

## Workplace COMMUNICATIONS (TGS-2019503251)

Course Duration	Training	Course Fee	Subsidy & Nett Fees	Mode of Training
1 day	8 Hours	Full Fee: <b>\$200</b>	Please refer to page 2	Classroom
<b>Certification</b>	Successful trainees will receive a Statement of Attainment (SOA) issued by SSG			
<b>Pre-requisites</b>	<ul style="list-style-type: none"> <li>Knowledge of organizational/workplace procedures pertaining to communication channels used</li> <li>Knowledge of various communication channels used to carry out their duties</li> </ul>			
<b>Entry Requirement</b>	<ul style="list-style-type: none"> <li>Primary Education without PSLE/PSPE certificate or their equivalent</li> <li>At least 3 months of work experience</li> <li>Knowledge of organisational/ workplace procedures pertaining to communication channels used</li> <li>Knowledge of various communication channels used to carry out their duties</li> <li>Read, listen and speak English (ESS) Literacy Level 3</li> <li>Demonstrate Numeracy skills to a proficiency level (ESS) Numeracy Level 3</li> </ul>			
<b>Course Objective</b>	Participant will learn the skills in communication techniques to interpret, clarify, analyze and respond well to information received. They can also learn to promote effective communication within the team both internally and externally. They can also learn to how to communicate organizational communication policies and procedures to all staff level and to also monitor their compliance. They can also learn and achieve on how to maintain channels of communication to update staff on latest and relevant work-related information according to organizational communication policies and procedures.			
<b>Course Outline</b>	<p><b>Section 1</b></p> <ul style="list-style-type: none"> <li>✓ Perform tasks related to interpreting and analyzing information received</li> <li>✓ Sources of information within and outside the organization</li> <li>✓ Types of information to be received, clarified and responded to and their features</li> </ul> <p><b>Section 2</b></p> <ul style="list-style-type: none"> <li>✓ Respond to information received taking into account the social and cultural backgrounds of recipients of information</li> <li>✓ Modes of communications and communication tools and their characteristics</li> <li>✓ Principles of effective communications and interpersonal techniques</li> </ul> <p><b>Section 3</b></p> <ul style="list-style-type: none"> <li>✓ Perform the activities using appropriate communications techniques to clarify and respond to information received</li> <li>✓ Internal and external barriers to effective communications</li> <li>✓ Social and cultural differences that impact communications</li> </ul>			

Effective From: 17/03/2025

*Subsidy*

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Category of Individuals			
	Singapore Citizens and Singapore Permanent Residents	Employer-sponsored and self-sponsored Singapore Citizens aged 40 years old and above	SME-sponsored local employees (i.e. Singapore Citizens and Singapore Permanent Residents)
	Funding Source		
	SkillsFuture Funding (Baseline)	SkillsFuture Mid-career Enhanced Subsidy	SkillsFuture Enhanced Training Support for SMEs
Course Fee	\$200.00	\$200.00	\$200.00
SkillsFuture Funding	\$100.00	\$140.00	\$140.00
Total Nett Fee	\$100.00	\$60.00	\$60.00
GST (9% x \$200)	\$18	\$18	\$18
<b>Total Fee Payable to Genetic Computer School</b>	<b>\$118</b>	<b>\$78</b>	<b>\$78</b>
<b>Age Group</b>	<b>SC 21-39 years old and PR</b>	<b>SC 40 years old and above</b>	<b>Small Medium Enterprise</b>

Eligible for Claim Period: 03 Jul 2019 – 16 Apr 2025

**Please refer to the below link for the Refund Table for SkillsFuture Courses:**

<https://www.genetic.edu.sg/refund-for-skillsfuture-courses/>

**Participant need to pass the test to get subsidy**

**SSG Advice:**

**Student must achieve 75% course attendance, and pass the assessment to be eligible for SSG Funding.**

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

**PSEA Funding is available for student aged 18-30 years old (Please call PSEA Hotline 62600777 to check your balance).**

**We are pleased to share the following information on the new PSEA Ad Hoc Withdrawal FormSG Application:**

- Using only own PSEA: <http://go.gov.sg/psea-withdrawal-tp>
- Using Sibling's PSEA: <http://go.gov.sg/psea-withdrawal-tps>

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