

WSQ Certified Service Professional (CSP)



Targeting at Service Professionals who are responsible for engaging customer for service excellence, CSP aims to professionalise their service careers through an embedded National Accredited curriculum.

Course Objective



Respond to Service Challenges



Provide Go-The-Extra-Mile Service



Project A Positive and Professional Image

Mode of Delivery

Participants may choose either one of the following:

(2) CSP E-Learning (28 hours)

E-Learning (4 hours)
Applied Learning (24 hours)

or

(3) CSP Applied Learning (32 hours)

Applied Learning (32 hours)

Assessment & Certificate

Participants who have fulfilled at least 75% attendance and met all course requirements will be awarded with a WSQ Statement of Attainment Certified Service Professional.

Who Should Attend

Service staff from various sectors who are keen to improve service standards and to enhance career progression opportunities.

Date and Time

CSP Applied Learning (English)

BCSP1501

27 Oct – 24 Nov 2015 (Tue)

9.00am – 6.00pm

CSP Applied Learning (Mandarin)

BCSPZ1501

21 Oct – 11 Nov 2015 (Wed)

9.00am – 6.00pm

Course Fee

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| Course fee: <small>Inclusive 7% GST</small> | \$695.50 |
| Funding amount*: | -\$585.00 |
| Course fee after funding: <small>Inclusive 7% GST</small> | \$69.55 |

**Terms and conditions apply*

Application for WDA grants; Please apply through Skillsconnect:

www.skillsconnect.gov.sg

SCCIOP reserves the right to cancel or postpone the course, change the trainer and venue due to unforeseen circumstances.