



# MANAGING PARTNERSHIP

(TSC Title / Unit Code: Service Partnerships / RET-CEX-4015-1.1 / TGS-2021009438)

**Duration:**  
**15.25 Hours**

## Overview

Service partnerships are crucial to the growth of businesses. Whatever your organisation is trying to sell a product, service or idea, it is important to have really strong service partners to better respond to changes in customer needs, desire and expectations.

It is not enough just to come together to offer products or services. Your partnership must be able to access to new customers. It must also add value to previous customers. Have the needs of your customers changed? Due to the current situation, have their desires and expectations been shifted?

Service partners provide products and services that are essential to the growth or efficiency of the business. They supplement your resources by providing products or expertise that your business does not have. What sort of relationship would you like to establish and maintain with them?

The challenge would be to collaborate with service partners to deliver and enhance the customer experience. This module provides the necessary knowledge and skills to develop strong relationships with service partners with a long-term view to enhance service delivery and excellence.

## Outline

The course covers a range of topics which can **possibly include but is not limited to the following**:

- ◆ Your Service Partners
- ◆ Establishing & Maintaining Relationships
- ◆ Updating your Service Partners
- ◆ Sharing with your Service Partners
- ◆ Assessing Performance for Continual Improvement
- ◆ Identifying Areas of Improvement
- ◆ Implementing Continual Improvements
- ◆ Communicating Continual Improvements
- ◆ Strengthening relationships with Service Partners
- ◆ Getting Feedback from Service Partners
- ◆ Monitoring Service Partners' Performance

	Self-Sponsored (SkillsFuture / PSEA Claimable) NTUC UTAP Claimable (Members Only)		Company-Sponsored		
	Singaporeans (Age 21-39 years old) & PRs (Age 21 & above)	Singaporeans (Age 40 years & above)	SME (Singaporeans & PRs aged 21 years & above)	MNC (Singaporeans aged 21-39 & PRs aged 21 & above)	MNC (Singaporeans aged 40 & above)
<b>Full Course Fees</b>	\$600	\$600	\$600	\$600	\$600
<b>SSG Funding</b>	50% of course fees	70% of course fees	70% of course fees	50% of course fees	70% of course fees
<b>Nett Fees incl. 8% GST</b>	\$348	\$228	\$228	\$348	\$228
<b>Absentee Payroll Claimable</b>	Not Applicable		Up to \$4.50 per hour		

SME - Small Medium Enterprise, MNC - Multinational Corporation