

Skills Framework for Marine and Offshore

Programmes that broaden or deepen specific skills and knowledge
for the various occupations in the sector

Quality Assurance and Quality Control

Job Role: Quality Assurance/Quality Control Manager	
Full Qualification Programme	Provider
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Business Finance	Financial Budgeting	4	Financial Management Skills for Non-Accountants	Nanyang Polytechnic
			Manage Budgeting and Forecasting Processes for the Business Unit	Singapore National Employers Federation
General Management	Crisis Management	4	Manage Crisis Situations	Avanta Global Pte Ltd
			Manage Crisis Situations	Seraphcorp Institute Pte Ltd
			Manage Crisis Situations (14+1)	William Angliss Institute Pte Ltd
	Service Excellence	3	Establish Relationships for Customer Confidence	Capelle Academy Pte Ltd
			Establish Relationships for Customer Confidence (Version B)	
			UP! Your Service : Increasing Customer Loyalty	
			UP! Your Service: Increasing Customer Loyalty (Version B)	
			Establish Relationships for Customer Confidence	Center for Competency-Based Learning and Development Pte Ltd
			Establish Relationships for Customer Confidence	Civil Service College
			Establish Relationships for Customer Confidence	DSI Academy Pte Ltd
			WSQ Establish Relationships for Customer Confidence	Eagle Infotech Consultants Pte Ltd
			Building Rapport to Create Selling Opportunities	Impact Management Seminars Pte Ltd
			Effective Customer Service Skills (Building Rapport Module)	
			Establish Relationships for Customer Confidence	Integrated Training Consultants Pte Ltd
			Establish Relationship for Customer Confidence (Chinese)	Loyal Reliance Pte Ltd
			Establish Relationships for Customer Confidence	Mendaki Social Enterprise Network Singapore Pte Ltd
			WSQ Establish Relationships for Customer Confidence	NTUC LearningHub Pte Ltd
			WSQ Establish Relationships for Customer Confidence powered by Disney Institute	
			Establish Relationships for Customer Confidence	Rohei Corporation Pte Ltd
			Establish Relationships for Customer Confidence	Service Quality Centre Pte Ltd
			Role Modelling to Establish Customer Relationship	Singapore Chinese Chamber Institute of Business
			Role Modelling to Establish Customer Relationship (in Chinese)	
			Establish Relationships for Customer Confidence	Singapore Institute Of Retail Studies
			WSQ SE: Establish Relationships for Customer Confidence	Singapore National Employers Federation
			Establish Relationship for Customer Confidence	Training Masters Workforce Institute Pte Ltd
			Establish Relationships for Customer Confidence	Training Vision Institute Pte Ltd
			Establish Relationships for Customer Confidence	William Angliss Institute Pte Ltd

For Generic Skills and Competencies (GSCs) programme listing, please refer to *Section (v) (c) - View the Training Programmes for GSCs*. Or click this [link](#) to view the GSCs Programme Listing.