

Skills Framework for Retail

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

Marketing

Job Role: Marketing Executive	
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	Business Negotiation	3	Apply Basic Negotiation Skills and Techniques	Auston Institute of Management Pte. Ltd.
			Essential Skills for Negotiation	Capelle Academy Pte. Ltd.
			Apply Basic Negotiation Skills and Techniques	Institute of Singapore Chartered Accountants
			BM WSQ - Apply Basic Negotiation Skills & Techniques (Single module only; Not part of 'BM for Supervisors')	Kaplan Professional
			Winning Ways in Successful Negotiations	Malvern International Academy Pte. Ltd.
			Apply Basic Negotiation Skills and Techniques	Nanyang Polytechnic
			WSQ Apply Basic Negotiation Skills and Techniques	SFIC Institute Pte. Ltd.
			Apply Basic Negotiation Skills And Techniques	Singapore Chinese Chamber Institute of Business
			Apply Basic Negotiation Skills And Techniques (in Chinese)	Singapore Chinese Chamber Institute of Business
			Developing Self Effectiveness for Business Performance	Singapore Institute of Management
			BM WSQ: Apply Basic Negotiation Skills and Techniques	Singapore National Employers Federation
			Apply Basic Negotiation Skills and Techniques	Singapore Training & Development Association
	Workplace Communications	3	Facilitate Effective Communication and Engagement at the Workplace	Absolute Kinetics Consultancy Pte Ltd
			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 & 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
			Comply with Legal Requirements in the Work Place	Singapore Institute of Retail Studies
			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			
Customer Acquisition and Retention	Customer Loyalty and Retention Strategy Formulation	4	Manage Customer Relationships (CRM) in a Retail Environment	Singapore Institute of Retail Studies
			Developing Customer Relations and Managing People	The Retail Academy of Singapore Pte. Ltd.
Finance	Financial Budget Planning and Management	4	BM WSQ - Manage Budgeting and Forecasting Processes for the Business Unit (Single module only; Not part of 'BM for Managers')	Kaplan Professional
			Financial Management Skills for Non-Accountants	Nanyang Polytechnic
			Manage Budgeting and Forecasting Processes for the Business Unit	Singapore National Employers Federation
People and Relationship Management	Business Relationship Building	3	BM WSQ-Identify & Establish Internal & External Stakeholder Relationships (Single module only; Not part of 'BM for Supervisors')	Kaplan Professional
Programme and Campaign Management	Marketing Campaign Management	3	Provide Marketing and Promotion Support	Lighthouse Global Training And Consultancy Pte. Ltd.
			Provide Marketing and Promotion Support	Nanyang Polytechnic
			Provide Marketing and Promotion Support	Singapore Institute of Retail Studies
			Provide Marketing and Promotion Support	Temasek Polytechnic
			Provide Marketing and Promotion Support	The Retail Academy of Singapore Pte. Ltd.

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

Interpersonal Skills	Intermediate	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
		24hrs - ICDL Perform Advanced Spreadsheet Functions (Excel 2010 Advanced)	@ASK Training Pte Ltd
		Microsoft Advance Excel 2007	3L Consultancy Pte Ltd
		Perform Advanced Database Functions(2010)	3L Consultancy Pte Ltd
		Perform Advanced Word Processing Functions 24hrs	Absolute Kinetics Consultancy Pte Ltd
		Perform Advanced Word Processing Functions	Absolute Kinetics Consultancy Pte Ltd
		Perform Advanced Spreadsheet Functions 24 hrs	Absolute Kinetics Consultancy Pte Ltd
		Perform Advanced Spreadsheet Functions	Absolute Kinetics Consultancy Pte Ltd
		Perform Project Planning Functions	Absolute Kinetics Consultancy Pte Ltd
		Perform Online Collaboration	Absolute Kinetics Consultancy Pte Ltd
		WSQ ICDL Microsoft Excel 2013 Advanced (2 days)	Avantus Training Private Limited
		ICDL Module 4: ES WSQ - Perform Advanced Spreadsheet Functions (Microsoft Excel 2010)	Avantus Training Private Limited
WSQ ICDL ADOBE PHOTOSHOP CS6	Avantus Training Private Limited		
WSQ ICDL Microsoft Project 2010	Avantus Training Private Limited		
WSQ ICDL Microsoft PowerPoint 2013 Advanced	Avantus Training Private Limited		
WSQ ICDL Microsoft Word 2013 Advanced (2 days)	Avantus Training Private Limited		
ICDL Module 3: ES WSQ - Perform Advanced Word Processing Functions (Microsoft Word 2010)	Avantus Training Private Limited		
WSQ ICDL Adobe Dreamweaver CS6	Avantus Training Private Limited		
WSQ ICDL Microsoft Access 2010 Advanced	Avantus Training Private Limited		
WSQ ICDL Microsoft Project 2013	Avantus Training Private Limited		
Perform Advanced Word Processing	Centre For Employability Skills (CES)		
Perform Advanced Spreadsheet Functions	Centre For Employability Skills (CES)		
Perform Advanced Database Functions	Centre For Employability Skills (CES)		
Perform Advanced Presentation Functions	Centre For Employability Skills (CES)		
Perform Online Collaboration (16 hrs) (ICDL Certification Module: Online Collaboration)	Comat Training Services Pte Ltd		
ICDL Module 5 : ES WSQ - Perform Advanced Database Functions (Microsoft Access 2003) - Supervisory Level	Comat Training Services Pte Ltd		
ICDL Module 6: ES WSQ - Perform Advanced Presentation Functions (Microsoft PowerPoint 2003) - Supervisory Level	Comat Training Services Pte Ltd		
ICDL Module 6: ES WSQ - Perform Advanced Presentation Functions (Microsoft PowerPoint 2003 Fast Track) - Supervisory Level	Comat Training Services Pte Ltd		
ICDL Module 6: ES WSQ - Perform Advanced Presentation Functions (Microsoft PowerPoint 2007 Fast Track) - Supervisory Level	Comat Training Services Pte Ltd		
ICDL Module 3 : ES WSQ - Perform Advanced Word Processing Functions (Microsoft Word 2013)	Comat Training Services Pte Ltd		
Perform Image Editing Functions (Gimp - 24 hrs) (ICDL Certification Module: Image Editing)	Comat Training Services Pte Ltd		

Perform Image Editing Functions (Adobe Photoshop - 24 hrs) (ICDL Certification Module: Image Editing)	Comat Training Services Pte Ltd
Perform Web Editing Functions (MS Expression - 24 hrs) (ICDL Certification Module: Web Editing)	Comat Training Services Pte Ltd
Perform Web Editing Functions (Kompozer - 24 hrs) (ICDL Certification Module: Web Editing)	Comat Training Services Pte Ltd
Perform Web Editing Functions (Adobe Dreamweaver - 24 hrs) (ICDL Certification Module: Web Editing)	Comat Training Services Pte Ltd
Perform Project Planning Functions (Openproj -16 hrs) (ICDL Certification Module: Project Planning)	Comat Training Services Pte Ltd
Perform Project Planning Functions (MS Project 2010 - 16 hrs) (ICDL Certification Module: Project Planning)	Comat Training Services Pte Ltd
ICDL Module 6: ES WSQ - Perform Advanced Presentation Functions (Microsoft PowerPoint 2007)	Comat Training Services Pte Ltd
ICDL Module 3 : ES WSQ - Perform Advanced Word Processing Functions (Microsoft Word 2003)	Comat Training Services Pte Ltd
ICDL Module 3: ES WSQ - Perform Advanced Word Processing Functions (Microsoft Word 2003 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 3 : ES WSQ - Perform Advanced Word Processing Functions (Microsoft Word 2007 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 3: ES WSQ - Perform Advanced Word Processing Functions (Microsoft Word 2010 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 3: ES WSQ - Perform Advanced Word Processing Functions (Microsoft Word 2013 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 4: ES WSQ - Perform Advanced Spreadsheet Functions (Microsoft Excel 2007 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 4: ES WSQ - Perform Advanced Spreadsheet Functions (Microsoft Excel 2003 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 4: ES WSQ - Perform Advanced Spreadsheet Functions (Microsoft Excel 2007)	Comat Training Services Pte Ltd
ICDL Module 4: ES WSQ - Perform Advanced Spreadsheet Functions (Microsoft Excel 2010 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 4: ES WSQ - Perform Advanced Spreadsheet Functions (Microsoft Excel 2003)	Comat Training Services Pte Ltd
ICDL Module 4: ES WSQ - Perform Advanced Spreadsheet Functions (Microsoft Excel 2010)	Comat Training Services Pte Ltd
ICDL Module 4: ES WSQ - Perform Advanced Spreadsheet Functions (Microsoft Excel 2013)	Comat Training Services Pte Ltd
ICDL Module 4: ES WSQ - Perform Advanced Spreadsheet Functions (Microsoft Excel 2013 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 5: ES WSQ - Perform Advanced Database Functions (Microsoft Access 2007 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 5 - ES WSQ - Perform Advanced Database Functions (Microsoft Access 2010 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 5 : ES WSQ - Perform Advanced Database Functions (Microsoft Access 2007)	Comat Training Services Pte Ltd
ICDL Module 5: ES WSQ - Perform Advanced Database Functions (Microsoft Access 2003 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 5: ES WSQ - Perform Advanced Database Functions (Microsoft Access 2013 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 6: ES WSQ - Perform Advanced Presentation Functions (Microsoft PowerPoint 2007 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 6: ES WSQ - Perform Advanced Presentation Functions (Microsoft PowerPoint 2010 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 6: ES WSQ - Perform Advanced Presentation Functions (Microsoft PowerPoint 2003 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 6: ES WSQ - Perform Advanced Presentation Functions (Microsoft PowerPoint 2013 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 5: ES WSQ - Perform Advanced Database Functions (Microsoft Access 2010)	Comat Training Services Pte Ltd
ICDL Module 6: ES WSQ - Perform Advanced Presentation Functions (Microsoft PowerPoint 2010)	Comat Training Services Pte Ltd
Manage Online Information (16 hrs) (ICDL Certification Module: Managing Online Information)	Comat Training Services Pte Ltd
03 days - Advanced Word 2010 - 24 hrs (Perform Advanced Word Processing Functions) (ICDL Cert Module)	Genetic Computer School Pte Ltd
03 days - (Advanced Word 2013 - 24 hrs) - Perform Advanced Word Processing Functions (ICDL Certification)	Genetic Computer School Pte Ltd
03 days - Advanced Excel 2010 - 24 hrs (Perform Advanced Spreadsheet Functions) (ICDL Cert Module)	Genetic Computer School Pte Ltd
03 days - (Advanced Excel 2013 - 24 hrs) Perform Advanced Spreadsheet Functions (ICDL Certification)	Genetic Computer School Pte Ltd

Digital Literacy

Intermediate

03 days - Advanced Access 2010 - 24 hrs (Perform Advanced Database Functions) (ICDL Cert Module)	Genetic Computer School Pte Ltd
03 days - (Advanced Access 2013 - 24 hrs) - Perform Advanced Database Functions (ICDL Certification)	Genetic Computer School Pte Ltd
03 days - Advanced PowerPoint 2010 - 24 hrs (Perform Advanced Presentations Functions) (ICDL Cert Module)	Genetic Computer School Pte Ltd
03 days - (Advanced PowerPoint 2013 - 24 hrs) Perform Advanced Presentation Functions (ICDL Certification)	Genetic Computer School Pte Ltd
ES WSQ – 2 days – GIMP - 17 hrs (Perform Image Editing Functions) (ICDL Certification Module 9 : Image Editing)	Genetic Computer School Pte Ltd
03 days - Adobe Photoshop CS6 - 24 hrs (Perform Image Editing Functions) (ICDL Certification Module 9 : Image Editing)	Genetic Computer School Pte Ltd
03 days - Adobe Dreamweaver CS6 - 24 hrs (Perform Web Editing Functions) (ICDL Certification Module 10 : Web Editing)	Genetic Computer School Pte Ltd
ES WSQ – 2 Days – Open Project - 16 hrs (Perform Project Planning Functions) (ICDL Certification Module 13 : Project Planning)	Genetic Computer School Pte Ltd
02 days - Microsoft Project 2010 - 16 hrs(Perform Project Planning Functions) (ICDL Cert Module 13 : Project Planning)	Genetic Computer School Pte Ltd
02 days – Managing Online Information (16 hrs) (ICDL Certification)	Genetic Computer School Pte Ltd
03 days – Perform Online Collaboration (24 hrs) (ICDL Certification)	Genetic Computer School Pte Ltd
ICDL Module 3: ES WSQ - Perform Advanced Word Processing Functions (Microsoft Word 2003)	GNS School
ICDL Module 4: ES WSQ - Perform Advanced Spreadsheet Functions (Microsoft Excel 2010)	GNS School
ICDL Module 4: ES WSQ - Perform Advanced Spreadsheet Functions (Microsoft Excel 2003)	GNS School
ICDL Module 5: ES WSQ - Perform Advanced Database Functions (Microsoft Access 2010)	GNS School
ICDL Module 5: ES WSQ - Perform Advanced Database Functions (Microsoft Access 2003)	GNS School
ICDL Module 6: ES WSQ - Perform Advanced Presentation Functions (Microsoft PowerPoint 2010)	GNS School
ICDL Module 6: ES WSQ - Perform Advanced Presentation Functions (Microsoft PowerPoint 2003)	GNS School
Advanced Microsoft Word 2010 Certification (3 Days)	Intellisoft Training Pte Ltd
Advanced Microsoft Word 2013 Certification (3 Days)	Intellisoft Training Pte Ltd
Advanced Excel 2010 Certification (3 Days) ICDL Perform Advanced Spreadsheet Functions	Intellisoft Training Pte Ltd
Advanced Microsoft Access 2010 Certification (3 Days)	Intellisoft Training Pte Ltd
Advanced Microsoft PowerPoint 2010 Certification (3 Days)	Intellisoft Training Pte Ltd
Advanced Microsoft PowerPoint 2013 Certification (3 Days)	Intellisoft Training Pte Ltd
Adobe Photoshop Certification (3 Days)	Intellisoft Training Pte Ltd
Adobe Dreamweaver Certification	Intellisoft Training Pte Ltd
ES-FSI-301G-1 Perform Advanced Word Processing Functions	Kaplan Professional
ES-FSI-301G-1 Perform Advanced Word Processing Functions (16hrs)	Kaplan Professional
ES-FSI-302G-1 Perform Advanced Spreadsheet Functions	Kaplan Professional
ES-FSI-302G-1 Perform Advanced Spreadsheet Functions (16hrs)	Kaplan Professional
ES-FSI-303G-1 Perform Advanced Database Functions	Kaplan Professional
ES-FSI-303G-1 Perform Advanced Database Functions (16hrs)	Kaplan Professional
ES-FSI-304G-1 Perform Advanced Presentation Functions	Kaplan Professional
ES-FSI-304G-1 Perform Advanced Presentation Functions (16hrs)	Kaplan Professional
ES-FSI-305G-1-Perform Image Editing Functions (Gimp - 24 hrs) (ICDL Certification Module: Image Editing)	Kaplan Professional
ES-FSI-305G-1 - Perform Image Editing Functions (Adobe Photoshop - 24 hrs) (ICDL Certification Module: Image Editing)	Kaplan Professional
ES-FSI-306G-1-Perform Web Editing Functions (Kompozer - 24 hrs) (ICDL Certification Module: Web Editing)	Kaplan Professional
ES-FSI-306G-1-Perform Web Editing Functions (MS Expression - 24 hrs) (ICDL Certification Module: Web Editing)	Kaplan Professional
ES-FSI-306G-1-Perform Web Editing Functions (Adobe Dreamweaver - 24 hrs) (ICDL Certification Module: Web Editing)	Kaplan Professional

ES-FSI-307G-1-Perform Project Planning Functions (Openproj – 16 hrs) (ICDL Certification Module: Project Planning)	Kaplan Professional
ES-FSI-307G-1-Perform Project Planning Functions (MS Project 2010 - 16 hrs) (ICDL Certification Module: Project Planning)	Kaplan Professional
ES-FSI-308G-1 Manage Online Information	Kaplan Professional
ES-FSI-309G-1 Perform Online Collaboration	Kaplan Professional
ES-FSI-401G-1 Use ICT for Knowledge Management	Kaplan Professional
ES-FSI-402G-1 Apply Workplace ICT	Kaplan Professional
Perform Advanced Word Processing Functions 2010 (Standard Courseware)	Mendaki Social Enterprise Network Singapore Pte Ltd
Perform Advanced Word Processing Functions 2013 (Standard Courseware)	Mendaki Social Enterprise Network Singapore Pte Ltd
Perform Advanced Spreadsheet Functions 2010 (Standard Courseware)	Mendaki Social Enterprise Network Singapore Pte Ltd
Perform Advanced Spreadsheet Functions 2013 (Standard Courseware)	Mendaki Social Enterprise Network Singapore Pte Ltd
Perform Advanced Presentation Functions 2010 (Standard Courseware)	Mendaki Social Enterprise Network Singapore Pte Ltd
Perform Advanced Presentation Functions 2013 (Standard Courseware)	Mendaki Social Enterprise Network Singapore Pte Ltd
Perform Advanced Word Processing Functions	Nanyang Polytechnic
Perform Advanced Spreadsheet Functions	Nanyang Polytechnic
Perform Advanced Word Processing Functions (Office 2010 Standard Courseware).	NTUC LearningHub Pte Ltd
Perform Advanced Word Processing Functions (Office 2013 Standard Courseware)	NTUC LearningHub Pte Ltd
Perform Advanced Spreadsheet Functions (Office 2010 Standard Courseware).	NTUC LearningHub Pte Ltd
Perform Advanced Spreadsheet Functions (Office 2013 Standard Courseware)	NTUC LearningHub Pte Ltd
Perform Advanced Database Functions (Office 2010 Standard Courseware).	NTUC LearningHub Pte Ltd
Perform Advanced Database Functions (Office 2013 Standard Courseware)	NTUC LearningHub Pte Ltd
Perform Advanced Presentation Functions (Office 2010 Standard Courseware).	NTUC LearningHub Pte Ltd
Perform Advanced Presentation Functions (Office 2013 Standard Courseware)	NTUC LearningHub Pte Ltd
Perform Image Editing Functions (Adobe Photoshop – 24 hrs) (ICDL Certification Module: Image Editing)	NTUC LearningHub Pte Ltd
Perform Image Editing Functions (Gimp – 24 hrs) (ICDL Certification Module: Image Editing)	NTUC LearningHub Pte Ltd
Perform Web Editing Functions (Kompozer – 24 hrs) (ICDL Certification Module: Web Editing)	NTUC LearningHub Pte Ltd
Perform Project Planning Functions (MS Project 2010 – 16 hrs) (ICDL Certification Module: Project Planning)	NTUC LearningHub Pte Ltd
Perform Project Planning Functions (Openproj – 16 hrs) (ICDL Certification Module: Project Planning)	NTUC LearningHub Pte Ltd
Manage Online Information (16 hrs) (ICDL Certification Module: Information Literacy)	NTUC LearningHub Pte Ltd
Perform Online Collaboration (24 hrs) (ICDL Certification Module: Online Collaboration)	NTUC LearningHub Pte Ltd
Perform Advanced Word Processing Functions	Service Quality Centre Pte Ltd
Perform Advanced Spreadsheet Functions	Service Quality Centre Pte Ltd
Perform Advanced Database Functions	Service Quality Centre Pte Ltd
Perform Advanced Presentation Functions	Service Quality Centre Pte Ltd
Perform Image Editing Functions (Gimp - 24 hrs) (ICDL Certification Module: Image Editing)	Service Quality Centre Pte Ltd
Perform Image Editing Functions	Service Quality Centre Pte Ltd
Perform Web Editing Functions	Service Quality Centre Pte Ltd
Perform Web Editing Functions (MS Expression - 24 hrs) (ICDL Certification Module: Web Editing)	Service Quality Centre Pte Ltd
Perform Web Editing Functions (Adobe Dreamweaver - 24 hrs) (ICDL Certification Module: Web Editing)	Service Quality Centre Pte Ltd
Perform Project Planning Functions (Openproj - 16 hrs) (ICDL Certification Module: Project Planning)	Service Quality Centre Pte Ltd
Perform Project Planning Functions	Service Quality Centre Pte Ltd
Manage Online Information (16 hrs) (ICDL Certification Module: Managing Online Information)	Service Quality Centre Pte Ltd
Perform Online Collaboration - (24 hrs) (ICDL Certification Module: Online Collaboration)	Service Quality Centre Pte Ltd
Use ICT for Knowledge Management	Service Quality Centre Pte Ltd
Apply Workplace Information and Communication Technology (ICT)	Service Quality Centre Pte Ltd
ICDL Perform Advanced Word Processing Functions (Advanced Word 2003)	Singapore National Employers Federation
WSQ ICDL Perform Advanced Word Processing Functions (Advanced Word 2010)	Singapore National Employers Federation
ICDL Perform Advanced Word Processing Functions (Advanced Word 2013) - 3 days	Singapore National Employers Federation
ICDL Perform Advanced Word Processing Functions (Advanced Word 2013) - 2 days	Singapore National Employers Federation

		ICDL Perform Advanced Spreadsheets Functions (Advanced Excel 2003)	Singapore National Employers Federation
		24 hours – ICDL Perform Advanced Spreadsheet Functions (Advanced Excel 2010)	Singapore National Employers Federation
		24 hours – ICDL Perform Advanced Spreadsheet Functions (Advanced Excel 2007)	Singapore National Employers Federation
		ICDL Perform Advanced Spreadsheet Functions (Advanced Excel 2013) - 2 days	Singapore National Employers Federation
		ICDL Perform Advanced Database Functions (Advanced Access 2003)	Singapore National Employers Federation
		ICDL Perform Advanced Database Functions (Advanced Access 2013) - 3 days	Singapore National Employers Federation
		ICDL Perform Advanced Database Functions (Advanced Access 2013) - 2 days	Singapore National Employers Federation
		ICDL Perform Advanced Presentations Functions (Advanced PowerPoint 2003)	Singapore National Employers Federation
		ICDL Perform Advanced Presentation Functions (Advanced PowerPoint 2013) - 3 days	Singapore National Employers Federation
		Perform Image Editing Functions (Gimp - 24 hrs) (ICDL Certification Module: Image Editing)	Singapore National Employers Federation
		Perform Image Editing Functions (Adobe Photoshop - 24 hrs) (ICDL Certification Module: Image Editing)	Singapore National Employers Federation
		Perform Web Editing Functions (Kompozer - 24 hrs) (ICDL Certification Module: Web Editing)	Singapore National Employers Federation
		Perform Web Editing Functions (MS Expression - 24 hrs) (ICDL Certification Module: Web Editing)	Singapore National Employers Federation
		Perform Web Editing Functions (Adobe Dreamweaver - 24 hrs) (ICDL Certification Module: Web Editing)	Singapore National Employers Federation
		Perform Project Planning Functions (Openproj – 16 hrs) (ICDL Certification Module: Project Planning)	Singapore National Employers Federation
		Perform Project Planning Functions (MS Project 2010 - 16 hrs) (ICDL Certification Module: Project Planning)	Singapore National Employers Federation
		Manage Online Information (16 hrs) (ICDL Certification Module: Managing Online Information)	Singapore National Employers Federation
		Perform Online Collaboration (24 hrs) (ICDL Certification Module: Online Collaboration)	Singapore National Employers Federation
		Use ICT for Knowledge Management (In-company)	SSA Consulting Group Pte Ltd
		Perform Advanced Word Processing Functions	Training Vision Institute Pte Ltd
		Perform Advanced Spreadsheet Functions	Training Vision Institute Pte Ltd
		Perform Advanced Database Function	Training Vision Institute Pte Ltd
		Perform Advanced Presentation Functions	Training Vision Institute Pte Ltd
		Manage Online Information	Training Vision Institute Pte Ltd
		Perform Online Collaboration	Training Vision Institute Pte Ltd
		Use ICT for Knowledge Management	Training Vision Institute Pte Ltd
		Use ICT for Knowledge Management (Contextualised)	Training Vision Institute Pte Ltd
		Apply Workplace ICT	Training Vision Institute Pte Ltd
		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
	Creative Thinking	Intermediate	