134.60	\$64.60	\$45.60
WSQ Manage Service Performance	\$134.60	\$64.60	\$45.60

Select 2 Proposed ELECTIVE Modules

## Programme

Course Fees After SkillsFuture Funding  
 ≥ 21 years old    ≥ 40 years old    WTS (95%)

Programme	≥ 21 years old	≥ 40 years old	WTS (95%)
WSQ Lead with Service Vision (MSF)	\$273.60	\$81.60	\$57.60
WSQ Foster Service Innovation 	\$487.60	\$115.60	\$81.60

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Prices are inclusive of GST.

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