GENETIC Computer SCHOOL
EXCELLENCE : INTEGRITY

Simply Better TRAINING

www.genetic.edu.sg

Workplace COMMUNICATIONS (CRS-Q-0038222-RET)

Course Duration	Training	Course Fee	Subsidy & Nett Fees	Mode of Training
1 day	8 Hours	Full Fee: **$214**	Please refer to page 2	Classroom

Certification Successful trainees will receive a Statement of Attainment (SOA) issued by SSG

Entry Requirement Primary Education without PSLE/PSPE certificate or their equivalent

- At least 3 months of work experience
- Knowledge of organisational/ workplace procedures pertaining to communication channels used
- Knowledge of various communication channels used to carry out their duties
- Read, listen and speak English (ESS) Literacy Level 3
- Demonstrate Numeracy skills to a proficiency level (ESS) Numeracy Level 3

Course Objective Participant will learn the skills in communication techniques to interpret, clarify, analyse and respond well to information received.

- Learn to promote effective communication within the team both internally and externally.
- Learn to how to communicate organisational communication policies and procedures to all staff level and to also monitor their compliance.
- Learn and achieve on how to maintain channels of communication to update staff on latest and relevant work-related information according to organisational communication policies and procedures.

Course Outline

Section 1

- ✓ Perform tasks related to interpreting and analysing information received
- ✓ Sources of information within and outside the organisation
- ✓ Types of information to be received, clarified and responded to and their features

Section 2

- ✓ Respond to information received taking into account the social and cultural backgrounds of recipients of information
- ✓ Modes of communications and communication tools and their characteristics
- ✓ Principles of effective communications and interpersonal techniques

Section 3

- ✓ Perform the activities using appropriate communications techniques to clarify and respond to information received
- ✓ Internal and external barriers to effective communications
- ✓ Social and cultural differences that impact communications

Subsidy

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	Singaporean 25 to 39 & PR	Mid-Career Enhanced & Subsidy >=40 years old born on /before 1979	WTS, > = 35 years old born on/ before 1984
Course Fee	$200	$200	$200
SkillsFuture Funding	$136	$180	$190
Total Gross Fee	$64	$20	$10
GST 7%	$14	$14	$14
SkillsFuture Credit Deduction/Cash	**$78**	**$34**	**$24**

Eligible for Claim Period: 03 July 2019 – 16 Apr 2021

Participant need to pass the test to get subsidy

SSG Advice:

All Singaporean aged 25 and above can use their $500 SkillsFuture Credit to pay for a wide range of approved skills-related courses.

Visit the SkillsFuture Credit website (www.myskillsfuture.sg) to choose
▼ SkillsFuture Credit, Proceed To Submit A Claim

PSEA Funding is available for student aged 13-25 years old (Please call PSEA Hotline 62600777 to check your balance. Forms are available from GENETIC COMPUTER SCHOOL