

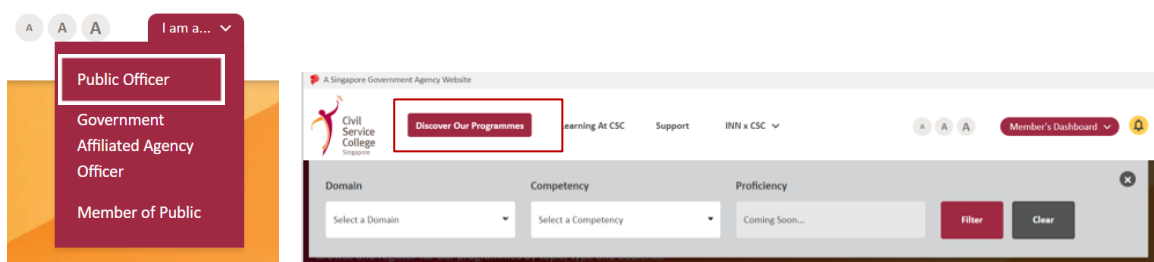
# FY24 Programmes

(April 2024 – March 2025)

## FY24 Programme Listing

CSC has lined up over 190 programmes to meet your learning needs from April 2024 to March 2025. This programme listing\* gives you a consolidation of our programmes by their domains.

For the most up-to-date information about the fees, and programme dates, or to register, please visit our programme portal at <https://register.csc.gov.sg/>. To find out the competencies covered in each programme, please log in as a public officer when you visit our programme portal and click on the “Discover Our Programmes” button.



You can also chat with our Telegram Bot ([@CSCRecommendationsBot](https://t.me/CSCRecommendationsBot)) for some suggested programmes to sign up for. Follow us on Telegram ([@CSCSingapore](https://t.me/CSCSingapore)) to receive bite-size content and updates on CSC’s offerings.

*\*Programme listing is accurate as of 26 February 2024*

# FY24 Programmes

(April 2024 – March 2025)

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# FY24 Programmes

(April 2024 – March 2025)

## Communications & Stakeholder Engagement

COURSE CODE	PROGRAMME TITLE	CLASS DATE
<b>VIRTUAL</b>		
CRIEW10	[Virtual Classroom] Introduction to Effective Writing in the Public Service	15 – 17 May 2024 4 – 6 June 2024 2 – 4 July 2024 & More Dates
CRWRMVL	[Virtual Classroom] Preparing Effective Minutes of Meetings in the Public Service	3 – 5 June 2024 1 – 3 July 2024 14 – 16 August 2024 & More Dates
CRTOF10	[Virtual Classroom] Think on Your Feet for Senior Officers	24 – 25 June 2024 10 – 11 September 2024 19 – 20 November 2024 & More Dates
CRTYFVL	[Virtual Classroom] Think on Your Feet for Support Officers	23 – 24 July 2024 16 – 17 January 2025
<b>IN-PERSON</b>		
CRECS12	Building Positive Relationships Through Effective Conversational Skills	1 – 2 August 2024 5 – 6 September 2024 3 – 4 October 2024 & More Dates
CRPVT10	Principles Of Vetting For Senior Officers	6 August 2024 10 January 2025

## Data Analytics

COURSE CODE	PROGRAMME TITLE	CLASS DATE
<b>VIRTUAL</b>		
CRDDAVL	[Virtual Classroom] Data Analytics – Basic Principles and Applications	16 – 18 April 2024 6 – 8 May 2024 13 – 15 May 2024 & More Dates
CRSECVL	[Virtual Classroom] Data Visualisation for Effective Communications	27 – 28 May 2024 19 – 20 August 2024 26 – 27 August 2024 & More Dates

# FY24 Programmes

(April 2024 – March 2025)

## Data Analytics

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<b>IN-PERSON</b>		
CRBDA10	Basic Data Analytics for Support Officers	26 April 2024 16 May 2024 1 July 2024 & More Dates
CRDPY10	Data Analysis with Python	2 – 3 May 2024 14 – 15 August 2024 7 – 8 October 2024 & More Dates
CRPME10	Prompt Engineering: A Practical Guide to Success	8 May 2024 10 June 2024 12 August 2024 & More Dates
CRDSP10	Starting A Data Science Project	8 – 10 May 2024 2 – 4 July 2024 21 – 23 August & More Dates
CRDCL10	Cleaning and Preparing Data for Analysis	13 May 2024 24 May 2024 16 August 2024 & More Dates
CRPTACS	A Primer In Text Analytics - Unstructured Text And Sentiment Analysis	16 – 17 May 2024 17 – 18 October 2024
CRDSG10	Building a Successful Data Strategy for your Organisation	17 May 2024 9 September 2024 10 February 2025
CRAAD10	Business Intelligence And Dashboarding	20 – 21 May 2024 5 – 6 August 2024 5 – 6 September 2024 & More Dates
CRDST10	Data Storytelling - Making Data Speak	27 May 2024 4 July 2024 2 August 2024 & More Dates
CRAIM10	AI for Management	28 May 2024 16 July 2024 10 September 2024 & More Dates

# FY24 Programmes

(April 2024 – March 2025)

## Data Analytics

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>IN-PERSON</i>		
CRPAME1	Predictive Analytics Made Easy (with Excel)	7 June 2024 21 October 2024 14 January 2025
CRAIP10	Are you Ready for AI? Delivering a Successful AI Project	14 June 2024 21 August 2024 18 September 2024 & More Dates
CRDMG10	Introduction to Data Management	10 July 2024 13 November 2024 22 January 2025 & More Dates
CRDCV10	Data Cleaning & Visualisation for Support Officers	29 – 30 July 2024 21 – 22 October 2025 13 – 14 February 2025
CRDAR10	Data Analytics with R	1 – 2 August 2024
CRDMA10	Data-driven decision making and culture – An overview for Public Service Leaders	15 August 2024 16 January 2025
CRMLT10	Introduction to Machine Learning Techniques (Code-free)	28 – 30 August 2024 18 – 20 November 2024 15 – 17 January 2025

## Digitalisation

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>IN-PERSON</i>		
CRRPAPP	RPA for Personal Productivity	23 May 2024 9 July 2024 18 September 2024 & More Dates
CRIPP10	Introduction to Python Programming	8 – 9 July 2024 4 – 5 September 2024 12 – 13 November 2024 & More Dates
CRRPASM	Robotic Process Automation (RPA) Programme for Senior Management	25 July 2024 12 September 2024 28 October 2024 & More Dates



# FY24 Programmes

(April 2024 – March 2025)

## Enforcement & Regulation

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>IN-PERSON</i>		
CRTBA13	Specialist Investigation Course	13 – 15 May 2024 29 – 31 July 2024 21 – 23 October 2024
CRBSABL	Balancing Service With Authority	15 May 2024 30 August 2024
CRIIT13	Investigative Interview Techniques	3 – 5 June 2024 7 – 9 October 2024
CRMSE10	Managing Sousveillance in Enforcement	28 August 2024 20 February 2025
CREPTTR	Building Team Resiliency For Enforcement	10 – 11 September 2024
<i>VIRTUAL</i>		
CRMSKVL	[Virtual Classroom] Mediation Skills for Public Officers	7 – 8 October 2024

## Finance

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>VIRTUAL</i>		
CRBFMVL	[Virtual Classroom] Finance 101 for Public Officers	8 – 9 May 2024 11 – 12 September 2024 12 – 13 February 2025
CRFPFMB	[Virtual Classroom] Fundamentals of Public Finance Management Module 2 - Government and Statutory Board Accounting	13 August 2024 27 November 2024 3 January 2025

# FY24 Programmes

(April 2024 – March 2025)

## Finance

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<b>VIRTUAL</b>		
CRFPFMC	[Virtual Classroom] Fundamentals of Public Finance Management Module 3 - Central Systems and Operations	6 September 2024 28 November 2024 22 January 2025
CRICCVL	[Virtual Classroom] CSC-ISCA: Managing Conflict of Interest and Related-Party Transactions	14 October 2024
<b>IN-PERSON</b>		
CRFAM12	Fixed Asset Management	24 May 2024 23 January 2025
MSFFP10	Finance Foundation Programme	11 – 14 June 2024 15 – 18 October 2024 19 – 22 November 2024 & More Dates
CREBS13	Effective Budgeting Skills	3 – 4 July 2024 19 – 20 February 2025
CRICEFI	CSC-ISCA: Managing Ethical Dilemmas Involving Financial Irregularities for Public Finance Officers	10 July 2024 6 November 2024
CRFRAUD	CSC-ISCA: Fraud Analytics for Effective Payment Fraud Detection	7 August 2024
CRRPAFI	RPA for Finance Officers	14 August 2024 22 January 2025
CRERM10	CSC-ISCA: Enterprise Risk Management in the Public Sector	4 – 5 September 2024
CRICF10	Dealing with Public Sector Internal Controls	12 September 2024 27 February 2025

# FY24 Programmes

(April 2024 – March 2025)

## Human Resource

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<b>VIRTUAL</b>		
CRIHCPV	[Virtual Classroom] Institute For Human Resource Professionals Certification for HRMP and HRFP Alumni: IHRP-CP	3 May 2024 24 May 2024 19 July 2024 & More Dates
CRMCSV	[Virtual Classroom] Managing Staff Performance using Our Core Competencies for Supervisors	6 – 7 May 2024 8 – 9 July 2024 19 – 20 August 2024
CRMCWV	[Virtual Classroom] Taking Ownership of My Performance at Work using Our Core Competencies	9 – 10 May 2024 18 – 19 July 2024 2 – 3 September 2024
CRCDMVL	[Virtual Classroom] Career Development for Managers	2 – 3 July 2024 9 – 10 September 2024 28 – 29 January 2025
CRDMRVL	[Virtual Classroom] HR Analytics: Data Management and Reporting	3 June 2024 20 September 2024 17 January 2025
CREPDV	[Virtual Classroom] Effective Performance Development Strategies for HR Practitioners	22 – 23 July 2024 14 – 15 October 2024
CRSCBV	[Virtual Classroom] Selection Interview - Competency Based Skills & Techniques	20 – 21 August 2024 17 – 18 February 2025
CRSWPLI	[Virtual Classroom] Strategic Workforce Planning Lite	22 August 2024 20 January 2025
CRSWPHR	[Virtual Classroom] Strategic Workforce Planning for HR Practitioners	25 – 26 September 2024 13 – 14 January 2025
CREMBVL	[Virtual Classroom] Employer Branding to Attract and Retain the Right Talent	29 – 30 October 2024



# FY24 Programmes

(April 2024 – March 2025)

## Human Resource

COURSE CODE	PROGRAMME TITLE	CLASS DATES
IN-PERSON		
CRHAZ12	HR Analytics and Visualization: Drawing Insights From Data Analysis to Support Decision Making	18 – 19 September 2024 6 – 7 November 2024 23 – 24 January 2025
CREEXDT	Designing Employee Experience for HR Practitioners	5 – 6 September 2024 19 – 20 February 2025
CRLXDH	Learning Experience Design Works!	10, 11 & 21 October 2024 19, 20 & 28 February 2025
CRDSA12	Leveraging HR Analytics to Diagnose and Analyse People Management Issues	16 – 17 October 2024 26 – 27 February 2025

## International Relations

COURSE CODE	PROGRAMME TITLE	CLASS DATES
VIRTUAL		
ELIRP10	[E-Learning] International Relations Starter Pack	Open for registration throughout the year.
IN-PERSON		
CRPWE01	Protocol Workshop For Event Organisers (International Event)	13 – 14 May 2024 22 – 23 August 2024
CRCSS10	Be China Savvy: Understanding China and the Chinese Mindset	24 May 2024 18 October 2024

# FY24 Programmes

(April 2024 – March 2025)

## Leadership Directors/Middle Managers/Managers

COURSE CODE	PROGRAMME TITLE	CLASS DATE
<i>IN-PERSON</i>		
MSDDE	8th Directors' Developmental Experience	9 September 2024 – 10 January 2025
MSLTLPV	31st Learn To Lead Programme	5 June – 5 July 2024
	32nd Learn To Lead Programme	17 July – 16 August 2024
	33rd Learn To Lead Programme	28 August – 27 September 2024
	34th Learn To Lead Programme	9 October – 8 November 2024
	35th Learn To Lead Programme	22 January – 21 February 2025
	36th Learn To Lead Programme	12 February – 14 March 2025
MSEMLPV	33rd Empowered to Lead Programme	10 June – 26 July 2024
	34th Empowered to Lead Programme	8 July – 23 August 2024
	35th Empowered to Lead Programme	2 September – 18 October 2024
	36th Empowered to Lead Programme	21 October – 6 December 2024
	37th Empowered to Lead Programme	25 November 2024 – 10 January 2025
	38th Empowered to Lead Programme	20 January – 7 March 2025

# FY24 Programmes

(April 2024 – March 2025)

## Organisation Development

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>VIRTUAL</i>		
CRSTB10	[Virtual Classroom] Basic Systems Thinking (using 3Quest™)	3 – 4 June 2024 1 – 2 July 2024 1 – 2 August 2024 & More Dates
CRMCE11	[Virtual Classroom] Managing the Human Side of Change at Work	8 – 10 July 2024 9 – 11 September 2024 14 – 16 October 2024 & More Dates
CRSTAVL	[Virtual Classroom] Advanced Systems Thinking (using 3Quest™)	15 – 16 August 2024 14 – 15 November 2024 6 – 7 February 2025
<i>IN-PERSON</i>		
MSOD101	OD Practitioner Foundation Programme	8 – 10 May 2024 10 – 12 July 2024 25 -27 September 2024 & More Dates
CRACM01	Applied Change Management: Prosci® Change Management Certification Programme	13 – 15 May 2024 16 – 18 July 2024 17 – 19 September 2024 & More Dates

# FY24 Programmes

(April 2024 – March 2025)

## Our Core Competencies

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<b>VIRTUAL</b>		
CRCTCVL	[Virtual Classroom] Critical Thinking for Future-Ready Support Officers	2 – 3 July 2024 6 – 7 August 2024 3 – 4 September 2024 & More Dates
CRLTCVL	[Virtual Classroom] Leading Your Team Through Change	4 – 5 July 2024 21 – 22 October 2024 16 – 17 January 2025 & More Dates
CRTFWVL	[Virtual Classroom] Teaming for Winning: Enabling Leaders for Team Success	15 – 16 May 2024 10 – 11 July 2024 16 – 17 September 2024 & More Dates
CRLEQ11	[Virtual Classroom] Leading with Emotional Intelligence for First-Time Managers	8 – 9 July 2024 13 – 14 August 2024 29 – 30 August 2024 & More Dates
CRPSOVL	[Virtual Classroom] Process Improvement for Support Officers	16 July 2024 15 October 2024 7 February 2025
CRSHFVL	[Virtual Classroom] The 7 Habits of Highly Effective People® Foundations	16 – 17 July 2024 16 – 17 September 2024 24 – 25 October 2024 & More Dates
CRWMHVL	[Virtual Classroom] Supporting Mental Well-being for a Thriving Workplace (for Supervisors)	18 July 2024 11 September 2024 6 November 2024 & More Dates
CRGCJVL	[Virtual Classroom] Grow your Career Journey for Support Officers	5 – 6 August 2024 5 – 6 November 2024 13 – 14 February 2025
CRIAGLV	[Virtual Classroom] Project Management with Agile Scrum	5, 6 & 20 August 2024 7, 8 & 22 October 2024 6, 7 & 21 January 2025
CRLIMVL	[Virtual Classroom] Leading Innovation for Managers	12, 16 & 19 August 2024 10, 14 & 17 February 2025
CRBCMVL	[Virtual Classroom] Building your Career Mobility	15 August 2024 4 November 2024 18 February 2025

# FY24 Programmes

(April 2024 – March 2025)

## Our Core Competencies

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<b>VIRTUAL</b>		
CRDCSVL	[Virtual Classroom] Developing My Career Story	16 & 23 August 2024 8 & 15 November 2024 21 & 28 February 2025
CRMRSVL	[Virtual Classroom] Future Ready: Manage Relationships with Stakeholders Effectively	11 September 2024 23 October 2024 13 November 2024 & More Dates
CRAPIVL	[Virtual Classroom] Driving Digital Excellence with The Six 'I's® - Unleash Your Innovation Potential	12, 19 & 26 September 2024 5, 11 & 20 February 2024
CRNCA	[Virtual Classroom] Navigating Challenges Ahead for Support Officers	12 – 13 September 2024 27 – 28 February 2025
CRERAVL	[Virtual Classroom] Creating my Career Opportunities	11 & 18 October 2024 7 & 14 February 2025
CRLAFVL	[Virtual Classroom] Facilitating Meetings that Matter: Energising People, Achieving Outcomes	29 October 2024 13 March 2025
CRPWMVL	[Virtual Classroom] Using Power Well in Leadership	25 October & 1 November 2024 7 & 14 March 2025
<b>IN-PERSON</b>		
CRCLC	Clear Leadership Course	4, 5, 8 & 9 April 2024
CRCTC10	Coaching Skills for Authentic Conversation (Fundamental)	6, 7 May & 3 June 2024 22, 23 August & 20 September 2024 15, 16 October & 18 November 2024
CRLEL02	Love Them Or Lose Them: Motivating And Engaging Your Staff	20 May 2024 15 August 2024 4 November 2024 & More Dates
CRTDTTB	The Design Thinking Toolbox	9 – 11 July 2024 24 -26 September 2024 19 – 21 November 2024 & More Dates



# FY24 Programmes

(April 2024 – March 2025)

## Our Core Competencies

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>IN-PERSON</i>		
CRTET10	The Essence Of Lean Thinking	9 July 2024 15 November 2024 10 January 2025
CRPI101	Process Improvement 101	10 July 2024 2 December 2024
CRDLEAD	Design Leadership	16 – 17 July 2024 19 – 20 September 2024 25 – 26 February 2025
CRMTP10	Managing Tension - A Core Leadership Skill	12 – 13 August 2024 4 – 5 November 2024 3 – 4 March 2025
CRBON13	The Back Of The Napkin Workshop	14 – 15 August 2024 16 – 17 October 2024 14 – 15 November 2024 & More Dates
CRPRM23	Project Management Workshop For Support Officers	26 – 27 August 2024 7 – 8 October 2024 17 – 18 February 2025
CRWRM23	Writing Minutes Of Meetings For Support Officers	27 – 28 August 2024 2 – 3 October 2024 7 – 8 January 2025 & More Dates
CRDLA01	Developing your Learning Agility	5 September 2024 4 November 2024 27 February 2025
CRDWM23	Win-Win Mindset @ Work For Support Officers	26 – 27 September 2024 28 – 29 November 2024 27 – 28 February 2025
CRSPL10	Solving Problems With Lean	26 – 27 September 2024 13 – 14 January 2025
CRINNSB	Innovation Sandbox	16 & 22 October 2024 5 & 10 February 2025

# FY24 Programmes

(April 2024 – March 2025)

## Personal Excellence

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<b>VIRTUAL</b>		
CRBERVL	[Virtual Classroom] Future Ready: Building Emotional Resilience with EQ	15 – 16 August 2024 3 – 4 October 2024 21 – 22 November 2024 & More Dates
<b>IN-PERSON</b>		
CRWEQ30	Workshop On Emotional Intelligence (EQ) For Support Officers	2 – 3 September 2024 7 – 8 October 2024 17 – 18 February 2025 & More Dates

## Policy & Planning

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<b>VIRTUAL</b>		
CREPD11	[Virtual Classroom] Introduction to Behavioural Insights	27 – 29 May 2024 17 – 19 September 2024
CRIFE12	[Virtual Classroom] Evaluation Planning at Programme Design Stage	3 June 2024 28 June 2024 19 July 2024 & More Dates
<b>IN-PERSON</b>		
CRFC101	Futurecraft 101	15 May 2024 13 November 2024
CRFC102	Futurecraft 102	17 May 2024 15 November 2024
CRFC201	Futurecraft 201: Scenario Planning Workshop	19 – 20 September 2024
CRCBAFC	Cost Benefit Analysis Workshop for Beginners	9 – 10 July 2024
CRSCP10	Strategic Communications in Policy Development	11 July 2024 2 September 2024 28 November 2024 & More Dates

# FY24 Programmes

(April 2024 – March 2025)

## Procurement

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<b>VIRTUAL</b>		
CRPARVL	[Virtual Classroom] Procurement for Approving Officer	29 April 2024 19 July 2024 19 September 2024 & More Dates
CREMGVL	[Virtual Classroom] Procurement Evaluation Methodologies	6 – 7 May 2024 24 – 25 June 2024 15 – 16 July 2024 & More Dates
CRPEPVL	[Virtual Classroom] Procurement 101 for Public Officers	3 – 4 July 2024 1 – 2 August 2024 12 – 13 September 2024 & More Dates
CRTSRV1	[Virtual Classroom] The Art of Specification Writing	15 – 16 July 2024 1 – 2 August 2024 5 – 6 September 2024 & More Dates
<b>IN-PERSON</b>		
CRPROC2	Step Up Procurement: An Intermediate Course	9 – 10 May 2024 17 – 18 July 2024 22 – 23 August 2024 & More Dates
CRECM	The Essentials of Contract Management	26 – 27 June 2024 10 -11 July 2024 28 – 29 August 2024 & More Dates
CRPAP10	A Practical Approach To Proactive Procurement In The Public Sector	17 – 18 July 2024 9 – 10 October 2024
CRICEDP	CSC-ISCA: Ethical Dilemmas in Public Sector Procurement	4 December 2024

# FY24 Programmes

(April 2024 – March 2025)

## Public Communications and Engagement

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>VIRTUAL</i>		
CRMRE11	[Virtual Classroom] Media Relations & Engagement	1 – 4 July 2024
CRDCM11	[Virtual Classroom] Digital Communications 101	31 July – 2 August 2024
CRDCM21	[Virtual Classroom] Digital Communications for Middle Managers	9 – 11 October 2024
<i>IN-PERSON</i>		
CRPE101	Partnership and Engagement 101	17 – 19 April 2024 10 – 12 July 2024 2 – 4 October 2024 & More Dates
CROSW10	Organisational Speech Writing	3 May 2024
CRFEN10	Facilitation For Public Engagement	13 – 14 May 2024 23 – 24 October 2024
MSPCE10	PaCE – Public Communications and Engagement Executive Programme	25 – 28 June 2024
CRNSC10	Narratives and Storytelling – Communicating to Engage	18 – 19 July 2024
CRCPV10	Creating Impact Using Photos and Videos	26, 29 & 30 August 2024
CRCCC10	Crisis Communications	19 – 20 September 2024

# FY24 Programmes

(April 2024 – March 2025)

## Service Delivery

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<b>VIRTUAL</b>		
CRWFAVL	[Virtual Classroom] Write For Your Audience: Service in Words for Support Officers	23 – 25 April 2024 17 – 19 July 2024 24 – 26 September 2024 & More Dates
CRFCSVL	[Virtual Classroom] Engaging Customers Professionally Face-to-Face	25 – 26 April 2024 24 – 25 June 2024 22 – 23 August 2024 & More Dates
CRTSS12	[Virtual Classroom] Engaging Customers Professionally on Phone and Email	7 – 8 May 2024 9 – 10 July 2024 17 – 18 September 2024 & More Dates
CRVEVL	[Virtual Classroom] Vetting with Empathy	28 & 30 May 2024 27 & 29 November 2024
CRWOGVL	[Virtual Classroom] Introduction to Web Analytics	31 May 2024
CRHDCVL	[Virtual Classroom] Basic Handling Difficult Customer Situations	10 – 11 June 2024 5 – 6 August 2024 7 – 8 October 2024 & More Dates
CRWEV10	[Virtual Classroom] Writing with Empathy	3, 5 & 7 June 2024 3, 5 & 7 March 2025
CREISVL	[Virtual Classroom] E-Accessibility for an Inclusive Service Delivery	23 July 2024
CRWDCVL	[Virtual Classroom] Advanced Handling Difficult Customer Situations	5 – 6 August 2024 14 – 15 October 2024 2 – 3 December 2024 & More Dates
CRMCMVL	[Virtual Classroom] Managing Public with Mental Health Issues	7 – 8 October 2024
<b>IN-PERSON</b>		
CRMPI10	Engaging With Empathy - Managing In-Person Interactions	29 – 30 April 2024 30 – 31 July 2024 17 – 18 October 2024 & More Dates



# FY24 Programmes

(April 2024 – March 2025)

## Service Delivery

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<b>IN-PERSON</b>		
CRBPR23	Building Your Personal Resilience For Support Officers	8 – 9 May 2024 5 – 6 September 2024 6 – 7 November 2024 & More Dates
CREQF23	EQ In Customer Service For Frontline Staff	20 – 21 May 2024 26 – 27 August 2024
CRHDCNF	Handling Difficult Customer Situations for Support Officers in Non-frontline Function	30 May 2024 13 June 2024 18 July 2024 & More Dates
CRTA101	Communicating Towards Effective Relationships Through Transactional Analysis	26 – 27 June 2024 29 – 30 August 2024 23 – 24 October 2024
CRTCE10	Service Managers Programme: Transforming Customer Experience	9 – 11 July 2024 24 – 26 September 2024
CREDR13	Every Door Is The Right Door (NWD Simulation Workshop)	11 July 2024 14 November 2024
CRPAE10	Designing Customer Experiences using Data Analytics	31 July 2024 20 September 2024 15 November 2024
CRCJM10	Customer Journey Mapping Blended Programme	22 August 2024 6 November 2024
CRSCD23	Serving Customers with Disabilities Effectively	4 September 2024
CRMPI10	Engaging With Empathy - Managing In-Person Interactions	29 – 30 April 2024 30 – 31 July 2024 17 – 18 October 2024 & More Dates
CRBPR23	Building Your Personal Resilience For Support Officers	8 – 9 May 2024 5 – 6 September 2024 6 – 7 November 2024 & More Dates
CREQF23	EQ In Customer Service For Frontline Staff	20 – 21 May 2024 26 – 27 August 2024
CRHDCNF	Handling Difficult Customer Situations for Support Officers in Non-frontline Function	30 May 2024 13 June 2024 18 July 2024 & More Dates

# FY24 Programmes

(April 2024 – March 2025)

## Service Delivery

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>IN-PERSON</i>		
CRTA101	Communicating Towards Effective Relationships Through Transactional Analysis	26 – 27 June 2024 29 – 30 August 2024 23 – 24 October 2024
CRTCE10	Service Managers Programme: Transforming Customer Experience	9 – 11 July 2024 24 – 26 September 2024
CREDR13	Every Door Is The Right Door (NWD Simulation Workshop)	11 July 2024 14 November 2024
CRPAE10	Designing Customer Experiences using Data Analytics	31 July 2024 20 September 2024 15 November 2024
CRCJM10	Customer Journey Mapping Blended Programme	22 August 2024 6 November 2024
CRSCD23	Serving Customers with Disabilities Effectively	4 September 2024