

ABOUT US

Scicom College of Global Service Management is a Ministry of Education registered tertiary institution (IPTS No: N/34214/0059) that provides part-time and full-time educational and academic pathways for professional certification, diploma and degree programmes of study focused on communications, service management and leadership.



Scicom Education Group is a global endeavor to create a formal educational pathway and qualified human capital for the Service Management industry. Our programmes are updated regularly, abreast with the latest industry developments and trends.

Executive Job Placement

Graduates who have chosen the career path of the service management industry will be able to enjoy job placement assistance. Our academic courses are lifetime investments in their education and career paths.

Today, the explosive combination of human innovation, social trends and information technology is driving the exponential growth of the service sector around the world.

Another world's first, brought to you by :
scicomeducationgroup™
A Global Industry Expert In Service Management
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scicomcollege
of **global** service
management

DIPLOMA IN Service Management



Globally-Recognised Certification for
Service Management Professionals

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A Global Industry Expert in Service Management

Secure
High Paying
Careers In The
Fastest Growing
 Industry In The World.

Diploma in Service Management*



Entry Requirement: SPM 3 Credits – English, Math + 1 Subject (or its equivalent)	Duration 24 months / Full-time Start Date : Jan. / Mar. / July	Career Opportunities <ul style="list-style-type: none"> • Hospitality & Tourism • Banking and Finance • Business Process Outsourcing Industry.
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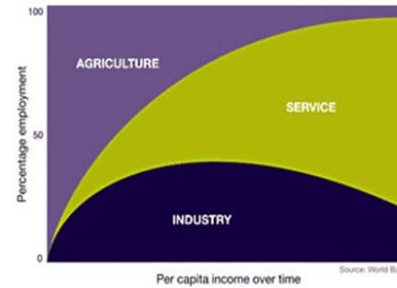
This diploma aims to enable students to explore the concepts, principles and practices of successful service management. The emphasis is focused on preparing the learners to identify and apply appropriate management processes to ensure efficient, effective, and quality oriented services, while achieving management excellence. It prepares the learners for progressive management and suggests creative entrepreneurial opportunities.

Programme Features

- Class-room based lectures and tutorials conducted by lecturers with both academic and industry experience.
- Modules incorporated provide a comprehensive coverage of service operations and management with focus on customer service. Assignments and project work based on real life, workplace scenarios.
- Case studies based on industry best practices and benchmarked standards
- 2-month Internship to gain hands-on industry experience from industry practitioners as well as apply academic knowledge acquired throughout the programme.



Growth in the Service Economy



According to the World Bank the Rate of Growth in Services is *like a wave*

"The service economy is the new frontier for the expansion of trade, productivity and competitiveness, and for the provision of essential services and universal access."

- United Nations 2012

YEAR 1	YEAR 2
SEMESTER 1	SEMESTER 4
<ul style="list-style-type: none"> • Introduction to Service Management • Social Skills & English for the Workplace • Basic Statistics • Business Psychology • Business Studies (International Services) • Introduction to Marketing 	<ul style="list-style-type: none"> • Organisational Behaviour • Fundamentals of Accounting • Total Quality Management & Lean Six Sigma • Report Writing & Business Presentation • Service Facility Infrastructure • Service Management in Retail
SEMESTER 2	SEMESTER 5
<ul style="list-style-type: none"> • Customer Experience Management & Service Encounter • Legal Environment of Business • Introduction to Information Technology • Operations Management • Technology in Services • Marketing for Service Management 	<ul style="list-style-type: none"> • Moral Education / Islamic Studies • Hospitality & Tourism • Supply Chain Management • Project Management • Business Process Outsourcing • Research Project
SEMESTER 3	SEMESTER 6
<ul style="list-style-type: none"> • Bahasa Malaysia A/B • Malaysian Studies • Globalisation of Services 	Internship

* MQA Approval Code: MQA/PA 2304