

## Skills Framework for Retail

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

E-Commerce

<b>Job Role:</b> E-Commerce Associate/Assistant	
<b>Full Qualification Programmes</b>	<b>Providers</b>
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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			
Customer Experience	Service Leadership	1	Demonstrate the Service Vision	Eben Consultants (Far East) Pte Ltd
			Demonstrate the Service Vision	Studyworks Pte. Ltd.
Inventory Management	Inventory Control	2	Control and Maintain Stock	Centre For Urban Greenery And Ecology
			Control and Maintain Stock	Lighthouse Global Training and Consultancy Pte. Ltd.
			Control and Maintain Stock	Singapore Institute of Retail Studies
			Control and Maintain Stock	The Retail Academy of Singapore Pte. Ltd.

Generic Skills and Competencies (GSCs)		Modular Programmes	Providers
Title	Proficiency Level		
		Support Team	Bootstrap Pte Ltd
		Facilitate Effective Work Teams (ES-IP302G-1)	Cambrian Academy Pte Ltd

Teamwork	Intermediate	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		
		Service Orientation	Intermediate	Establish Relationships for Customer Confidence	Andalus Corporation Pte Ltd
				UP! Your Service: Increasing Customer Loyalty (Version B)	Capelle Academy Pte Ltd
				Establish Relationships for Customer Confidence	Capelle Academy Pte Ltd
				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.				
		Project a Positive and Professional Image (Impress Like a Pro)	Beacon Consulting Pte Ltd		
		UP! Your Service: Achieving Superior Service (Version B)	Capelle Academy Pte Ltd		
		Winning Service (Version B)	Capelle Academy Pte Ltd		
		Workplace Training for Project a Positive and Professional Image	Caretech168 LLP		
		Project a Positive and Professional Image	DSI Academy Pte Ltd		
		WSQ Project a Positive and Professional Image	Eagle Infotech Consultants Pte Ltd		

Communication	Basic	Project a Positive and Professional Image (SVCF-CS-102C-1)	Eben Consultants (Far East) Pte Ltd		
		Communicate & Relate Effectively at the Workplace	E-Square Communication and Management Training Consultancy		
		Effective Customer Service Skills (Module 1)	Impact Management Seminars Pte Ltd		
		3 Secrets to Establish Confidence and Professionalism	Impact Management Seminars Pte Ltd		
		ES WSQ Effective Interaction & Relationship Management (Operational)	Integrated Learning Systems Pte Ltd		
		Project a Positive and Professional Image	Kaplan Professional		
		ES-IP-101G-1 Communicate & Relate Effectively at the Workplace	Kaplan Professional		
		WSQ Workplace Training for "Project A Positive & Professional Image"	Leacov Singapore Pte Ltd		
		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		
		ES-IP-101G-1 Communicate and Relate Effectively at the Workplace	NATC Institute Pte Ltd		
		WSQ Project a Positive and Professional Image	NTUC LearningHub Pte Ltd		
		Communicate and Relate Effectively at the Workplace (ES-IP-101G-1)	NTUC LearningHub Pte Ltd		
		Communicate and Relate Effectively at the Workplace	PSB Corporation Pte Ltd		
		Extra Mile Professionalism	ROHEI Corporation Pte Ltd		
		Communicate and Relate Effectively at the Workplace	RSVP PROGUIDE PTE. LTD.		
		Project a Positive and Professional Image	Service Quality Centre Pte Ltd		
		Communicate and Relate Effectively at the Workplace	Service Quality Centre Pte Ltd		
		Deliver Personalised Service	Singapore Institute of Hospitality		
		Project a Positive and Professional Image	Singapore Institute of Retail Studies		
		Project a Positive and Professional Image	Singapore National Employers Federation		
		Communicate and Relate Effectively at the Workplace	Singapore National Employers Federation		
		Communicate and Relate Effectively at the Workplace	SSA Consulting Group Pte Ltd		
		Project a Positive and Professional Image	Studyworks Pte Ltd		
		Communicate and Relate Effectively at the Workplace	The National University of Singapore Society		
		Project a Positive and Professional Image	Training Vision Institute Pte Ltd		
		Communicate and Relate Effectively at the Workplace	Training Vision Institute Pte Ltd		
		Communicate and Relate Effectively at the Workplace	Trillion Training (S) Pte Ltd		
		Project a Positive and Professional Image	Xperienz Pte Ltd		
		Problem Solving	Basic	Solve Problems and Make Decisions at Operations Level	AGB Education Centre Pte Ltd
				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				
		Service Innovation Works! (Version B)	Capelle Academy Pte Ltd		
		Demonstrate Initiative and Enterprising Behaviors	Capelle Academy Pte Ltd		
		ES WSQ Demonstrate Initiative and Enterprising Behaviours (Level 1)	Civil Service College		
		WSQ Engage in Service Innovation Initiatives	Eagle Infotech Consultants Pte Ltd		

Creative Thinking	Basic	WSQ Demonstrate Initiative and Enterprising Behaviours	Eagle Infotech Consultants Pte Ltd
		Looking' Beyond Service Excellence to WOW Customers	Impact Management Seminars Pte Ltd
		WSQ Extreme Innovator	Institute of Systems Science, National University of Singapore
		Engage in Service Innovation Initiatives	Kaplan Professional
		WSQ Workplace Training for "Engage in Service Innovation Initiatives"	Leacov Singapore Pte Ltd
		Engage in Service Innovation	Lighthouse Global Training and Consultancy Pte Ltd
		Demonstrate Innovative Behaviours	Lighthouse Global Training and Consultancy Pte Ltd
		Engage in Service Innovation	Loyal Reliance Pte Ltd
		Engage in Service Innovation	Mendaki Social Enterprise Network Singapore Pte Ltd
		WSQ Engage in Service Innovation	NTUC Learning Hub Pte Ltd
		WSQ Engage in Service Innovation by ESSEC	NTUC Learning Hub Pte Ltd
		WSQ Engage in Service Innovation powered by Disney Institute	NTUC Learning Hub Pte Ltd
		Engage in Service Innovation Initiatives (Core)	ROHEI Corporation Pte Ltd
		Engage in Service Innovation	Service Quality Centre Pte Ltd
		Engage in Service Innovation	Singapore Chinese Chamber Institute of Business
		Engage in Service Innovation	Singapore Institute of Retail Studies
		Engage in Service Innovation	Singapore National Employers Federation
		Demonstrate Initiative and Enterprising Behaviours	Singapore National Employers Federation
		Demonstrate Initiative & Enterprising Behaviours	SSA Consulting Group Pte Ltd
		Engage in Service Innovation	Training Vision Institute Pte Ltd