

Skills Framework for Retail

Programmes that broaden or deepen specific skills and knowledge
for the various job roles in the sector

Brand Management

Job Role:

Brand Associate/Assistant

Full Qualification Programmes	Providers
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Business Continuity Management	Crisis Management	3	CM-360 Implementing a Crisis Management Plan	BCMI Pte. Ltd.
Communication	Workplace Communications	2	Communicate and Relate Effectively at the Workplace	Absolute Kinetics Consultancy Pte Ltd
			Communicate and Relate Effectively at the Workplace	Avanta Global Pte. Ltd.
			Communicate and Relate Effectively at the Workplace	Capelle Academy Pte. Ltd.
			ES WSQ Communicate and Relate Effectively at the Workplace (Level 1)	Civil Service College
			Communicate and Relate Effectively at the Workplace	Comat Training Services Pte Ltd
			Communicate and Relate Effectively at the Workplace	Compas Management Consulting Pte. Ltd.
			WSQ Communicate and Relate Effectively at the Workplace	Eagle Infotech Consultants Pte Ltd
			Communicate and Relate Effectively at the Workplace	Eben Consultants (Far East) Pte Ltd
			Communicate and Relate Effectively at the Workplace	Greensafe International Pte. Ltd.
			ES WSQ Effective Interaction and Relationship Management (Operational)	Integrated Learning Systems Pte Ltd
			Communicate and Relate Effectively at the Workplace	Integrated Training Consultants Pte. Ltd.
			ES-IP-101G-1 Communicate and Relate Effectively at the Workplace	Kaplan Professional
			Communicate and Relate Effectively at the Workplace	Lighthouse Global Training and Consultancy Pte. Ltd.
			Communicate and Negotiate Effectively at the Workplace (Operations)	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			Communicate and Relate Effectively at the Workplace	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			工作场所中有效的沟通与交往 (ES-IP-101G-1) Chinese Version	NATC Institute Pte. Ltd.
			ES-IP-101G-1 Communicate and Relate Effectively at the Workplace	NATC Institute Pte. Ltd.
			Communicate and Relate Effectively at the Workplace	Ngee Ann Polytechnic
			Communicate and Relate Effectively at the Workplace (ES-IP-101G-1)	NTUC LearningHub Pte. Ltd.
			Communicate and Relate Effectively at the Workplace	RSVP Proguide Pte. Ltd.
			Communicate and Relate Effectively at the workplace	Service Quality Centre Pte. Ltd.
			Communicate and Relate Effectively at the Workplace (Chinese)	Service Quality Centre Pte. Ltd.
			Communicate and Relate Effectively at the Workplace	Singapore National Employers Federation
			Communicate and Relate Effectively at the Workplace	Singapore Polytechnic
			Communicate and Relate Effectively at the Workplace	SSA Consulting Group Pte. Ltd.
			Communicate and Relate Effectively at the Workplace	ST Electronics (E-Services) Pte. Ltd.
Communicate and Relate Effectively	The Singapore Contractors Association Limited			
Communicate and Relate Effectively at the Workplace	Training Vision Institute Pte. Ltd.			
Communicate and Relate Effectively at the Workplace	Trillion Training (S) Pte Ltd			

Generic Skills and Competencies (GSCs)		Modular Programmes	Providers
Title	Proficiency Level		
		Cultivate Workplace Relationships	Alue Singapore Pte Ltd
		Emotional Intelligence: The Cutting Edge of Leadership	Capelle Academy Pte Ltd
		Enhancing Team Effectiveness	Capelle Academy Pte Ltd
		GROUP Excellence	Capelle Academy Pte Ltd
		Emotional Intelligence (EQ) for Top Performance at Work for Managers & Supervisors	CEQ Asia Pte Ltd
		Build Team Relationships	Charles Mann Training and Consultancy Pte Ltd

Interpersonal Skills	Intermediate	WSQ Apply Emotional Competence to Manage Self and Team	Eagle Infotech Consultants Pte Ltd		
		Bond to Excel: Cultivate Workplace Relationship	Image Institute of Learning and Development Pte Ltd		
		Build Team Relationships	Kaplan Professional		
		Cultivate Workplace Relationships	Kaplan Professional		
		Apply Emotional Competence to Manage Self and Team	Mendaki Social Enterprise Network Singapore Pte Ltd		
		Build Team Relationships	Mendaki Social Enterprise Network Singapore Pte Ltd		
		Build Team Relationships powered by John Maxwell	NTUC LearningHub Pte Ltd		
		Cultivate Workplace Relationships powered by John Maxwell	NTUC LearningHub Pte Ltd		
		Leading for Results	ODE Consulting Pte Ltd		
		Cultivate Workplace Relationships	Raffles Skills Lab International Training Centre Pte Ltd		
		WSQ Emotional Intelligence @ Work for Managers	ROHEI Corporation Pte Ltd		
		WSQ Emotional Intelligence @ Work for Managers - 16hr	ROHEI Corporation Pte Ltd		
		Advance your Influence & Communication Skills with Emotional Intelligence (Includes follow-up Group Coaching session)	ROHEI Corporation Pte Ltd		
		Advance Your Influence & Communication Skills with Emotional Intelligence	ROHEI Corporation Pte Ltd		
		Build Team Relationships	SeraphCorp Institute Pte Ltd		
		Cultivate Workplace Relationships	SeraphCorp Institute Pte Ltd		
		Build Team Relationships	Service Quality Centre Pte Ltd		
		Build Team Relationships	Singapore Chinese Chamber Institute of Business		
		Cultivate Workplace Relationships	Singapore Chinese Chamber Institute of Business		
		Mastering Personal Effectiveness and Emotional Competence	Singapore Institute of Management		
		The Job of the Manager (JOMAN): Essential Managerial Techniques	Singapore Institute of Management		
		Apply emotional competence to manage self & others in business context (SD)	Singapore Institute Of Retail Studies		
		Apply Emotional Competence to Manage Self and Others in a Business Context	Singapore National Employers Federation		
		Build Positive Team Relationships	Singapore National Employers Federation		
		Cultivate Workplace Relationships to Optimise Team Performance	Singapore National Employers Federation		
		Apply Emotional Competence to Manage Self and Team	SSA Consulting Group Pte Ltd		
		Apply Emotional Competence to Manage Self and Others in a Business Context	SSA Consulting Group Pte Ltd		
		Cultivate Workplace Relationships and Diversity	Training Masters Workforce Institute Pte Ltd		
		Communication	Intermediate	Facilitate Effective Communication and Engagement at the Workplace	Absolute Kinetics Consultancy Pte Ltd
				Develop Self	Bootstrap Pte Ltd
				People Leadership Program	Capelle Academy Pte Ltd
				Leading through People	Capelle Academy Pte Ltd
				Manage Self	Charles Mann Training and Consultancy Pte Ltd
				Facilitate Effective Communication and Engagement at the Workplace	Comat Training Services Pte Ltd
				Lead Workplace Communication and Engagement	Eben Consultants (Far East) Pte Ltd
Facilitate Effective Communication and Engagement at the Workplace	E-Square Communication and Management Training Consultancy				
Decision Making & Self Mastery	Everest Innovation Pte Ltd				
Be an Achiever: Manage Self	Image Institute of Learning and Development Pte Ltd				
ES WSQ Effective Interactive and Relationship Management (Supervisory)	Integrated Learning Systems Pte Ltd				
ES-IP-301G-1 Facilitate Effective Communication & Engagement at the Workplace	Kaplan Professional				
ES-IP-401G-1 Lead Workplace Communication and Engagement	Kaplan Professional				
Manage Self	Kaplan Professional				
Develop Self	Kaplan Professional				
Facilitate Effective Communication and Engagement at the Workplace	Mendaki Social Enterprise Network Singapore Pte Ltd				
Manage Self	Mendaki Social Enterprise Network Singapore Pte Ltd				
Develop Self	Mendaki Social Enterprise Network Singapore Pte Ltd				
Facilitate Effective Communication and Engagement at the Workplace	Nanyang Polytechnic				
Facilitate Effective Communication and Engagement at the Workplace	Ngee Ann Polytechnic				
Lead Workplace Communication and Engagement	Ngee Ann Polytechnic				
Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)	NTUC LearningHub Pte Ltd				

		Lead Workplace Communication and Engagement (ES-IP-401G-1)	NTUC LearningHub Pte Ltd
		Manage Self	NTUC LearningHub Pte Ltd
		Develop Self powered by John Maxwell	NTUC LearningHub Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	PSB Corporation Pte Ltd
		Manage Self	Raffles Skills Lab International Training Centre Pte Ltd
		Manage Self	SeraphCorp Institute Pte Ltd
		Develop Self	SeraphCorp Institute Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	Service Quality Centre Pte Ltd
		Lead Workplace Communication and Engagement	Service Quality Centre Pte Ltd
		Manage Self	Singapore Chinese Chamber Institute of Business
		Develop Self	Singapore Chinese Chamber Institute of Business
		Developing Self Effectiveness for Business Performance	Singapore Institute of Management
		The Facilitative Leader of Self-Managed Teams	Singapore National Employers Federation
		Creative Leadership and Self Development Skills	Singapore National Employers Federation
		Facilitate Effective Communication and Engagement at the Workplace	The National University of Singapore Society
		Develop Self to Maintain Professional Competence at Managerial Level	Training Masters Workforce Institute Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	Training Vision Institute Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace (Contextualised)	Training Vision Institute Pte Ltd
		Lead Workplace Communication and Engagement (Contextualised)	Training Vision Institute Pte Ltd
		Lead workplace communication and engagement	Training Vision Institute Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	Trillion Training (S) Pte Ltd
		Lead Workplace Communication and Engagement	Trust Management Centre
		Support Team	Bootstrap Pte Ltd
		Facilitate Effective Work Teams (ES-IP302G-1)	Cambrian Academy Pte Ltd
		Synergizing for Success	Capelle Academy Pte Ltd
		Building a Results-Oriented Team	Capelle Academy Pte Ltd
		People Leadership Program	Capelle Academy Pte Ltd
		WSQ Facilitate Effective Work Teams	Eagle Infotech Consultants Pte Ltd
		Facilitate Effective Work Teams	Image Institute of Learning and Development Pte Ltd
		One Dream - One Team: Manage Team Effectively	Image Institute of Learning and Development Pte Ltd
		Support Team	Kaplan Professional
		Lead Team	Kaplan Professional
		Lead Team	Loyal Reliance Pte Ltd
		Facilitate Effective Work Teams	Mendaki Social Enterprise Network Singapore Pte Ltd
		Support Team	Mendaki Social Enterprise Network Singapore Pte Ltd
		Lead Team	Mendaki Social Enterprise Network Singapore Pte Ltd
		Support Team powered by John Maxwell	NTUC LearningHub Pte Ltd
		Lead Team	NTUC LearningHub Pte Ltd
		Building a High Performance Team (I)	ROHEI Corporation Pte Ltd
		Art of Leadership: Influence & Manage your Team for Results	ROHEI Corporation Pte Ltd
		Support Team	SeraphCorp Institute Pte Ltd
		Lead Team	SeraphCorp Institute Pte Ltd
		Support Team	Service Quality Centre Pte Ltd
		Support Team	Singapore Chinese Chamber Institute of Business
		Lead Team	Singapore Chinese Chamber Institute of Business
		Developing and Engaging Your Team for Workplace Success	Singapore Institute of Management
		Dynamic Planning and Execution for Managers	Singapore Institute of Management
		Develop A Work Team	Singapore National Employers Federation
		Support Your Team Creatively	Singapore National Employers Federation
		Facilitate Effective Work Teams	SSA Consulting Group Pte Ltd
		Develop a Work Team	SSA Consulting Group Pte Ltd
		Lead Team Leaders to Develop Business Strategies and Governance Management	Training Masters Workforce Institute Pte Ltd
		Facilitate Effective Work Teams	Trillion Training (S) Pte Ltd
		Establish Relationships for Customer Confidence	Andalus Corporation Pte Ltd
		UPI Your Service: Increasing Customer Loyalty (Version B)	Capelle Academy Pte Ltd
		Establish Relationships for Customer Confidence	Capelle Academy Pte Ltd

Teamwork

Intermediate

Service Orientation	Intermediate	Establish Relationships for Customer Confidence	Center for Competency-Based Learning and Development Pte Ltd
		Establish Relationships for Customer Confidence	DSI Academy Pte Ltd
		WSQ Establish Relationships for Customer Confidence	Eagle Infotech Consultants Pte Ltd
		Building Rapport to Create Selling Opportunities	Impact Management Seminars Pte Ltd
		Effective Customer Service Skills (Building Rapport Module)	Impact Management Seminars Pte Ltd
		Establish Relationships for Customer Confidence	Integrated Training Consultants Pte Ltd
		Establish Relationships for Customer Confidence	Kaplan Professional
		Establish Relationships for Customer Confidence	Loyal Reliance Pte Ltd
		Establish Relationships for Customer Confidence	Mendaki Social Enterprise Network Singapore Pte Ltd
		WSQ Establish Relationships for Customer Confidence	NTUC LearningHub Pte Ltd
		WSQ Establish Relationships for Customer Confidence powered by Disney Institute	NTUC LearningHub Pte Ltd
		Establish Relationships for Customer Confidence	ROHEI Corporation Pte Ltd
		Establish Relationships for Customer Confidence	Service Quality Centre Pte Ltd
		Role Modelling to Establish Customer Relationship	Singapore Chinese Chamber Institute of Business
		Establish Relationships for Customer Confidence	Singapore Institute of Retail Studies
		WSQ SE: Establish Relationships for Customer Confidence	Singapore National Employers Federation
		Establish Relationships for Customer Confidence	Training Masters Workforce Institute Pte Ltd
		Establish Relationships for Customer Confidence	Training Vision Institute Pte Ltd
		Establish Relationships for Customer Confidence	William Angliss Institute Pte. Ltd.
		Problem Solving	Basic
Solve Problems and Make Decisions at Operations Level	Avanta Global Pte Ltd		
Solve Problems and Make Decisions	Capelle Academy Pte Ltd		
ES WSQ Solve Problems and Make Decisions at Operations Level (Level 1)	Civil Service College		
Solve Problems and Make Decisions at Operations Level	Compas Management Consulting Pte Ltd		
WSQ Solve Problems and Make Decisions at Operations Level	Eagle Infotech Consultants Pte Ltd		
Solve Problems and Make Decisions at Operational Level	Eben Consultants (Far East) Pte Ltd		
Solve Problem and Make Decisions at Operations Level	Lighthouse Global Training and Consultancy Pte Ltd		
Solve Problem and Make Decision at Operations Level	Mendaki Social Enterprise Network Singapore Pte Ltd		
ES-ACE-102G-1 Solve Problems and Make Decisions at Operations Level	NATC Institute Pte Ltd		
Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)	NTUC LearningHub Pte Ltd		
Solve Problems and Make Decisions at Operations Level	Singapore National Employers Federation		
Solve Problems and Make Decisions at Operations Level	Singapore Polytechnic		
Solve Problems and Make Decisions at Operations Level	SSA Consulting Group Pte Ltd		
Solve Problems and Make Decisions at Operations Level	Trillion Training (S) Pte Ltd		