

## Skills Framework for Retail

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

### Brand Management

<b>Job Role:</b> Brand Executive/Customer Loyalty Executive	
<b>Full Qualification Programmes</b>	<b>Providers</b>
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Analytical, Conceptual and Evaluative	Problem Identification	3	Solve Problems and Make Decisions at Supervisory Level	Absolute Kinetics Consultancy Pte Ltd
			Solve Problems and Make Decisions at Supervisory Level	Avanta Global Pte. Ltd.
			Solve Problems and Make Decisions at Supervisory Level	Capelle Academy Pte. Ltd.
			Solve Problems and Make Decisions at Supervisory level	CBM Pte. Ltd.
			ES WSQ Solve Problems and Make Decisions at Supervisory Level (Level 3)	Civil Service College
			Solve Problems and Make Decisions at Supervisory Level	Comat Training Services Pte Ltd
			WSQ Solve Problems and Make Decisions at Supervisory Level	Eagle Infotech Consultants Pte Ltd
			Solve Problems and Make Decisions at Supervisory Level	E-Square Communication & Management Training Consultancy
			Solve Problems and Make Decisions at Supervisory Level	Ever Safe Consultants Pte. Ltd.
			Effective Problem Solving and Decision Making	Everest Innovation Pte. Ltd.
			Solve Problems and Make Decisions at Supervisory Level	Greensafe International Pte. Ltd.
			ES WSQ Systematic Problem Solving and Decision Making (Supervisory Level)	Integrated Learning Systems Pte Ltd
			ES-ACE-302G-1 Solve Problems and Make Decisions at Supervisory Level	Kaplan Professional
			Solve Problems and Make Decisions for Supervisors	Lighthouse Global Training and Consultancy Pte. Ltd.
			Solve Problems and Make Decisions at Supervisory Level	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			Solve Problems and Make Decisions at Supervisory Level	Nanyang Polytechnic
			Solve Problems and Make Decisions at Supervisory Level	Ngee Ann Polytechnic
			Solve Problems and Make Decisions at Supervisory Level (ES-ACE-302G-1)	NTUC LearningHub Pte. Ltd.
			Solve Problems and Make Decisions at Supervisory Level	Pharmaceutical Society Of Singapore
			Solve Problems and Make Decisions at Supervisory Level	Service Quality Centre Pte. Ltd.
			Solve Problems and Make Decisions at Supervisory Level	Singapore Institution of Safety Officers (SISO) The
			Solve Problems and Make Decisions at Supervisory Level	Singapore National Employers Federation
			Solve Problems and Make Decisions at Supervisory Level	Singapore Polytechnic
Solve Problems and Make Decisions at Supervisory Level	SSA Consulting Group Pte. Ltd.			
Solve Problems and Make Decisions at Supervisory Level	ST Electronics (E-Services) Pte. Ltd.			
Solve Problems and Make Decisions	The Singapore Contractors Association Limited			
Solve Problems and Make Decisions at Supervisory Level	Training Vision Institute Pte. Ltd.			
Solve Problems and Make Decisions at Supervisory Level	Trillion Training (S) Pte Ltd			
Solve Problems and Make Decisions at Supervisory Level	U-Training Centre Pte. Ltd.			
Business Continuity Management	Crisis Management	3	CM-360 Implementing a Crisis Management Plan	BCMI Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	Absolute Kinetics Consultancy Pte Ltd

Communication	Workplace Communications	3	Facilitate Effective Communication and Engagement at the Workplace	Avanta Global Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	Cambrian Academy Pte. Ltd.
			The Connector	Capelle Academy Pte. Ltd.
			ES WSQ Facilitate Effective Communication and Engagement at the Workplace (Level 3)	Civil Service College
			Facilitate Effective Communication and Engagement at the Workplace	Comat Training Services Pte Ltd
			WSQ Facilitate Effective Communication and Engagement at the Workplace	Eagle Infotech Consultants Pte Ltd
			Facilitate Effective Communication and Engagement at the Workplace	Ever Safe Consultants Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	Greensafe International Pte. Ltd.
			Communicating in 21st Century	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 and Engagement at the Workplace	Kaplan Professional
			Facilitate Effective Communication and Engagement at the Workplace	Lighthouse Global Training and Consultancy Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	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
			Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)	NTUC LearningHub Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	Service Quality Centre Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	Singapore Institution of Safety Officers (SISO) The
			Facilitate Effective Communication and Engagement at the Workplace	Singapore National Employers Federation
			Facilitate Effective Communication and Engagement at the Workplace	Singapore Polytechnic
			Facilitate Effective Communication and Engagement at the Workplace	SSA Consulting Group Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	ST Electronics (E-Services) Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	The Singapore Contractors Association Limited
Facilitate Effective Communication and Engagement at the Workplace	Training Vision Institute Pte. Ltd.			
Facilitate Effective Communication and Engagement at the Workplace	Trillion Training (S) Pte Ltd			
Corporate Governance and Policies	Compliance with Legal Regulations	3	Fundamentals of the Personal Data Protection Act (PDPA)	Everest Innovation Pte. Ltd.
			An Introduction to the Fundamentals of the Personal Data Protection Act for Non-Legal Personnel	FY Institute Of Technology (Singapore) Pte. Ltd.
			Fundamentals of the Personal Data Protection Act	Institute Of Singapore Chartered Accountants
			Fundamentals of the Personal Data Protection Act	Kaplan Professional
			BM WSQ-Fundamentals of The Personal Data Protection Act	Lithan Academy Pte. Ltd.
			An Introduction to the Fundamentals of the Personal Data Protection Act for Non-Legal Personnel	Nanyang Polytechnic
			Fundamentals of the Personal Data Protection Act - Facilitate Compliance with Legislative and Regulatory Requirements	Ngee Ann Polytechnic
			Fundamentals of the Personal Data Protection Act	NTUC LearningHub Pte. Ltd.
			Fundamentals of the Personal Data Protection Act	Singapore Academy Of Law
			Complying with the Personal Data Protection Act (PDPA) - the Why, What and How (in Chinese)	Singapore Chinese Chamber Institute Of Business
			Fundamentals of the Personal Data Protection Act	Singapore Chinese Chamber Institute Of Business
			Fundamentals of the Personal Data Protection Act	Singapore Institute of Management
			WSQ An Introduction to the Fundamentals of the Personal Data Protection Act for Non-Legal Personnel	Singapore Media Academy Private Limited
			Fundamentals of the Personal Data Protection Act	Singapore National Employers Federation
			WSQ Fundamentals of the Personal Data Protection Act	Singapore Polytechnic
Project Management	Project Quality	3	Project Quality and Stakeholder Management	Studyworks Pte. Ltd.

Generic Skills and Competencies (GSCs)		Modular Programmes	Providers
Title	Proficiency Level		

Interpersonal Skills	Intermediate	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
		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
		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		

Communication	Intermediate	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		
		Creative Thinking	Intermediate	Foster Service Innovation	Capelle Academy Pte Ltd
				ES WSQ Foster Team Adaptability (Level 3)	Civil Service College
				WSQ Foster Team Adaptability	Eagle Infotech Consultants Pte Ltd
				Foster Team Adaptability	Image Institute of Learning and Development Pte Ltd
				WSQ Service Design	Institute of Systems Science, National University of Singapore
Foster Service Innovation	Kaplan Professional				
Foster Team Adaptability	Mendaki Social Enterprise Network Singapore Pte Ltd				
Foster Team Adaptability	NTUC LearningHub Pte Ltd				
WSQ Foster Service Innovation	NTUC LearningHub Pte Ltd				
WSQ Foster Service Innovation powered by ESSEC	NTUC LearningHub Pte Ltd				
WSQ Foster Service Innovation powered by Disney Institute	NTUC LearningHub Pte Ltd				
Foster Service Innovation	Service Quality Centre Pte Ltd				
Foster Service Innovation	Singapore Chinese Chamber Institute of Business				
Foster Team Adaptability	Singapore National Employers Federation				
Foster Service Innovation	Singapore National Employers Federation				
Foster Team Adaptability	SSA Consulting Group Pte Ltd				
Foster Service Innovation	Training Vision Institute Pte Ltd				
		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		

Teamwork	Intermediate	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
		Problem Solving	Intermediate
Solve Problems and Make Decisions at Supervisory Level	Avanta Global Pte Ltd		
Solve Problems and Make Decisions at Supervisory Level	Capelle Academy Pte Ltd		
Eradicating Problems and Making Effective Decisions	Capelle Academy Pte Ltd		
Solve Problems & Make Decisions at Supervisory level	CBM Pte Ltd		
ES WSQ Solve Problems and Make Decisions at Supervisory Level (Level 3)	Civil Service College		
Solve Problems and Make Decisions at Supervisory Level	Comat Training Services Pte Ltd		
WSQ Solve Problems and Make Decisions at Supervisory Level	Eagle Infotech Consultants Pte Ltd		
Solve Problems and Make Decisions at Supervisory Level	E-Square Communication and Management Training Consultancy		
Solve Problems and Make Decisions at Supervisory Level	Ever Safe Consultants Pte Ltd		
'Effective Problem Solving and Decision Making'	Everest Innovation Pte Ltd		
Solve Problems and Make Decisions at Supervisory Level	Greensafe International Pte Ltd		
ES WSQ Systematic Problem Solving & Decision Making (Supervisory Level)	Integrated Learning Systems Pte Ltd		
Solve Problems and Make Decisions for Supervisors	Lighthouse Global Training and Consultancy Pte Ltd		
Solve Problems and Make Decisions at Supervisory Level	Mendaki Social Enterprise Network Singapore Pte Ltd		
Solve Problems and Make Decisions at Supervisory Level	Nanyang Polytechnic		
Solve Problems and Make Decisions at Managerial Level (ES-ACE-402G-1)	NTUC LearningHub Pte Ltd		
Solve Problems and Make Decisions at Supervisory Level (ES-ACE-302G-1)	NTUC LearningHub Pte Ltd		
Solve Problems and Make Decisions at Managerial Level	Service Quality Centre Pte Ltd		
Innovative Problem Solving and Decision Making	Singapore Institute of Management		
Solve Problems and Make Decisions at Supervisory Level	Singapore National Employers Federation		
Solve Problems and Make Decisions at Managerial Level	Singapore National Employers Federation		
Solve Problems and Make Decisions at Supervisory Level	Singapore Polytechnic		
Solve Problems and Make Decisions at Supervisory Level	SSA Consulting Group Pte Ltd		
Solve Problems and Make Decisions at Managerial Level	SSA Consulting Group Pte Ltd		
Solve Problems and Make Decisions at Supervisory Level	Trillion Training (S) Pte Ltd		
Solve Problems and Make Decisions at Supervisory Level	U-Training Centre Pte Ltd		