Skills Framework for Retail

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

E-Commerce

Job Role: E-Commerce Director	
Full Qualification Programmes	**Providers**
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	**Title**	**Proficiency Level**		
Analytical, Conceptual and Evaluative	**Market Research**	5	Direct Market Research	Tourism Management Institute of Singapore Pte Ltd
	Systems Thinking Application	5	IMPACT: Advanced Problem Solving and Decision Making Workshop	Capelle Academy Pte. Ltd.
			ES-ACE-501G-1 Apply Systems Thinking in Problem Solving and Decision Making	Kaplan Professional
			Apply Systems Thinking in Problem Solving and Decision Making	Service Quality Centre Pte. Ltd.
			Apply Systems Thinking in Problem Solving and Decision Making	Singapore National Employers Federation
			Apply Systems Thinking in Problem Solving and Decision Making	SSA Consulting Group Pte. Ltd.
			Apply Systems Thinking in Problem Solving and Decision Making	Training Vision Institute Pte. Ltd.
Corporate Governance and Policies	**Compliance with Legal Regulations**	5	NICF - Risk and Compliance Management	National University of Singapore
Infocomm Technology (ICT)	**Emerging Technology**	5	Evaluate technologies to improve organisational performance (SD)	Singapore Institute of Retail Studies
Innovation	**Drive Productivity and Innovation**	5	Initiate Sustainable Productivity Improvement Plan through Effective Change Management (SD)	Singapore Institute of Retail Studies
Visual Display and Space Optimisation	**Visual Design and Communication Principles**	4	Develop and Implement Creative Concepts for Visual Merchandising	Singapore Institute of Retail Studies
			Develop and Implement Creative Concepts for Visual Merchandising	Textile and Fashion Industry Training Centre Pte Ltd

Generic Skills and Competencies (GSCs)		Modular Programmes	Providers
Title	**Proficiency Level**		
Developing People	**Advanced**	Engage People	Kaplan Professional
		Engage People	SeraphCorp Institute Pte Ltd
		Talent Management for Business Leaders	SMU-Centre for Professional Studies
		Engage People	William Angliss Institute Pte Ltd
Problem Solving	**Advanced**	IMPACT: Advanced Problem Solving & Decision Making Workshop	Capelle Academy Pte Ltd
		Apply Systems Thinking in Problem Solving and Decision Making	Service Quality Centre Pte Ltd
		Apply Systems Thinking in Problem Solving & Decision Making	Singapore National Employers Federation
		Apply Systems Thinking in Problem Solving and Decision Making	SSA Consulting Group Pte Ltd