

WSQ Apply EQ in a Diverse Service Environment (Level 1) (TGS-2020513806)

Course Duration	Training	Course Fee	Subsidy & Nett Fees	Mode of Training
1 day	8 Hours	Full Fee: \$200	Please refer to page 2	Classroom

Certification Successful trainees will receive a Statement of Attainment (SOA) issued by SSG

- Entry Requirement**
- Reading, listening and speaking of English at a proficiency level equivalent to Employability Skills System (ESS) Literacy Level 3.
 - Numeracy skills to a proficiency level equivalent to Employability Skills System (ESS) Numeracy Level 3.

Course Objective This course address the skills and knowledge required to handle diversity. It includes recognizing the importance of inclusiveness, demonstrating the use of emotional intelligence and resilience to handle diversity in the service environment, and monitoring one's actions in handling diversity.

Course Outline

Section 1

- ✓ Able to recognize the importance of inclusiveness when working in a diverse service environment.

Section 2

- ✓ Able to apply emotional intelligence when interacting with team members and customers in a diverse service environment.
- ✓ Aspects of emotional intelligence.

Section 3

- ✓ Able to demonstrate resilience when faces with challenges in a diverse service environment.

Section 4

- ✓ Able to monitor own actions in handling diversity.

Effective From: 30/04/2024

Subsidy

WSQ Apply EQ in a Diverse Service Environment – Level 1 TGS-2020513806			
Category of Individuals			
	Singapore Citizens and Singapore Permanent Residents	Employer-sponsored and self-sponsored Singapore Citizens aged 40 years old and above	SME-sponsored local employees (i.e. Singapore Citizens and Singapore Permanent Residents)
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid-career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fee	\$200.00	\$200.00	\$200.00
SkillsFuture Funding	\$100.00	\$140.00	\$140.00
Total Nett Fee	\$100.00	\$60.00	\$60.00
GST (9% x \$200)	\$18	\$18	\$18
Total Fee Payable to Genetic Computer School	\$118	\$78	\$78
Age Group	SC 21-39 years old and PR	SC 40 years old and above	Small Medium Enterprise

Eligible for Claim Period: 15 Jan 2021 – 14 Jan 2025

Please refer to the below link for the Refund Table for SkillsFuture Courses:

<https://www.genetic.edu.sg/refund-for-skillsfuture-courses/>

Participant need to pass the test to get subsidy

SSG Advice:

Student must achieve 75% course attendance, and also pass the assessment to be eligible for SSG Funding.

All Singaporean aged 25 and above can use their \$500 SkillsFuture Credit to pay for a wide range of approved skills-related courses.

PSEA Funding is available for student aged 18-30 years old (Please call PSEA Hotline 62600777 to check your balance).

We are pleased to share the following information on the new PSEA Ad Hoc Withdrawal FormSG Application:

- Using only own PSEA: <http://go.gov.sg/psea-withdrawal-tp>
- Using Sibling's PSEA: <http://go.gov.sg/psea-withdrawal-tps>

Reminder to all learners:-

Bring a sweater as it might be cold

Bring stationeries – highlighter, pens

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