

SVCF COURSE SCHEDULE 2017

MONTH	COURSE DATES	DAY	TIME	COURSE
April	22 & 23 Apr 17	Sat & Sun	9am - 6pm	SVCF L1 - Work in a Diverse Service Environment
	11 & 12 Apr 17	Tue & Wed	9am - 6pm	SVCF L1 - Engage in Service Innovation Initiatives
	8, 9, 15 & 22 Apr 17	Sat, Sun, Sat & Sat	9am - 6pm	SVCF L1 - Certified Service Professional V2 Track 2
	25, 26 & 27 Apr 17	Tue, Wed & Thu	7pm - 10.15pm	SVCF L3 - Acquire Industry Knowledge
	25 & 26 Apr 17	Tue & Wed	9am - 6pm	SVCF L3 - Role Model the Service Vision
	22 & 23 Apr 17	Sat & Sun	9am - 6pm	SVCF L3 - Manage Operations for Service Excellence
May	13-May-17	Sat	9am - 6pm	SVCF L1 - Demonstrate the Service Vision
	22, 23, 24 & 25 May 17	Mon - Thu	9am - 6pm	SVCF L1 - Certified Service Professional V2 Track 2
	3, 4, 11, 17 & 18 May	Wed & Thu	7pm - 10.15pm	SVCF L3 - Manage Service Performance
	27 & 28 May 17	Sat & Sun	9am - 6pm	SVCF L3 - Manage a Diverse Service Environment
	27 & 28 May 17	Sat & Sun	9am - 6pm	SVCF L4 - Develop Service Operations
June	3 & 4 Jun 17	Sat & Sun	9am - 6pm	SVCF L5 -
July	25 & 26 Jul 17	Tue & Wed	9am - 6pm	SVCF L1- Implement Operations for Service Excellence
	22 & 23 Jul 17	Sat & Sun	9am - 6pm	SVCF L3 - Establish Relationships for Customer Confidence
	12, 13, 19, 20 & 26 Jul 17	Wed & Thu	7pm - 10.15pm	SVCF L3 - Coach for Service Performance
August	19-Aug-17	Sat	9am - 6pm	SVCF L1 - Contribute to Customer Service Over Various Platforms
	12 & 13 Aug 17	Sat & Sun	9am - 6pm	SVCF L1 - Work in a Diverse Service Environment
	12, 13, 19 & 26 Aug 17	Sat, Sun, Sat, Sat	9am - 6pm	SVCF L1 - Certified Service Professional V2 Track 2
	19-Aug-17	Sat	9am - 6pm	SVCF L3 - Acquire Industry Knowledge
	16, 17, 23, 24 & 30 Aug 17	Wed & Thu	7 - 10.15pm	SVCF L3 - Role Model the Service Vision
	2, 3, 10, 16 & 17 Aug 17	Wed & Thu	7 - 10.15pm	SVCF L4 - Optimise Workforce for Service Excellence
	7, 8, 14, 15 & 21 Aug 17	Mon & Tue	7 - 10.15pm	SVCF L5 -
	16 & 17 Sep 17	Sat & Sun	9am - 6pm	SVCF L1 - Engage in Service Innovation Initiative

SVCF COURSE SCHEDULE 2017

MONTH	COURSE DATES	DAY	TIME	COURSE
September	11 & 12 Sep 17	Mon & Tue	9am - 6pm	SVCF L1 - Implement Operations for Service Excellence
	18, 19, 20 & 21 Sep 17	Mon - Thu	9am - 6pm	SVCF L1 - Certified Service Professional V2 Track 2
	16 & 17 Sep 17	Sat & Sun	9am - 6pm	SVCF L3 - Manage Operations for Service Excellence
	13, 14, 20, 21 & 27 Sep 17	Wed & Thu	7 - 10.15pm	SVCF L3 - Manage Service Performance
	9 & 10 Sep 17	Sat & Sun	9am - 6pm	SVCF L5 -
October	14-Oct-17	Sat	9am - 6pm	SVCF L1 - Demonstrate the Service Vision
	15-Oct-17	Sun	9am - 6pm	SVCF L1 - Contribute to Customer Service Over Various Platforms
	7, 8, 14 & 21 Oct 17	Sat, Sun, Sat & Sat	9am - 6pm	SVCF L1 - Certified Service Professional V2 Track 2
	21 & 22 Oct 17	Sat & Sun	9am - 6pm	SVCF L3 - Manage a Diverse Service Environment
	11, 12, 19, 25 & 26 Oct 17	Wed & Thu	7 - 10.15pm	SVCF L3 - Establish Relationships for Customer Confidence
	4, 5, 11, 12 & 19 Oct 17	Wed & Thu	7 - 10.15pm	SVCF L4 - Manage the Service Brand
	7 & 8 Oct 17	Sat & Sun	9am - 6pm	SVCF L5
November	8 & 9 Nov 17	Wed & Thu	9am - 6pm	SVCF L1 - Work in a Diverse Service Environment
	18 & 19 Nov 17	Sat & Sun	9am - 6pm	SVCF L1 - Engage in Service Innovation Initiatives
	20 - 23 Nov 16	Mon - Thu	9am - 6pm	SVCF L1 - Certified Service Professional V2 Track 2
	18 & 19 Nov 17	Sat & Sun	9am - 6pm	SVCF L3 - Coach for Service Performance
	15, 16, & 22 Nov 17	Wed & Thu	7 - 10pm	SVCF L3 - Acquire Industry Knowledge
December	2-Dec-17	Sat	9am - 6pm	SVCF L1 - Demonstrate the Service Vision
	3-Dec-17	Sun	9am - 6pm	SVCF L1 - Contribute to Customer Service Over Various Platforms
	6, 7, 13, 14 & 20 Dec 16	Wed & Thu	7 - 10.15pm	SVCF L3 - Role Model the Service Vision
	16 & 17 Dec 17	Sat & Sun	9am - 6pm	SVCF L3 - Manage Operations for Service Excellence