



Apply 5S Techniques

COURSE FEE:

\$ 520 excluding GST

**Before Training Grant*

DURATION:

17.75 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 3)
- No other pre-requisites

COURSE OBJECTIVES

On completion of this unit, learners will have the knowledge and application skills needed for an employee to apply 5S procedures (a structured approach to housekeeping) to their own job and work area.

Participants will learn how to apply 5S techniques to their workplace.

SEIRI (Clearing unnecessary items from work area)

SEITON (Organising work area in an orderly manner)

SEISO (Cleaning work area)

SEIKESTU (Maintaining work area cleanliness) and

SHITSUKE (Maintaining) self-discipline in work area

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

- Full Refund will be made if course is cancelled due to lack of participants/ unforeseen circumstances
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- Ascendo Consulting reserves the right to cancel, reschedule the course. amend course content if necessary

Enquires Please contact

Tel: 63980067

Fax: 63980503

Email Address: info@ascendo.sg

Address:

Ascendo Consulting Pte Ltd
9 Little Road #02-01,
Ascendo Singapore 536985
(Nearest MRT – Tai Seng)

ASC/BRC/A5T/V3.0





Apply Teamwork in the Work Place

COURSE FEE:

\$ 520 excluding GST

**Before Training Grant*

DURATION:

17 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 3)

COURSE OBJECTIVES

This Competency Unit enables an individual to acquire the skills and knowledge to Apply Teamwork In The Work Place in the manufacturing industry.

1. Participate in team establishment
2. Participate in developing team culture
3. Communicate with team members
4. Assist to improve team performance

FUNDING

INDIVIDUALS	SME	NON-SME
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ASC/BRC/ATW/V3.0

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Implement HACCP for Food Manufacturing

COURSE FEE:

\$ 480 excluding GST

**Before Training Grant*

DURATION:

16 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 4)
- No other pre-requisites

COURSE OBJECTIVES

- Understand the Importance of HACCP and its Principles
- Identify critical hazards impacting of food safety amongst identified potential food safety hazards according to HACCP Principles
- Establish and implement control procedures to control critical hazards according to HACCP Principles
- Establish monitoring measures to control critical hazards according to HACCP Principles
- Analyse the effectiveness of the monitoring measures according to HACCP Principles
- Establish appropriate corrective and preventive actions for non-conformances according to HACCP Principles

FUNDING

INDIVIDUALS	SME	NON-SME
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ASC/BRC/HACCP/V3.0





Develop a Risk Management Implementation Plan (for bizSAFE Level 2)

COURSE FEE:

\$ 350 excluding GST

**Before Training Grant*

DURATION:

16 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 5)
- Able to manipulate numbers (ESS WPLN Level 5)

COURSE OBJECTIVES

On completion of this unit, learners will acquire the knowledge and skills to be a RM Team Leader/Risk Management Champion for the organisation in reducing risks at source by managing the risk management process at workplace.

It involves developing a practical risk management implementation plan for the organisation which identify specific actions to be taken, by whom and time for their completion.

It also entails formation of risk management team, risk assessment, controlling and monitoring the risks, communicating these risks to all persons involved and in compliance with the Risk Management Code of Practice (RMCP).

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/DRMIP/V3.0





Develop a WSH Management System Implementation Plan (bizSAFE Level 4)

COURSE FEE:

\$ 900 excluding GST

**Before Training Grant*

DURATION:

30 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 5)
- Able to manipulate numbers (ESS WPLN Level 5)

COURSE OBJECTIVES

This unit provides learners with the knowledge and skills to be a WSHMS Program Lead for the organisation in developing a WSHMS implementation plan to meet the requirements of SS (Singapore Standard) 506 and risk management code of practice. It entails reviewing the current WSH policy, risk management plan, WSH objectives and programmes.

It also includes establishing frameworks for WSH management programmes and emergency preparedness and response plan in accordance with organisational safety and health needs and WSH legal and other requirements.

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

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ASC/BRC/D-WSH-MSIP/V3.0





COURSE FEE:

DURATION:

- ### ADMISSION CRITERIA:

COURSE OBJECTIVES

The purpose of this competency unit is to enable learners to acquire the knowledge and skills in bringing the resources and processes together to achieve the organisational set goals using variety of process improvement methodologies. It involves adopting a systematic approach in improving a process through process mapping, analyse the process and redesign the process

FUNDING

INDIVIDUALS	SME	NON-SME
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ASC/BRC/MPI/V3.0



**SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS**





Manage Productivity Improvement to Achieve Business Objectives

COURSE FEE:

\$ 240 excluding GST

**Before Training Grant*

DURATION:

8 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 4)
- No other pre-requisites

COURSE OBJECTIVES

- Define the scope of Lean Six Sigma with Business Strategy & Objectives to be undertaken in consultation with stakeholders to meet the organizational needs or objectives
- Manage the role of Productivity Champions in a productivity Initiative
- Analyse change management to support the Productivity Initiative
- Manage the expectation of various stakeholders in Productivity Initiative

FUNDING

INDIVIDUALS	SME	NON-SME
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Follow Food and Beverage Safety and Hygiene Policies and Procedures

COURSE FEE:

\$ 150 excluding GST

**Before Training Grant*

DURATION:

7.5 hours

ADMISSION CRITERIA:

- Able to read and understand and speak simple English
- No other pre-requisites

COURSE OBJECTIVES

Train Food Handlers to follow Food and Beverage Safety and Hygiene Policies and Procedures to ensure food safety.

1. Practise Good Personal Hygiene
2. Use Safe Ingredients
3. Handle Food Safely
4. Store Food Safely
5. Maintain cleanliness of utensils, equipment and storage areas

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/F&B-HPP/V3.0





Follow Food and Beverage Safety and Hygiene Policies and Procedures (Refresher)

COURSE FEE:

\$ 80 excluding GST

**Before Training Grant*

DURATION:

4.5 hours

ADMISSION CRITERIA:

- Able to read and understand and speak simple English
- No other pre- requisites

COURSE OBJECTIVES

Train Food Handlers to follow Food and Beverage Safety and Hygiene Policies and Procedures to ensure food safety.

1. Practise Good Personal Hygiene
2. Use Safe Ingredients
3. Handle Food Safely
4. Store Food Safely
5. Maintain cleanliness of utensils, equipment and storage areas

FUNDING

INDIVIDUALS	SME	NON-SME
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ASC/BRC/F&B-HPP(Ref)/V3.0





Maintain Food & Beverage Service Environment

COURSE FEE:

\$ 480 excluding GST

**Before Training Grant*

DURATION:

16 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 4)
- No other pre-requisites

COURSE OBJECTIVES

The aim of the course is to provide knowledge on the process and procedures in Maintain Food and Beverage Service Environment for the operational employee of the Food & Beverage Service industries.

This includes:

1. Clear, Wipe and Reset Tables
2. Maintain Carpets / Floors
3. Monitor Food Service Areas
4. Perform Closing Duties

FUNDING

INDIVIDUALS	SME	NON-SME
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Maintain Safe and Secure Working Environment

COURSE FEE:

\$ 480 excluding GST

**Before Training Grant*

DURATION:

16 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 4)
- No other pre-requisites

COURSE OBJECTIVES

On completion of this unit, the learner will have the knowledge and application skills in maintaining safe and secure working environment and be able to apply them to the workplace.

- maintaining safe work environment
- using proper lifting, pushing and pulling techniques
- using equipment safely
- following directions for handling hazardous materials

FUNDING

INDIVIDUALS	SME	NON-SME
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ASC/BRC/MSSWE/V3.0

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Prepare for Service

COURSE FEE:

\$ 480 excluding GST

**Before Training Grant*

DURATION:

16 hours

ADMISSION CRITERIA:

- Able to read and write simple English
- No other pre-requisites

COURSE OBJECTIVES

On completion of this unit, the learner will have the knowledge and application skills in preparing for service and be able to apply them to the workplace.

- Check set-up of outlet
- Replenish service items
- Clean and set-up service stations
- Set tables

FUNDING

INDIVIDUALS	SME	NON-SME
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Understand Halal Food Requirements

COURSE FEE:

\$ 480 excluding GST

**Before Training Grant*

DURATION:

16 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 4)
- No other pre-requisite

COURSE OBJECTIVES

On completion of this unit, the learner will have knowledge and application skills in understanding Halal food requirements and be able to apply them to the workplace.

This includes:

- understanding the importance of Halal food
- complying with Halal food production/preparation guidelines
- describing Singapore Halal certification programme.

FUNDING

INDIVIDUALS	SME	NON-SME
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ASC/BRC/UHFR/V3.0





Interact with and Serve Food & Beverage Guests

COURSE FEE:

\$ 680 excluding GST

**Before Training Grant*

DURATION:

24 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 4)
- No other pre-requisites

COURSE OBJECTIVES

To equip new and existing staff with the knowledge and application skills in interacting with and serving food and beverage guests and apply them to their workplace.

This includes:

- CE 1: Preparing to interact with guests
- CE 2: Assisting guests with seating
- CE 3: Taking food and beverage orders
- CE 4: Serving beverage
- CE 5: Picking – up food orders
- CE 6: Serving food
- CE 7: Presenting Bills
- CE 8: Assisting guests with departure

FUNDING

INDIVIDUALS	SME	NON-SME
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ASC/BRC/ISFBG/V3.0



Perform Hosting Duties

COURSE FEE:

\$ 540 excluding GST

**Before Training Grant*

DURATION:

18 hours

ADMISSION CRITERIA:

- Able to speak simple English

COURSE OBJECTIVES

- The importance of the Host's/Hostess' Job and duties
- Standards requirement of a Host/Hostess
- Preparation for Hosting Duties
- Handle enquiries and reservations
- Handle guest arrivals and departures
- Identify where to seat guests
- Handle guests' complaints.

FUNDING

INDIVIDUALS	SME	NON-SME
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Security

Assess and Address Security Risks

COURSE FEE:
\$ 460 excluding GST
**Before Training Grant*

DURATION:
24 hours

ADMISSION CRITERIA:

- Able to understand simple English
- No other pre-requisites

COURSE OBJECTIVES

On completion of this unit, learner will have the knowledge and application skills in Assessing and addressing security risks and be able to apply them to the workplace.

1. Assess Client Security Status
2. Conduct Site Assessment
3. Addressing security deficiencies
4. Submitting finding and recommendations

FUNDING

INDIVIDUALS	SME	NON-SME
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Conduct Security Screening of Person and Bag

COURSE FEE:

\$ 380 excluding GST

**Before Training Grant*

DURATION:

18 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 4)
- No other pre-requisites

COURSE OBJECTIVES

The course aims to equip Security Officers with the necessary Skills to conduct Security Screening of Person and Bag

1. Prepare security screening duty
2. Prepare person for security screening
3. Perform security screening of person with walk-through and hand-held metal detectors
4. Conduct manual screening (pat-down) of person
5. Conduct manual bag search
6. Conclude security screening activities

FUNDING

INDIVIDUALS	SME	NON-SME
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SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS





Conduct Crowd and Traffic Control

COURSE FEE:

\$ 490 excluding GST

**Before Training Grant*

DURATION:

25.67 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 4)
- No other pre-requisites

COURSE OBJECTIVES

On completion of this unit, learner will have the knowledge and application skills in conducting crowd and traffic control and be able to apply them to the workplace.

1. Preparing for crowd and traffic control duties
2. Conducting crowd control
3. Conducting traffic control

FUNDING

INDIVIDUALS	SME	NON-SME
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SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS





Induct Security Personnel

COURSE FEE:

\$ 350 excluding GST

**Before Training Grant*

DURATION:

18 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 4)
- No other pre-requisites

COURSE OBJECTIVES

This unit has been designed primarily to equip learners with the knowledge, application skills and attitude to induct new security personnel and apply them to the workplace.

This unit is within the Competency Category of Provide Security Operation Services and is one of the modules leading to the WSQ Advanced Certificate in Security Supervision.

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Manage Disorderly Conduct and Threatening Behaviour

COURSE FEE:

\$ 350 excluding GST

**Before Training Grant*

DURATION:

18 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 4)
- No other pre-requisites

COURSE OBJECTIVES

At the end of the course, participants will be able to:

- Prepare for the work activities
- Deter threatening behaviour through visible security presence
- Deal with disorderly/threatening behaviour

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

Enquires Please contact

Tel: 63980067

Fax: 63980503

Email Address: info@ascendo.sg

Address:

Ascendo Consulting Pte Ltd
9 Little Road #02-01,
Ascendo Singapore 536985
(Nearest MRT – Tai Seng)

CANCELLATION & REFUND

- Full Refund will be made if course is cancelled due to lack of participants/ unforeseen circumstances
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Operate Basic Security Equipment

COURSE FEE:

\$ 350 excluding GST

**Before Training Grant*

DURATION:

13.5 hours

ADMISSION CRITERIA:

- Able to read, write and speak English at WPL Level 3
- Possess basic computer skills
- No other pre-requisites

COURSE OBJECTIVES

This unit of competency specifies the knowledge, skills and attitudes required of a security personnel to operate an access control, alarm monitoring and closed-circuit television (CCTV) monitoring equipment.

CE1: Operate access control equipment

CE2: Operate alarm monitoring equipment

CE3: Operate CCTV monitoring equipment

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/OPSE/V3.0





Recognise Terrorist Threats

COURSE FEE:

\$ 340 excluding GST

**Before Training Grant*

DURATION:

14 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 4)
- No other pre- requisites

COURSE OBJECTIVES

This competency unit specifies the knowledge and skills required of a security officer and auxiliary police officer to describe contemporary terrorist threats, identify person-borne threats, vehicle-borne threats and object-based threats

CE 1: Describe contemporary terrorist threats

CE 2: Identify person-borne threats

CE 3: Identify vehicle-borne threats

CE 4: Identify object-based threats

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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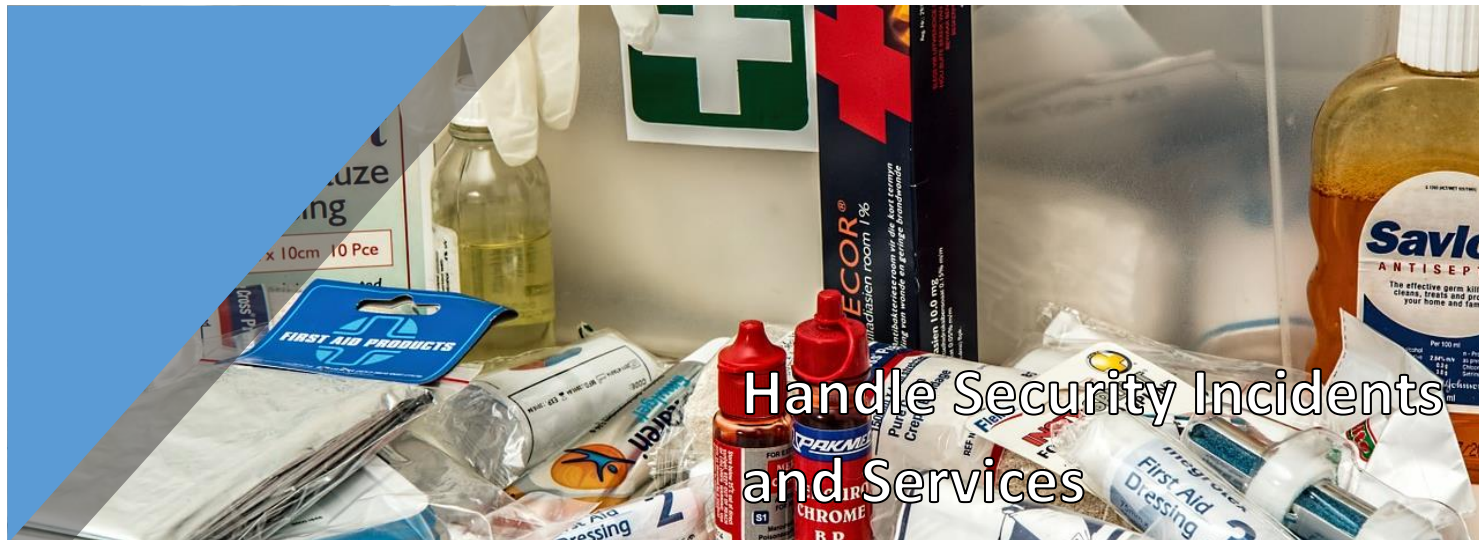
Email Address: info@ascendo.sg

Address:

Ascendo Consulting Pte Ltd
9 Little Road #02-01,
Ascendo Singapore 536985
(Nearest MRT – Tai Seng)

ASC/BRC/RTT/V3.0





Handle Security Incidents and Services

COURSE FEE:

\$ 380 excluding GST

**Before Training Grant*

DURATION:

26 hours

ADMISSION CRITERIA:

- Able to speak simple English

COURSE OBJECTIVES

On completion of this unit, learner will have the knowledge and application skills in handling security incidents and services and be able to apply them to the workplace.

1. Containing incidents of damage to facilities and equipment
2. Handling fire-related incidents
3. Handling suspicious behaviour and crime-related incidents
4. Handling medical or first-aid related incidents
5. Handling bomb or IED (Improvised Explosive Device) threat incidents
6. Searching, apprehending and arresting suspect
7. Giving evidence in court

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/HSIS/V3.0



SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS





Provide Guard and Patrol Services

COURSE FEE:

\$ 220 excluding GST

**Before Training Grant*

DURATION:

18 hours

ADMISSION CRITERIA:

- Able to speak simple English

COURSE OBJECTIVES

On the completion of this unit, learners will have the skills and knowledge required to Providing Guard and Patrol Services in the context of their work.

They will be able to:

- Preparing work activities
- Guarding static position
- Handling telephone calls and lost-and-found properties
- Patrolling premises
- Making reports and hand over duties

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/PGPS/V3.0





Supervise Security Officers

COURSE FEE:

\$ 430 excluding GST

**Before Training Grant*

DURATION:

22 hours

ADMISSION CRITERIA:

- Able to speak simple English

COURSE OBJECTIVES

This course specifies the knowledge, skills and attitudes required of a security supervisor to operate and handle access control, alarm monitoring and closed-circuit television (CCTV) monitoring equipment.

At the end of this course, learners will be able to:

1. Study security operations procedure
2. Supervise direction of security officers
3. Supervise control of security officers
4. Supervise emergency situations
5. Supervise health and safety at work

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/SSS/V3.0





Clean Vertical Surfaces, Glass and Ceiling (Blended)

COURSE FEE:

\$ 380 excluding GST

**Before Training Grant*

DURATION:

16 hours

ADMISSION CRITERIA:

- Able to understand simple English
- No other pre-requisites

COURSE OBJECTIVES

On completion of this unit, the participants will have knowledge and application skills in the workplace.

This includes:

- Prepare for cleaning activities
- Perform cleaning of spillage and soilage from vertical surfaces
- Perform spot cleaning of spillage from ceiling surfaces (and parts)
- Remove loose dust from vertical surfaces and ceiling surfaces (and parts)
- Reinstate work area

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/CVSGC/V3.0



Demonstrate Understanding of the Local Cleaning Industry Environment

COURSE FEE:

\$ 190 excluding GST

**Before Training Grant*

DURATION:

8 hours

ADMISSION CRITERIA:

- Able to understand simple English
- No other pre-requisites

COURSE OBJECTIVES

- Identify roles, responsibilities and development opportunities in cleaning industry
- Follow basic environmentally friendly cleaning practices
- Adhere to basic preventive maintenance cleaning practices

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

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ASC/BRC/DULCIE/V3.0

CANCELLATION & REFUND

- Full Refund will be made if course is cancelled due to lack of participants/ unforeseen circumstances
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Perform Basic Cleaning of Washrooms (Blended)

COURSE FEE:

\$ 480 excluding GST

**Before Training Grant*

DURATION:

24 hours

ADMISSION CRITERIA:

- Able to understand simple English
- No other pre-requisites

COURSE OBJECTIVES

On completion of this unit, the learner will have knowledge and application skills in the workplace.

This includes:

- Prepare for work activities
- Remove dust, debris, soilage and spillage from sanitary fixtures and fittings, toilet walls/ partitions and toilet floors
- Clean toilet floors
- Clean toilet walls/ partitions and surfaces with high user contact
- Replenish consumable items in sanitary area
- Reinstate work area

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/PBCW/V3.0





Perform Basic Cleaning of Hard Floor Surfaces (Blended)

COURSE FEE:

\$ 390 excluding GST

**Before Training Grant*

DURATION:

17.5 hours

ADMISSION CRITERIA:

- Able to understand simple English
- No other pre-requisites

COURSE OBJECTIVES

- Prepare for work activities
- Remove spillage from hard floor surfaces
- Remove impacted soil from hard floor surfaces manually
- Remove loose dust and debris from hard floor surfaces
- Perform mopping of hard floor surfaces
- Reinstate work area

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

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CANCELLATION & REFUND

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Supervise Service Operations

COURSE FEE:

\$ 480 excluding GST

**Before Training Grant*

DURATION:

19.5 hours

ADMISSION CRITERIA:

- ES WPLN Level 3

COURSE OBJECTIVES

On completion of this unit, the participants will have knowledge and application skills in the workplace.

This includes:

- ▯ Plan to meet internal and external customer requirements
- ▯ Ensure the delivery of quality service
- ▯ Monitor and review customer service

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/SSO/V3.0





Demonstrate and Apply Understanding of Cleaning Chemicals, Cleaning Methods and Processes (Composite Module)

COURSE FEE:

\$ 780 excluding GST

**Before Training Grant*

DURATION:

27 hours

ADMISSION CRITERIA:

- ES WPLN Level 3

COURSE OBJECTIVES

The aim of the course is to train and certified site managers to demonstrate and apply understanding of cleaning chemicals, methods & processes.

- Demonstrate understanding of cleaning chemicals
- Demonstrate understanding of cleaning methods and techniques
- Apply knowledge in the use of cleaning chemicals
- Apply cleaning methods and processes
- Review effectiveness of cleaning chemicals
- Evaluate effectiveness of cleaning methods and processes.

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/DAUCCCMP/V3.0





Provide Quality Services (Blended)

COURSE FEE:

\$ 280 excluding GST

**Before Training Grant*

DURATION:

12 hours

ADMISSION CRITERIA:

- Able to understand simple English
- No other pre-requisites

COURSE OBJECTIVES

On completion of this unit, the participants will have knowledge and application skills in the workplace.

This includes:

1. Observe Good Personal Grooming, Proper Hygiene Standards and Display of Positive Image
2. Maintain Good Interpersonal Relationship and Proper Communication with Customers
3. Practice Good Service Delivery

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/PQS/V3.0





Comply with Workplace Safety and Health Policies and Procedures

COURSE FEE:

\$ 190 excluding GST

**Before Training Grant*

DURATION:

8 hours

ADMISSION CRITERIA:

- Able to understand simple English
- No other pre-requisites

COURSE OBJECTIVES

To enable learners to acquire the skills and knowledge to fulfil legal responsibilities for Workplace Safety and Health legislations and code of practices

1. Follow safe work practices and risk control procedures
2. Participate in workplace safety and health management
3. Follow workplace emergency response procedures.

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/CWSHPP/V3.0





Compose Technical Report

COURSE FEE:

\$ 128 excluding GST

**Before Training Grant*

DURATION:

8 hours

ADMISSION CRITERIA:

- Literacy and Numeracy
- ES WPLN Level 6, or
- Grade C6 in GCE 'O' Level for English and Mathematics

COURSE OBJECTIVES

This unit covers the knowledge and skills in planning and writing a technical report to meet its objectives, audience and context. It includes analysing of data and presenting useful information in a concise and coherent manner that leads to conclusions aligned with the report objectives.

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/CTR/V3.0





Manage Hazardous Substances (Blended)

COURSE FEE:

\$ 680 excluding GST

**Before Training Grant*

DURATION:

40 hours

ADMISSION CRITERIA:

- Literacy and Numeracy
- ES WPLN Level 6, or
- Grade C6 in GCE 'O' Level for English and Mathematics and
- Minimally, Grade C6 in GCE 'O' Level Science (Chemistry)
- Working Experience
- Recommended to have at least 2 years of working experience in any industry

COURSE OBJECTIVES

Covers the knowledge, skills and techniques used for managing hazardous substances at the workplace. This includes identifying sources of hazardous substances, implementing control measures and managing the associated risks. Persons who have successfully completed this unit of competency will be recognised as 'competent persons' for the control of hazardous substances at the workplace by the Ministry of Manpower. Competency unit also covers the knowledge to control and manage hazardous substances, as required by the National Environment Agency, for the fulfilment of their duties as hazardous substances licence and permit holders

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/MHS/V3.0





Interact with Guests

COURSE FEE:

\$ 480 excluding GST

**Before Training Grant*

DURATION:

16 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 4)
- No other pre-requisites

COURSE OBJECTIVES

The aim of the course is to train new staff / existing staff to interact with guests professionally in Food & Beverage Service industries.

On completion of this unit, the learner will have knowledge and application skills in interact with guests effectively and be able to apply them in the workplace.

This includes:

- Maintain Professional Appearance and Attitude
- Provide Quality Service

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/IG/V3.0





Provide Safety and Security for Guests

COURSE FEE:

\$ 360 excluding GST

**Before Training Grant*

DURATION:

12 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 4)
- No other pre-requisites

COURSE OBJECTIVES

Upon completion of this unit, the participant will have the knowledge and application skills in providing safety and security for guests.

This includes:

- CE 1: Following safety and security practices
- CE 2: Responding to emergencies
- CE 3: Providing lost-and-found services
- CE 4: Protecting privacy of guests.

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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Provide Go-the-Extra-Mile Service

COURSE FEE:

\$ 160 excluding GST

**Before Training Grant*

DURATION:

8.5 hours

ADMISSION CRITERIA:

- Able to speak, read and write simple English (ESS WPLN Level 4)
- No other pre-requisites

COURSE OBJECTIVES

1. Recognise the diverse range of customers and their needs and expectations
2. Demonstrate the qualities and characteristics of a service professional when delivering go-the-extra-mile service to exceed customer expectations
3. Create a positive customer experience by offering customized and personalized service in accordance with organisation guidelines
4. Escalate feedback on areas of improvement to enhance the customer experience

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

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ASC/BRC/PGEMS/V3.0



Project a Positive & Professional Image

COURSE FEE:

\$ 190 excluding GST

**Before Training Grant*

DURATION:

8 hours

ADMISSION CRITERIA:

- Able to speak simple English
- No other pre-requisites

COURSE OBJECTIVES

This skill describes the ability to project a professional image when serving customers. It also includes equipping oneself with a positive and customer-oriented mindset to impress and wow customers in their day to day engagement.

PS1 Recognise the impact of one's professional image and persona on the organisation

PS2 Project a professional image and persona in accordance with organisational guidelines

PS3 Communicate professionally with customers in accordance with

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

CANCELLATION & REFUND

- Full Refund will be made if course is cancelled due to lack of participants/ unforeseen circumstances
- Any cancellations made after closing date (14 days to course date) – **NO** refund
- Any cancellations made before closing date (14 days to course date) – **FULL** refund
- Ascendo Consulting reserves the right to cancel, reschedule the course, amend course content if necessary

Enquires Please contact

Tel: 63980067

Fax: 63980503

Email Address: info@ascendo.sg

Address:

Ascendo Consulting Pte Ltd
9 Little Road #02-01,
Ascendo Singapore 536985
(Nearest MRT – Tai Seng)

ASC/BRC/PPPI/V3.0



Service

Respond to Service Challenges

COURSE FEE:

\$ 170 excluding GST

**Before Training Grant*

DURATION:

8.5 hours

ADMISSION CRITERIA:

- Able to speak simple English
- No other pre-requisites

COURSE OBJECTIVES

This unit covers the skills and knowledge required for service staff to respond to challenging service situations with the use of appropriate verbal and non-verbal communication techniques.

It involves recognising triggers which may lead to service challenges, use of service recovery procedures to respond to the challenges and escalating unresolved service challenges.

FUNDING

INDIVIDUALS	SME	NON-SME
Up to 95% course fee and absentee payroll	Up to 90% course fee and up to S\$7.50 per training hour	Up to 80% course fee and up to S\$4.50 per training hour

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