

Module	SEP 2011						OCT 2011					
	DURATION	TIME	CLASS	DATE	DAY		DURATION	TIME	CLASS	DATE	DAY	
A) For Existing Staff Provide GEMS Service	8 Hrs x 2 Session	9am-6pm Daily	PGS73	9 & 12 Sep 2011	Mon & Fri	8 Hrs x 2 Session	9am-6pm Daily	PGS80	3 & 4 Oct 2011	mon & tue		
			PGS77	23 & 26 Sep 2011	Mon & Fri							
			PGS74	13 & 14 Sep 2011	Tue & Wed				PGS82	7 & 10 Oct 2011	Mon & Fri	
			PGS78	27 & 28 Sep 2011	Tue & Wed				PGS88	28 & 31 Oct 2011	Mon & Fri	
									PGS84	13 & 14 Oct 2011	Thu & Fri	
										PGS86	19 & 20 Oct 2011	wed & thur
B) For New staff / Renewal of Pass Provide GEMS Service	8 Hrs x 2 Session	9am-6pm Daily	PGS70	1 & 2 SEP 2011	Thur & Fri	8 Hrs x 2 Session	9am-6pm Daily	PGS81	5 & 6 Oct 2011	wed & thur		
			PGS75	15 & 16 Sep 2011	Thur & Fri							
			PGS79	29 & 30 Sept 2011	Thur & Fri				PGS83	11 & 12 Oct 2011	Tue & Wed	
			PGS76	19 & 21 Sep 2011	Mon & Wed				PGS85	17 & 18 Oct 2011	mon & tue	
										PGS87	21 & 24 Oct 2011	Mon & Fri
D) For Existing Staff Delivery Service Excellence	8 Hrs x 2 Session	9am-6pm Daily	DSE17	20 & 22 Sep 2011	Tue & Thur	8 Hrs x 2 Session	9am-6pm Daily	DSE18	25 & 27 OCT 2011	Tue & Thur		

IMPORTANT NOTES

1 CORPORATE CLASSES

For companies who wish to form your own classes (corporate classes) or to contextualise training needs, kindly contact us at **Tel 6 224 7477 (6 CAG SIRS)** for further discussion

2 REGISTRATION

To register for training, please email the Registration Template to the following email : cagtrg@sirs.edu.sg. Information can also be obtained at <http://www.sirs.edu.sg/cag.aspx>

With effect from 3 May 2011, CAG circular mandates that all front line staff are required to submit any one of the education certification proofs, as detailed below. Please submit the certification proofs upon registration for the 2-day QSM Training.

- a) Minimum GCE "N" Level pass, or equivalent in English Language
- b) Service Literacy Test (SLT) conducted by WDA with a "Pass" result
- c) Workplace Literacy (WPL) Assessment for "Speaking" and "Listening" components, indicating a pass equivalent to GCE "N" level English
- d) Certificates issued by WDA authorised agency or National Trade Union Congress (NTUC) agencies conducting English courses
- e) SPM Certificate with "D" grade in English

All new frontline staff are required to first attend 2-day QSM Training by SIRS, followed by 1-day Orientation training. Training is compulsory for new staff and renewal of the Airport Pass

3 COURSE FEE

All QSM trainings are sponsored by CAG, upon 100% completion of attendance. Companies can claim Absentee Payroll for Staff via www.skillconnect.gov.sg

Full course fee will be borne by Staff/Company, should 100% attendance is not achieved.

4 COURSE MODULE

There are 2 modules to choose from :

- a) **Provide GEMS Service** is recommended for Staff who are new to service industry, or with 1 year to 2 year of experience
- b) **Deliver Service Excellence** is recommended for Staff who are in Supervisory position, or with many years of service experience

5 CONFIRMATION & ENQUIRIES

Confirmation of enrolment will be via email. For any enquires, please contact us at : Tel: 6 224-7477 (6 CAG SIRS) /Email : cagtrg@sirs.edu.sg

6 CHANGES

SIRS reserves the right to cancel any module schedules due to unforeseen circumstances.

SIRS will make every effort to inform participants of the changes. SIRS reserves the right to vary or change any information herein.