

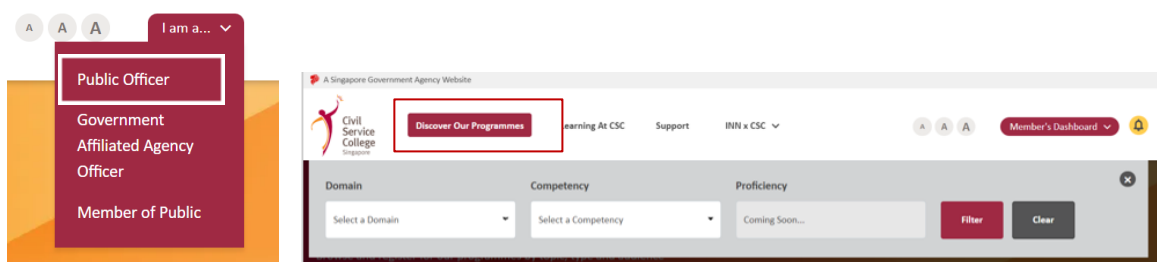
FY24 Programmes

(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](#)) for some suggested programmes to sign up for. Follow us on Telegram ([@CSCSingapore](#)) to receive bite-size content and updates on CSC’s offerings.

**Programme listing is accurate as of 11 November 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
VIRTUAL		
CRIEW10	[Virtual Classroom] Introduction to Effective Writing in the Public Service	14 January 2025 21 January 2025 14 February 2025
CRWRMVL	[Virtual Classroom] Preparing Effective Minutes of Meetings in the Public Service	13 – 15 January 2025 25 – 27 February 2025 3 – 5 March 2025
CRTYFVL	[Virtual Classroom] Think on Your Feet for Support Officers	16 – 17 January 2025
IN-PERSON		
CRPVT10	Principles Of Vetting For Senior Officers	10 January 2025
CRAVP10	Advanced Presentation Strategies	27 – 28 February 2025
CRFEP10	Foundation of Effective Presentation	17 – 18 February 2025

Data Analytics

COURSE CODE	PROGRAMME TITLE	CLASS DATE
VIRTUAL		
CRDDAVL	[Virtual Classroom] Data Analytics – Basic Principles and Applications	15 – 17 January 2025 22 – 24 January 2025
CRSECVL	[Virtual Classroom] Data Visualisation for Effective Communications	6 – 7 January 2025 17 – 18 February 2025 5 – 6 March 2025

FY24 Programmes

(April 2024 – March 2025)

Data Analytics

COURSE CODE	PROGRAMME TITLE	CLASS DATES
IN-PERSON		
CRBDA10	Basic Data Analytics for Support Officers	7 February 2025 17 March 2025
CRDPY10	Data Analysis with Python	23 – 24 January 2025 20 – 21 February 2025
CRPME10	Prompt Engineering: A Practical Guide to Success	29 November 2024 20 January 2025 3 March 2025
CRDSP10	Starting A Data Science Project	3 – 5 March 2025
CRDCL10	Cleaning and Preparing Data for Analysis	17 January 2025
CRPTACS	A Primer In Text Analytics - Unstructured Text And Sentiment Analysis	13 – 14 February 2025
CRDSG10	Building a Successful Data Strategy for your Organisation	10 February 2025
CRAAD10	Business Intelligence And Dashboarding	6 -7 March 2025
CRAIM10	AI for Management	13 February 2025
CRPAME1	Predictive Analytics Made Easy (with Excel)	14 January 2025
CRAIP10	Are you Ready for AI? Delivering a Successful AI Project	21 November 2024 24 February 2025
CRDMG10	Introduction to Data Management	22 January 2025 19 March 2025
CRDCV10	Data Cleaning & Visualisation for Support Officers	13 – 14 February 2025
CRDMA10	Data-driven decision making and culture – An overview for Public Service Leaders	16 January 2025
CRMLT10	Introduction to Machine Learning Techniques (Code-free)	15 – 17 January 2025

FY24 Programmes

(April 2024 – March 2025)

Digitalisation

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>IN-PERSON</i>		
CRRPAPP	RPA for Personal Productivity	19 March 2025
CRRPASM	Robotic Process Automation (RPA) Programme for Senior Management	24 February 2025

Enforcement & Regulation

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>IN-PERSON</i>		
CRCEMMP	Compliance and Enforcement Middle Managers Programme	24 – 25 January 2025
CRMSE10	Managing Sousveillance in Enforcement	20 February 2025

Finance

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>VIRTUAL</i>		
CRFPFMB	[Virtual Classroom] Fundamentals of Public Finance Management Module 2 - Government and Statutory Board Accounting	3 January 2025
CRFPFMC	[Virtual Classroom] Fundamentals of Public Finance Management Module 3 - Central Systems and Operations	22 January 2025
CRBFMVL	[Virtual Classroom] Finance 101 for Public Officers	12 – 13 February 2025
<i>IN-PERSON</i>		
CRRPAFI	RPA for Finance Officers	22 January 2025

FY24 Programmes

(April 2024 – March 2025)

Finance

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>IN-PERSON</i>		
CRFAM12	Fixed Asset Management	23 January 2025
CRBFMVL	[Virtual Classroom] Finance 101 for Public Officers	12 – 13 January 2025
CREBS13	Effective Budgeting Skills	19 – 20 February 2025
CRICF10	Dealing with Public Sector Internal Controls	27 February 2025
CRIFE12	[Virtual Classroom] Evaluation Planning at Programme Design Stage	24 March 2025

Human Resource

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>VIRTUAL</i>		
CRSWPHR	[Virtual Classroom] Strategic Workforce Planning for HR Practitioners	13 – 14 January 2025
CRDMRVL	[Virtual Classroom] HR Analytics: Data Management and Reporting	17 January 2025
CRSWPLI	[Virtual Classroom] Strategic Workforce Planning Lite	20 January 2025
CRCDMVL	[Virtual Classroom] Career Development for Managers	28 – 29 January 2025
CRMCSV	[Virtual Classroom] Managing Staff Performance using Our Core Competencies for Supervisors	6 – 7 February 2025
CRSCBV	[Virtual Classroom] Selection Interview - Competency Based Skills & Techniques	17 – 18 February 2025
CRALCO	Authentic Leadership Conversations for Officers	27 – 28 February 2025
<i>IN-PERSON</i>		
CRHAZ12	HR Analytics and Visualization: Drawing Insights From Data Analysis to Support Decision Making	23 – 24 January 2025
CREEXDT	Designing Employee Experience for HR Practitioners	19 – 20 February 2025
CRLXDH	Learning Experience Design Works!	19, 20 & 28 February 2025
CRDSA12	Leveraging HR Analytics to Diagnose and Analyse People Management Issues	26 – 27 February 2025

FY24 Programmes

(April 2024 – March 2025)

International Relations

COURSE CODE	PROGRAMME TITLE	CLASS DATES
VIRTUAL		
ELIRP10	[E-Learning] International Relations Starter Pack	Whole of Calendar Year
IN-PERSON		
CRPWEO1	Protocol Workshop For Event Organisers (International Event)	13 – 14 January 2025

Leadership

COURSE CODE	PROGRAMME TITLE	CLASS DATE
VIRTUAL		
CRWMHVL	[Virtual Classroom] Supporting Mental Well-being for a Thriving Workplace (for Supervisors)	15 January 2025 5 March 2025
CRLEQ11	[Virtual Classroom] Leading with Emotional Intelligence for First-Time Managers	5 – 6 March 2025
CRTFWVL	[Virtual Classroom] Teaming for Winning: Enabling Leaders for Team Success	20 – 21 March 2025
CRLAFVL	[Virtual Classroom] Facilitating Meetings that Matter: Energising People, Achieving Outcomes	18 March 2025
IN-PERSON		
MSLTLPV	35th Learn To Lead Programme	22 January – 21 February 2025
	36th Learn To Lead Programme	12 February – 14 March 2025
MSEMLPV	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)

Leadership

COURSE CODE	PROGRAMME TITLE	CLASS DATE
VIRTUAL		
CRCTC10	Coaching Skills for Authentic Conversation (Fundamental)	13, 14 Jan & 14 February 2025 6, 7 Feb & 5 March 2025
CRMULTS	Multipliers: Bringing Out the Best in Your People	7 March 2025
CRRTMFM	Rise Together: Mastering the Foundations of Mentoring	10 – 11 March 2025
CRLEL02	Love Them Or Lose Them: Motivating And Engaging Your Staff	19 March 2025

Organisation Development

COURSE CODE	PROGRAMME TITLE	CLASS DATES
VIRTUAL		
ELELBAO	Building the Agile Organisation	Whole of Calendar Year
ELST	Systems Thinking for Problem Solving and Strategy Creation	Whole of Calendar Year
CRSTB10	[Virtual Classroom] Basic Systems Thinking (using 3Quest™)	5 – 6 December 2024 16 – 17 January 2025 17 – 18 February 2025 6 – 7 March 2025
CRMCE11	[Virtual Classroom] Managing the Human Side of Change at Work	9 – 11 November 2024 3 – 5 December 2024
CRSTAVL	[Virtual Classroom] Advanced Systems Thinking (using 3Quest™)	25 – 26 November 2024 6 – 7 February 2025
IN-PERSON		
CRMPPP	Masterclass in Power, Politics and Partnership	13 – 17 January 2025

FY24 Programmes

(April 2024 – March 2025)

Our Core Competencies

COURSE CODE	PROGRAMME TITLE	CLASS DATES
VIRTUAL		
CRCTCVL	[Virtual Classroom] Critical Thinking for Future-Ready Support Officers	22 -23 January 2025 11 – 12 February 2025
CRLTCVL	[Virtual Classroom] Leading Your Team Through Change	13 – 14 March 2025
CRTFWVL	[Virtual Classroom] Teaming for Winning: Enabling Leaders for Team Success	20 – 21 March 2025
CRPSOVL	[Virtual Classroom] Process Improvement for Support Officers	7 February 2025
CRSHFVL	[Virtual Classroom] The 7 Habits of Highly Effective People® Foundations	13 – 14 January 2025 20 – 21 February 2025
CRWMHVL	[Virtual Classroom] Supporting Mental Well-being for a Thriving Workplace (for Supervisors)	15 January 2025 5 March 2025
CRGCJVL	[Virtual Classroom] Grow your Career Journey for Support Officers	13 – 14 February 2025
CRIAGLV	[Virtual Classroom] Project Management with Agile Scrum	6, 7 & 21 January 2025
CRLIMVL	[Virtual Classroom] Leading Innovation for Managers	10, 14 & 17 February 2025
CRBCMVL	[Virtual Classroom] Building your Career Mobility	18 February 2025
CRDCSVL	[Virtual Classroom] Developing My Career Story	21 & 28 February 2025
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	27 – 28 February 2025
CRERAVL	[Virtual Classroom] Creating my Career Opportunities	7 & 14 February 2025
CRLAFVL	[Virtual Classroom] Facilitating Meetings that Matter: Energising People, Achieving Outcomes	13 March 2025
CRPWMVL	[Virtual Classroom] Using Power Well in Leadership	7 & 14 March 2025

FY24 Programmes

(April 2024 – March 2025)

Our Core Competencies

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>IN-PERSON</i>		
CRCLC	Clear Leadership Course	20 February – 4 April 2025
CRCTC10	Coaching Skills for Authentic Conversation (Fundamental)	13 January – 14 February 2025
CRTET10	The Essence Of Lean Thinking	10 January 2025
CRDLEAD	Design Leadership	25 – 26 February 2025
CRMTP10	Managing Tension - A Core Leadership Skill	3 – 4 March 2025
CRBON13	The Back Of The Napkin Workshop	20 – 21 February 2025
CRPRM23	Project Management Workshop For Support Officers	17 – 18 February 2025
CRWRM23	Writing Minutes Of Meetings For Support Officers	3 – 4 March 2025
CRDLA01	Developing your Learning Agility	27 February 2025
CRDWM23	Win-Win Mindset @ Work For Support Officers	27 – 28 February 2025
CRSPL10	Solving Problems With Lean	13 – 14 January 2025
CRINNSB	Innovation Sandbox	5 & 10 February 2025

Personal Excellence

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>VIRTUAL</i>		
CRBERVL	[Virtual Classroom] Future Ready: Building Emotional Resilience with EQ	16 January 2025
<i>IN-PERSON</i>		
CRWEQ30	Workshop On Emotional Intelligence (EQ) For Support Officers	17 – 18 February 2025

FY24 Programmes

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Policy & Planning

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>VIRTUAL</i>		
CRIP12	[Virtual Classroom] Evaluation Planning at Programme Design Stage	24 March 2025
<i>IN-PERSON</i>		
CRCBAFC	Cost Benefit Analysis Workshop for Beginners	11 February 2025
CRASM10	Foundation Policy Programme: Aligning Internal Stakeholders for Middle Managers	20 March 2025

Procurement

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>VIRTUAL</i>		
CRPARVL	[Virtual Classroom] Procurement for Approving Officer	26 November 2024 3 January 2025 7 March 2025
<i>IN-PERSON</i>		
CRPROC2	Step Up Procurement: An Intermediate Course	6 -7 January 2025 13 – 14 February 2025
CRICEDP	CSC-ISCA: Ethical Dilemmas in Public Sector Procurement	4 December 2024

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Public Communications and Engagement

COURSE CODE	PROGRAMME TITLE	CLASS DATES
VIRTUAL		
CRDCM11	[Virtual Classroom] Digital Communications 101	5 -7 March 2025
IN-PERSON		
CROSW10	Organisational Speech Writing	24 January 2025
CRCCC10	Crisis Communications	12 – 13 February 2025
CRSSE10	Introduction to Sensemaking and Narrative	5 March 2025

Service Delivery

COURSE CODE	PROGRAMME TITLE	CLASS DATES
VIRTUAL		
ELFUS13	Foundation for Uplifting Service by Ron Kaufman	Whole of Calendar Year
ELLCF13	Lead with Your Customer Foundational Programme by World Class Benchmarking	Whole of Calendar Year
CRWFAVL	[Virtual Classroom] Write For Your Audience: Service in Words for Support Officers	21 – 23 January 2025
CRFCSVL	[Virtual Classroom] Engaging Customers Professionally Face-to-Face	17 – 18 February 2025 6 – 7 March 2025
CRTSS12	[Virtual Classroom] Engaging Customers Professionally on Phone and Email	21 – 22 January 2025 11 -12 March 2025
CRHDCVL	[Virtual Classroom] Basic Handling Difficult Customer Situations	2 -3 December 2024 10 – 11 February 2025 3 – 4 March 2025
CRWEV10	[Virtual Classroom] Writing with Empathy	3, 5 & 7 March 2025
CRWDCVL	[Virtual Classroom] Advanced Handling Difficult Customer Situations	16 – 17 January 2025

FY24 Programmes

(April 2024 – March 2025)

Service Delivery

COURSE CODE	PROGRAMME TITLE	CLASS DATES
<i>IN-PERSON</i>		
CRBPR23	Building Your Personal Resilience For Support Officers	5 -6 March 2025
CRHDCNF	Handling Difficult Customer Situations for Support Officers in Non-frontline Function	20 February 2025
CRTA101	Communicating Towards Effective Relationships Through Transactional Analysis	24 -25 February 2025
CRSCD23	Serving Customers with Disabilities Effectively	10 February 2025
CRBPR23	Building Your Personal Resilience For Support Officers	5 – 6 March 2025
CRSCD23	Serving Customers with Disabilities Effectively	10 February 2025