



PERFORMANCE

- EXCELLENT
- GOOD
- AVERAGE
- POOR

WSQ SERVICE COACHING

(Course Code: CRS-Q-0039928-RET, Course Support Period: From 12 Sep 2019 To 11 Sep 2021)

Introduction

This course addresses the skills and knowledge to coach individuals for service performance. It involves identifying the coaching needs of individuals, and preparing and delivering a coaching plan. It also includes the use of coaching techniques to close service gaps and monitor the progress of individuals for improvements in service performance.

Target Audience

This course is for supervisors, team leaders and managers from various service sectors.

Course Objectives/Outline

1. Recognise the role of a coach in coaching for service performance
2. Prepare coaching plan for individuals to address service performance issues
3. Demonstrate the use of coaching techniques to address service performance issues
4. Monitor progress of individual for improvements in service performance

Training and Assessment

The programme is highly interactive, incorporating mini-lectures, case studies, group discussions, demonstrations, role plays, individual reflections, written assignments and oral interviews.

Certificate

Upon successful completion, participant will receive a WSQ Statement of Attainment (SOA).

Date : TBA

Time : 9am to 6pm

Total Hours : 15.5 hours (2 days)

Venue : TBC

Course Fee (GST not applicable)

Full Fee before funding \$280.00

Nett Fee after funding

80% Funding

\$56.00

- Company-sponsored:
 - Non-SMEs (SG < 40 yrs old/PR)
- Self-sponsored :
 - S'poreans between 21-39 yrs old/PR

90% Funding

\$28.00

- Company-sponsored:
 - Non-SMEs (SG ≥40 yrs old)
 - SMEs (SG/PR)
- Self-sponsored: S'poreans ≥ 40 years old

95% Funding

\$14.00

- Company-sponsored or Self-sponsored:
 - S'poreans ≥ 35 yrs old earning ≤ \$2K/mth

Singaporeans can use

**SKILLSFUTURE
CREDIT**

For Enquiries

Tel: 6785 0776

Email: victorang@stada.org.sg

COURSE FEES

For Company-Sponsored *1

Full Fee before Funding	Singaporean/ PR				Singaporean Only			
	Non-SMEs Normal Funding		SMEs (Min 30% local shareholding, & Group annual sales turnover ≤ \$100 million or Employment size ≤ 200)		Mid-Career Enhanced Subsidy (Aged 40 years and above)		WTS Scheme (Aged 35 years & above with a Monthly Income Cap: \$2,000)	
Achieved ≥ 75% attendance for module & Passed the Final Assessment to be eligible for funding								
Full Fee (\$\$)	Training Grant @ 80% (\$\$)	Nett Fee (\$\$)	Training Grant @ 90% (\$\$)	Nett Fee (\$\$)	Training Grant @ 90% (\$\$)	Nett Fee (\$\$)	Training Grant @ 95% (\$\$)	Nett Fee (\$\$)
280.00	224.00	56.00	252.00	28.00	252.00	28.00	266.00	14.00

*1 Companies which sponsor staff are eligible to receive a complimentary STADA Corporate Membership.

For Self Sponsored *2

Full Fee before Funding	Singaporean/ PR		Singaporean Only			
	Baseline Funding (Aged 21 years & above)		Mid-Career Enhanced Subsidy (Aged 40 years and above)		WTS Scheme (Aged 35 years & above with a Monthly Income Cap: \$2,000) To attach any of the following: - WTS/WIS Notification Letter - IRAS tax notification letter - SINGPOST receipt for CPF income declaration - Any last 3 mths' payslip - Employment contract dated ≤ 3 mths before registration	
Achieved ≥ 75% attendance for module & Passed the Final Assessment to be eligible for funding						
Full Fee (\$\$)	Training Grant @ 80% (\$\$)	Nett Fee (\$\$)	Training Grant @ 90% (\$\$)	Nett Fee (\$\$)	Training Grant @ 95% (\$\$)	Nett Fee (\$\$)
280.00	224.00	56.00	252.00	28.00	266.00	14.00

*2 Self-sponsored applicants are eligible to receive a complimentary STADA Ordinary Membership.

FUNDING

(i) Course Fee Support

The sponsoring company/ self-sponsored applicant will pay the **Nett Course Fee** after course fee subsidy to STADA.

(ii) Absentee Payroll (AP) – for company-sponsored employees only

	Normal Funding	SMEs	WTS
AP for training <u>during</u> working hours	80% of hourly basic salary (capped at \$4.50 per trainee hr)	80% of hourly basic salary (capped at \$7.50 per trainee hr)	95% of hourly basic salary
AP for training <u>outside</u> working hours	80% of hourly basic salary (capped at \$4.50 per trainee hr)	80% of hourly basic salary (capped at \$7.50 per trainee hr)	95% of hourly basic salary
Mandatory AP top-up by employer for training outside working hours	Balance 20% of hourly basic salary (capped at \$1.10 per trainee-hr)	Balance 20% of hourly basic salary (capped at \$1.90 per trainee-hr)	Balance 5% of hourly basic salary
Total AP receivable by employees for training <u>outside</u> working hours, i.e. (i)+(ii)	100% of hourly basic salary (capped at \$5.60 per trainee hr)	100% of hourly basic salary (capped at \$9.40 per trainee hr)	100% of hourly basic salary

Eligibility Criteria for 1 (i) & (ii) – for company-sponsored employees only:

- Participant must be sponsored by organisation and is a direct employee.
- Organisation must be registered in Singapore and register for a SSG SkillsConnect account at www.skillsconnect.gov.sg.
- Organisation must submit funding application for Course Fee Support/ Absentee Payroll via the SkillsConnect system 30 days from course commencement.
- STADA is not liable if applicant fails to meet at least 75% attendance, does not complete or fail the assessment, or for any other reason where Course Fee Support/ Absentee Payroll funding is not submitted or approved. In this case, we will unfortunately have to, under SSG's regulation, charge your organisation the full fee for each participant.
- For enquiries, please visit www.skillsconnect.gov.sg or contact 6883-5885.

(iii) SkillsFuture Credit – for self-sponsored applicants only

All Singaporeans aged 25 years old and above will be able to access their SkillsFuture Credit account and submit a claim of up to \$500 via www.skillsfuture.sg/credit. All SkillsFuture Credit claims have to be submitted at least 3 working days before course commencement date.

For further enquiries, please contact:
victorang@stada.org.sg or 6785 0776.
 URL: <http://www.stada.org.sg>