

OUR VISION

To be the Premier Educator for Service Excellence

OUR MISSION

To inspire Passion for Service and Contribution to Society through Excellence in Continuous Education

OUR VALUES

Responsibility, Integrity, Passion and Excellence (RIPE)

OUR CULTURE

An Open and Conducive Learning Environment, With Mutual Respect and Professionalism to Build A High Performance Organization



CSM ACADEMY
INTERNATIONAL

HOW TO APPLY (FOR LOCAL AND INTERNATIONAL STUDENTS)

STEP
01



Fill up the following online forms

- Application Form - CSM Academy International Pte Ltd
- ICA Form 16 and Form V36 – applicable only for International Students (complete in English and duly signed by applicant)

STEP
02



Attach the following documents

- A copy of passport-size photograph with white background
- A copy of NRIC (for Singaporeans and PR)
- A copy of passport - applicable only for International Students (must have at least 1 year validity)
- A copy of birth certificate - applicable only for International Students

Bring the original documents for the above items

- Notarised/Certified true copies of all your educational transcripts and completion certificates
- All documents need to be translated in English and submitted along with the original documents
- Proof of English Proficiency; either IELTS/TOEFL score sheet or equivalent qualification (if applicable)
- Resume or Letter from employer certifying period of employment (if applicable)
- Bank balance to show a minimum of S\$30,000 for students from visa-required countries (China, India etc) / Evidence of study loan, sufficient enough to cover the course fees - applicable only for International Students)
- Application fee (non-transferable and non-refundable)

STEP
03



Offer by the School

Upon receipt of your completed application, you will be notified of the outcome of your application within 2 weeks. Successful applicants will receive electronic version of Letter of Offer and terms and conditions page if any.

STEP
04



Application of Student Pass – Only applicable for International Students (Skip this step for local Students)

Upon approval of your application, CSM Academy will proceed to submit your Student's Pass application via SOLAR+ to Singapore Immigration and Checkpoints Authority (ICA). You will be notified of the outcome within 6 weeks.

STEP
05



Payment of Programme Fees

For Local Students – You will be required to bring the original certificates for verification, sign the student contract and make course payments.

For International Students - Once your Student Pass application is approved-in-principle by ICA, you will be required to bring the original certificates for verification and to sign the student contract, followed by course fee payment. Do contact our Student & Industry Outreach Executive if you require student services on arrival such as airport pick-up, accommodation, medical check-up and more.

Payment mode:

- Via Paypal (For online applications)
- Or
- Via Nets / Cheque (For counter applications only)



DIPLOMA

SERVICE
MANAGEMENT

BEHIND EVERY COMPANY

THERE IS A MULTI-DISCIPLINARY TEAM TO FULFILL THE NEEDS AND EXPECTATIONS OF CUSTOMERS.



Cert No. : EDU-2-2105
Validity: 31-08-2021 to 30-08-2025

ERF Registration No. 200505735M
ERF Validity: 20/05/2018 - 19/5/2022

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www.csmacademy.edu.sg



INTRODUCTION

Arm yourself with a Diploma in Service Management to advance your career in any industry, be it the retail, financial, IT, travel services or hospitality. Service is the key to success in every organization and the key to your career success is your ability to manage and deliver quality service.

Service Management is an evolving field of study that focuses on a number of disciplines. Service managers must possess many qualities including business and financial management abilities, human-development and relationship skills and communication and information technology knowledge, which focus on fulfilling the needs and expectations of customers. Services include all internal and external activities of organizations aimed at customer acquisition, retention and care.

The Service Management program will prepare graduates to work with emerging profit and non-profit service sector companies, organizations and agencies and to effectively and efficiently manage the design, development and delivery of services.

ABOUT CSM ACADEMY

CSM Academy was established since 2005 as a Private Education Institute to deliver Service Management programmes with a major focus on healthcare services education. It delivers multi-level courses ranging from Certification and Diplomas to Bachelor's and Master's Degrees. Other than healthcare, CSM Academy also provides educational courses across a wide range of other disciplines including biomedical research, digital media, and hospitality & tourism.

CSM Academy emphasises skills competency, applied workplace knowledge and service excellence, developing several of their own intellectual property programmes in Aged Care, Therapy Services and Biomedical Science, all designed to help students make a positive impact in the lives of someone else.

COURSE DURATION

Full time: 12 months (3-hour lessons/day, 5 days/week)
Part time: 24 months (3-hour lessons/day, 3 days/week)

DELIVERY MODE

Face-to-face, in classroom mode

COURSE STRUCTURE

There are a total of 16 modules have to be completed and passed for the award of the Diploma in Service Management.

COURSE COMMENCEMENT

January, April, July and October

- A minimum number of 15 students for the commencement of the class.
- Students will be informed 2 weeks before the commencement of the class.

COURSE DEVELOPER AND AWARDDING BODY

CSM Academy International, Singapore

ASSESSMENT METHODOLOGY

Examinations, assignments, projects.

Note:

In case students fail the main examination of a particular module, they are allowed to sit for 'One' supplement assessment with payment of the appropriate fee. Students are to re-take the module, shall they fail the supplementary assessment. Modules are independent of each other.*

** Refer to Miscellaneous Fees*

GRADUATION REQUIREMENTS

To graduate, a student must complete and pass all 16 modules.

Upon successful completion, the Diploma in Service Management will be conferred by the CSM Academy International Pte Ltd.

Local students must achieve an attendance of 75% and international students must achieve an attendance of 90% in any month of the course.

CAREER OPPORTUNITIES

Service Management positions are devoted to operations and management, systems and technology and human resources:

Operations and management positions include customer service manager, call, help, or care center manager, customer service operations manager, director of client relations and service expectations, service scheduling manager, service logistic manager, and field service manager.

Systems and technology positions include service pricing, database maintenance, communication systems and e-commerce. Human Resource Management positions include career development, change management, and awards and recognition coordination.

Graduates furnish the leadership talent needed for the following service industries:

- Distribution (transportation, retail, wholesale)
- Physical (communication, repair, utilities)
- Business (finance, insurance, banking, public relations, consulting)
- Personnel (human resources, entertainment)
- Health (health care, elder care)
- Public (education, non-profit social / membership organizations, public administration)

COURSE LEARNING OBJECTIVES

The broad curriculum places emphasis on a combination of course work in all General Studies areas – the humanities, sciences and the arts in addition to the service specialization subjects forming a key part of an educational plan that nurtures graduates to live, think, and work creatively.

Service is all-encompassing and applicable in all industries. Hence, the service specialization subjects taught are service skills and knowledge applicable in any industry, be it the retail, financial, IT services, hospitality, etc. A Service personnel meets customers of different cultures and personalities and as such, general studies like psychology, culture and so on will enhance your ability to deliver and manage services to a diverse audience.

Resident lecturers in Singapore are also handpicked from a pool of academics as well as industry practitioners to share their knowledge and experience with the students.

COURSE STRUCTURE

This two-year part-time Diploma in Service Management program, which is registered with the Council for Private Education, comprises a total of 16 subjects and is modelled after the broad based American education system.

- General English
- Service Quality Management
- Business Law and Ethics
- Principles of Economics & Statistics
- Business Technology and Applications
- Financial and Accounting Management
- Helpdesk
- Principles of Entrepreneurial Effectiveness
- Design for Individual, Other and Society
- Design Thinking Tools
- Design Thinking Process
- Principles of Marketing
- Hospitality & Tourism
- Management & Organizational Behaviour
- Human Resources Management
- Social Psychology & Communication

ENTRY REQUIREMENT

Minimum Entry Requirements:

- GCE 'A' level with at least 3 passes or equivalent or
- GCE 'O' Level holder with a minimum age of 30 at the point of application and 8 years of working experience

English Language Requirement:

- GCE 'A' Level pass in English or equivalent.

FEES

Application Fee

(Non-Refundable and non-transferrable)

Local Students: S\$50

International Students: S\$600

Course Fee

For local students: S\$9,900.00 (before GST)

For International students: S\$10,900.00 (before GST)

Insurance Fees

Fee Protection Scheme***: Subject to prevailing market rate

Medical Insurance Fee****: Subject to prevailing market rate

*** The Fee Protection Scheme (FPS) serves to protect students' paid fees.

**** It is compulsory for all local and international students to purchase medical insurance which is valid throughout their course of studies with the CSM Academy International. Local students (Singaporeans, PRs & Non-student's Pass holders) may opt-out for this scheme if they can provide the proof of adequate medical insurance coverage in Singapore.

Note:

- Payment of fees is in Singapore Dollars.

- Payment method only by Cheque/ Nets/ Telegraphic Transfer

Miscellaneous Fees

Please ask for a copy from our Programme Executives.