

WSQ Effective Digital Communication - Level 2

Course Duration	16 Hours	Course Fee	Subsidy & Nett Fees	Mode of Training
		Full Fee: \$460	Please refer to page 2	Classroom

Certification Successful trainees will receive a Statement of Attainment (SOA) issued by SkillsFuture Singapore.

Entry Requirement

- Minimal education qualification is PSLE with 1 year of relevant working experience
- Speak, listen and read English at a proficiency level not lower than WPL Level 4, and manipulate numbers not lower than the WPN Level 4
- Ability to do typing

Course Objective This course is designed to provide basic principles of workplace communication plus how effectively communicate digitally via the Internet. This course also covers digital communication etiquettes for online communication channels.

Course Content:

- Section 1: Traditional and Digital communication techniques and tools
 - Use digital communication techniques and tools
 - Various types and purposes of organisational and professional standard in communication
 - Difference between traditional and digital communication
 - Various modes of communication
 - Various communication characteristics
 - Digital communication tools such as Zoom and Google Meet
- Section 2: Communication styles and approaches
 - Methods of applying range of communication styles and approaches
 - Various types of non-verbal communication
- Section 3: Effective communication
 - Methods of applying effective communication and interpersonal techniques for both traditional and digital means
 - Methods of using effective communication techniques to create lines of communication
 - Various types of communication barriers for traditional and digital means
 - Digital communication tools such as Google Email

- Section 4: Interpretation and responding to information
 - Methods to interpret and respond to information gathered from both traditional and digital channels
 - Various types of internal and external sources of information

Subsidy

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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	\$460.00	\$460.00	\$460.00
SkillsFuture Funding	\$230.00	\$322.00	\$322.00
Total Nett Fee	\$230.00	\$138.00	\$138.00
GST (9% x \$460)	\$41.40	\$41.40	\$41.40
Total Fee Payable to Genetic Computer School	\$271.40	\$179.40	\$179.40
Age Group	SC 21-39 years old and PR	SC 40 years old and above	Small Medium Enterprise

Eligible for Claim Period: 01 Oct 2020 - 30 Sept 2024

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 your own smartphone
- Bring a sweater as it might be cold
- Bring stationeries – highlighter, pens