

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 Manager

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	4	Manage Market Research	Nanyang Polytechnic
	Problem Identification	4	Eradicating Problems and Making Effective Decisions	Capelle Academy Pte. Ltd.
			Solve Problems and Make Decisions at Managerial Level	Institute of Singapore Chartered Accountants
			ES-ACE-402G-1 Solve Problems and Make Decisions at Managerial Level	Kaplan Professional
			Solve Problems and Make Decisions at Managerial Level (ES-ACE-402G-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 Managerial Level	Singapore National Employers Federation
			Solve Problems and Make Decisions at Managerial Level	SSA Consulting Group Pte. Ltd.
			Solve Problems and Make Decisions at Managerial Level	Training Vision Institute Pte. Ltd.
Business Continuity Management	Crisis Management	4	Manage Crisis Situations	Avanta Global Pte. Ltd.
			CM-460 Executing and Managing a Crisis Management Plan	BCMI Pte. Ltd.
			Manage Crisis Situations	Seraphcorp Institute Pte. Ltd.
			Manage Crisis Situations (14+1)	William Angliss Institute Pte. Ltd.
Communication	Business Negotiation	4	Participate in Negotiations	Auston Institute of Management Pte. Ltd.
			Negotiating Skills	Capelle Academy Pte. Ltd.
			Effective Negotiation Skills	Everest Innovation Pte. Ltd.
			Participate in Negotiations	Human Capital (Singapore) Pte. Ltd.
			Essential Negotiation Skills	Marketing Institute of Singapore
			Participate in Negotiations	Nanyang Polytechnic
			Participate In Negotiations	Seraphcorp Institute Pte. Ltd.
			WSQ Participate In Negotiations	SFIC Institute Pte. Ltd.
	Workplace Communications	4	Results Communication	Capelle Academy Pte. Ltd.
			Lead Workplace Communication and Engagement	Eben Consultants (Far East) Pte Ltd
			Becoming a Champion Communicator	Image Institute of Learning And Development Pte. Ltd.
			Lead Workplace Communication and Engagement	Institute of Singapore Chartered Accountants
			ES-IP-401G-1 Lead Workplace Communication and Engagement	Kaplan Professional
			Lead Workplace Communication and Engagement	Ngee Ann Polytechnic
			Lead Workplace Communication and Engagement (ES-IP-401G-1)	NTUC LearningHub Pte. Ltd.
			Lead Workplace Communication and Engagement	Service Quality Centre Pte. Ltd.
			Developing and Engaging Your Team for Workplace Success	Singapore Institute of Management
			Lead Workplace Communications and Engagement	Singapore Institution Of Safety Officers (SISO) The
			Lead Workplace Communication and Engagement	Singapore National Employers Federation
			Lead Workplace Communication and Engagement (Level 4)	Singapore Polytechnic
Lead Workplace Communication and Engagement	SSA Consulting Group Pte. Ltd.			
Lead Workplace Communication and Engagement (Managerial)	The Singapore Contractors Association Limited			
Lead workplace communication and engagement	Training Vision Institute Pte. Ltd.			
Customer Acquisition and Retention	Customer Acquisition Management	4	Effective Customer Acquisition & Retention Strategies	Marketing Institute of Singapore
			Strategies for Winning and Retaining Customers	Singapore Chinese Chamber Institute of Business
			Strategies for Winning and Retaining Customers in Mandarin	Singapore Chinese Chamber Institute of Business

	Customer Loyalty and Retention Strategy Formulation	4	Manage Customer Relationships (CRM) in a Retail Environment Developing Customer Relations and Managing People	Singapore Institute of Retail Studies The Retail Academy of Singapore Pte. Ltd.
Customer Experience	Service Leadership	4	Manage Sales Operations. Manage Service Operations	Singapore Institute of Retail Studies Temasek Polytechnic
	Service Planning and Implementation	4	Manage Quality Service Operations	Singapore Institute of Retail Studies
Innovation	Productivity Improvement	4	ES-ACE-503G-1 Facilitate the Implementation of a Productivity Framework	Kaplan Professional
			Facilitate the Implementation of a Productivity Framework	Service Quality Centre Pte. Ltd.
			Manage Retail Productivity	Singapore Institute of Retail Studies
			Facilitate the Implementation of a Productivity Framework	Singapore National Employers Federation
			Facilitate the Implementation of a Productivity Framework	SSA Consulting Group Pte. Ltd.
			Facilitate the Implementation of a Productivity Framework	Training Vision Institute Pte. Ltd.
Inventory Management	Inventory Control	4	Control Inventory Control Inventory 1	Singapore Institute of Retail Studies Temasek Polytechnic
Market Intelligence	Market Trend Analysis	4	BM WSQ - Interpret Market Trends and Development (Single module only; Not part of 'BM for Managers')	Kaplan Professional
People and Relationship Management	Business Relationship Building	4	Strategic Stakeholder Engagement	Capelle Academy Pte. Ltd.
			BM WSQ - Manage Programmes and Activities to Enhance Stakeholder Relationships(Single module only;Not part of 'BM for managers')	Kaplan Professional
Planning and Implementation	Business Opportunities Development	4	Research and Analyze Business Opportunities	Capelle Academy Pte. Ltd.
			The Sales Strategist	ODE Consulting Pte. Ltd.
			A Business Mindset!	TLG Holdings Pte. Ltd.
Risk Management	Business Risk Assessment	4	Manage Risk In The Business Unit	William Angliss Institute Pte. Ltd.
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		
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
Interpersonal Skills	Advanced	Foster Business Relationship	Kaplan Professional
		Strategic Leadership	SeraphCorp Institute Pte Ltd
		Role of Effective Managers – Connecting the Dots!	SMU-Centre for Professional Studies