

## Skills Framework for Retail

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

Retail Operations

<b>Job Role:</b> Merchandising Executive/Category Executive/House Brand Executive	
<b>Full Qualification Programmes</b>	<b>Providers</b>

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Analytical, Conceptual and Evaluative	Problem Identification	3	Solve Problems and Make Decisions at Supervisory Level	Absolute Kinetics Consultancy Pte Ltd
			Solve Problems and Make Decisions at Supervisory Level	Avanta Global Pte. Ltd.
			Solve Problems and Make Decisions at Supervisory Level	Capelle Academy Pte. Ltd.
			Solve Problems and Make Decisions at Supervisory level	Cbm Pte. Ltd.
			ES WSQ Solve Problems and Make Decisions at Supervisory Level (Level 3)	Civil Service College
			Solve Problems and Make Decisions at Supervisory Level	Comat Training Services Pte Ltd
			WSQ Solve Problems and Make Decisions at Supervisory Level	Eagle Infotech Consultants Pte Ltd
			Solve Problems and Make Decisions at Supervisory Level	E-Square Communication & Management Training Consultancy
			Solve Problems and Make Decisions at Supervisory Level	Ever Safe Consultants Pte. Ltd.
			Effective Problem Solving and Decision Making	Everest Innovation Pte. Ltd.
			Solve Problems and Make Decisions at Supervisory Level	Greensafe International Pte. Ltd.
			ES WSQ Systematic Problem Solving and Decision Making (Supervisory Level)	Integrated Learning Systems Pte Ltd
			ES-ACE-302G-1 Solve Problems and Make Decisions at Supervisory Level	Kaplan Professional
			Solve Problems and Make Decisions for Supervisors	Lighthouse Global Training and Consultancy Pte. Ltd.
			Solve Problems and Make Decisions at Supervisory Level	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			Solve Problems and Make Decisions at Supervisory Level	Nanyang Polytechnic
			Solve Problems and Make Decisions at Supervisory Level	Ngee Ann Polytechnic
			Solve Problems and Make Decisions at Supervisory Level (ES-ACE-302G-1)	NTUC LearningHub Pte. Ltd.
			Solve Problems and Make Decisions at Supervisory Level	Pharmaceutical Society of Singapore
			Solve Problems and Make Decisions at Supervisory Level	Service Quality Centre Pte. Ltd.
			Solve Problems and Make Decisions at Supervisory Level	Singapore Institution of Safety Officers (Siso) The
			Solve Problems and Make Decisions at Supervisory Level	Singapore National Employers Federation
			Solve Problems and Make Decisions at Supervisory Level	Singapore Polytechnic
Solve Problems and Make Decisions at Supervisory Level	SSA Consulting Group Pte. Ltd.			
Solve Problems and Make Decisions at Supervisory Level	ST Electronics (E-Services) Pte. Ltd.			
Solve Problems and Make Decisions	The Singapore Contractors Association Limited			
Solve Problems and Make Decisions at Supervisory Level	Training Vision Institute Pte. Ltd.			
Solve Problems and Make Decisions at Supervisory Level	Trillion Training (S) Pte Ltd			
Solve Problems and Make Decisions at Supervisory Level	U-Training Centre Pte. Ltd.			
Business Continuity Management	Crisis Management	3	CM-360 Implementing a Crisis Management Plan	BCMI Pte. Ltd.
			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.

Communication	Business Negotiation	3	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 and 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 Aact - 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
Finance	Financial Budget Planning and Management	4	Manage Budgeting and Forecasting Processes for the Business Unit	Kaplan Professional
			Financial Management Skills for Non-Accountants	Nanyang Polytechnic
			Manage Budgeting and Forecasting Processes for the Business Unit	Singapore National Employers Federation
Information and Results	Report Writing	3	Write Reports	Parkway College Of Nursing & Allied Health Pte. Ltd.
			Write Reports	Arium School Of Arts and Sciences Pte. Ltd.
			WSQ Write Reports	NTUC LearningHub Pte. Ltd.
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
Planning and Implementation	Business Operational Planning	3	The Job of the Manager (JOMAN): Essential Managerial Techniques	Singapore Institute of Management (SIM)

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		
Foster Service Innovation	Capelle Academy Pte Ltd		

Creative Thinking	Intermediate	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		
		Interpersonal Skills	Intermediate	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				
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 (SIRS)				
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				
Solve Problems & Make Decisions at Supervisory Level	Intermediate	Solve Problems & Make Decisions at Supervisory Level	Absolute Kinetics Consultancy Pte Ltd		
		Solve Problems and Make Decisions at Supervisory Level	Avanta Global Pte Ltd		
		Solve Problems and Make Decisions at Supervisory Level	Capelle Academy Pte Ltd		
		Eradicating Problems and Making Effective Decisions	Capelle Academy Pte Ltd		
		Solve Problems & Make Decisions at Supervisory level	CBM Pte Ltd		
		ES WSQ Solve Problems and Make Decisions at Supervisory Level (Level 3)	Civil Service College		
		Solve Problems and Make Decisions at Supervisory Level	Comat Training Services Pte Ltd		
		WSQ Solve Problems and Make Decisions at Supervisory Level	Eagle Infotech Consultants Pte Ltd		
		Solve Problems and Make Decisions at Supervisory Level	E-Square Communication and Management Training Consultancy		

Problem Solving	Intermediate	Solve Problems and Make Decisions at Supervisory Level	Ever Safe Consultants Pte Ltd
		'Effective Problem Solving and Decision Making'	Everest Innovation Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Greensafe International Pte Ltd
		ES WSQ Systematic Problem Solving & Decision Making (Supervisory Level)	Integrated Learning Systems Pte Ltd
		Solve Problems and Make Decisions for Supervisors	Lighthouse Global Training and Consultancy Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Mendaki Social Enterprise Network Singapore Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Nanyang Polytechnic
		Solve Problems and Make Decisions at Managerial Level (ES-ACE-402G-1)	NTUC Learning Hub Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level (ES-ACE-302G-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 Supervisory Level	Singapore National Employers Federation
		Solve Problems and Make Decisions at Managerial Level	Singapore National Employers Federation
		Solve Problems and Make Decisions at Supervisory Level	Singapore Polytechnic
		Solve Problems & Make Decisions at Supervisory Level	SSA Consulting Group Pte Ltd
		Solve Problems and Make Decisions at Managerial Level	SSA Consulting Group Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	Trillion Training (S) Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level	U-Training Centre Pte Ltd
Teamwork	Intermediate	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		