

## Skills Framework for Retail

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

### Retail Operations

**Job Role:**

**Merchandising Associate/Assistant**

Full Qualification Programmes	Providers

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.
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 (SIRS)

Generic Skills and Competencies (GSCs)		Modular Programmes	Providers
Title	Proficiency Level		
Communication	Basic	Project a Positive and Professional Image (Impress Like a Pro)	Beacon Consulting Pte Ltd
		UPI 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
		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 Learning Hub 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		
Interpersonal Skills	Basic	WSQ Apply Emotional Competence to Manage Self at the Workplace	Eagle Infotech Consultants Pte Ltd
		Apply Emotional Competence to Manage Self at the Workplace	SSA Consulting Group Pte Ltd
		Apply Emotional Competence to Manage Self	Lighthouse Global Training and Consultancy Pte Ltd

		Apply Emotional Competence to Manage Self at the Workplace	NTUC LearningHub Pte Ltd
Service Orientation	Basic	Workplace Training for Contribute to Customer Service over Various Platforms	Caretech168 LLP
		Effective Customer Service Skills (Module 2)	Impact Management Seminars Pte Ltd
		WSQ Workplace Training for "Contribute to Customer Service over Various Platforms"	Leacov Singapore Pte Ltd
		Contribute to Customer Service over Various Platforms	Loyal Reliance Pte Ltd
		Contribute to Customer Service over Various Platforms	Mendaki Social Enterprise Network Singapore Pte Ltd
		Contribute to Customer Service over Various Platforms	ROHEI Corporation Pte Ltd
		Contribute to Customer Service over Various Platforms	Service Quality Centre Pte Ltd
		Provide Value-added Customer Service	Singapore Chinese Chamber Institute of Business
		Working Together for Professional Service	Singapore Institute of Hospitality
		Contribute to Customer Service over Various Platforms	Singapore National Employers Federation
		Contribute to Customer Service over Various Platforms	Training Vision Institute Pte Ltd
		Provide Go-the-Extra-Mile Service	Ascendo Consulting Pte Ltd
		Provide Go-the-Extra-Mile Service (Engage to Delight)	Beacon Consulting Pte Ltd
		Winning Service (Version B)	Capelle Academy Pte Ltd
		UPI Your Service: Achieving Superior Service (Version B)	Capelle Academy Pte Ltd
		Workplace Training for Provide Go-the-Extra-Mile Service	Caretech168 LLP
		Provide Go-the-Extra-Mile Service	DSI Academy Pte Ltd
		WSQ Provide Go-the-Extra-Mile Service	Eagle Infotech Consultants Pte Ltd
		Provide Go-the-Extra-Mile Service	Eben Consultants (Far East) Pte Ltd
		Provide Go-the-Extra-Mile Service	Eduquest International Institute Pte Ltd
		Effective Customer Service Skills (Module 2)	Impact Management Seminars Pte Ltd
		Provide Go-the-Extra-Mile Service	Kaplan Professional
		WSQ Workplace Training for "Provide Go-the-Extra-Mile Service"	Leacov Singapore Pte Ltd
		Provide Go-the-Extra-Mile Service	Lighthouse Global Training and Consultancy Pte Ltd
		WSQ Provide Go-the-Extra-Mile Service	NTUC Learning Hub Pte Ltd
		WSQ Provide Go-the-Extra-Mile Service powered by Disney Institute	NTUC Learning Hub Pte Ltd
		Extra Mile Professionalism	ROHEI Corporation Pte Ltd
		Provide Go-the-Extra-Mile Service	Service Quality Centre Pte Ltd
		Provide Go-the-Extra-Mile Service	Serviceworks Pte Ltd
		Deliver Personalised Service	Singapore Institute of Hospitality
		Provide Go-the-Extra-Mile Service	Singapore Institute of Retail Studies
		WSQ SE: Provide Go-the-Extra-Mile Service	Singapore National Employers Federation
		Provide Excellent Customer Service	Singapore National Employers Federation
Provide Go-the-Extra-Mile Service	Studyworks Pte Ltd		
Provide Go-the-Extra-Mile Service	Training Vision Institute Pte Ltd		
Provide Go-the-Extra-Mile Service	Xperienz Pte Ltd		
Teamwork	Basic	Work In A Team	AGB Education Centre Pte Ltd
		WSQ Work in a Team.	Eagle Infotech Consultants Pte Ltd
		Work in a Team	Lighthouse Global Training and Consultancy Pte Ltd
		Work in A Team	Mendaki Social Enterprise Network Singapore Pte Ltd
		ES-IP-102G-1 Work In A Team	NATC Institute Pte Ltd
		Work in a Team	NTUC LearningHub Pte Ltd
		Work in a Team	SSA Consulting Group Pte Ltd
Work in a Team	Trillion Training (S) Pte Ltd		