

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 Manager/Category Manager/Private Label Manager	
Full Qualification Programmes	Providers

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Analytical, Conceptual and Evaluative	Market Research	4	Manage Market Research BHB3302 Hospitality Data Analysis	Nanyang Polytechnic Singapore Institute of Technology
	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.			
Corporate Governance and Policies	Compliance with Legal Regulations	4	Manage Risk In The Business Unit	William Angliss Institute Pte. Ltd.
Finance	Financial Analysis	4	Manage Finance for Non-Finance Retail Managers	Bootstrap Pte. Ltd.
			NICF - Agile Enterprise	Lithan Academy Pte. Ltd.
			Financial Management Skills for Non-Accountants	Nanyang Polytechnic
			BHB1009 Financial & Managerial Accounting	Singapore Institute of Technology
			Conduct Financial Analysis of the Business Unit (SD)	Singapore Institute of Retail Studies
Manage Finance for Retail Operations	Singapore Institute of Retail Studies			

	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') Financial Management Skills for Non-Accountants BHB2001 Financial Management Manage Budgeting and Forecasting Processes for the Business Unit	Kaplan Professional Nanyang Polytechnic Singapore Institute of Technology Singapore National Employers Federation
Market Intelligence	Market Trend Analysis	4	BM WSQ - Interpret Market Trends and Development (Single module only; Not part of 'BM for Managers') BHB3302 Hospitality Data Analytics	Kaplan Professional Singapore Institute of Technology
People and Relationship Management	Business Relationship Building	4	Strategic Stakeholder Engagement BM WSQ - Manage Programmes and Activities to Enhance Stakeholder Relationships(Single module only;Not part of 'BM for managers')	Capelle Academy Pte. Ltd. Kaplan Professional
Personal Management and Development	People Development	4	Manage operational human resource policies	Singapore Institute Of Retail Studies (SIRS)
Planning and Implementation	Business Opportunities Development	4	Research and Analyze Business Opportunities The Sales Strategist A Business Mindset!	Capelle Academy Pte. Ltd. ODE Consulting Pte. Ltd. TLG Holdings Pte. Ltd.
Risk Management	Business Risk Assessment	4	BHB3001 Contemporary Issues In Hospitality Manage Risk In The Business Unit	Singapore Institute of Technology William Angliss Institute Pte. Ltd.

Generic Skills and Competencies (GSCs)		Proficiency Level	Modular Programmes	Providers
Title				
Decision Making	Intermediate	Develop Self	Bootstrap Pte Ltd	
		Leading through People	Capelle Academy Pte Ltd	
		Develop Self	Kaplan Professional	
		Develop Self	Mendaki Social Enterprise Network Singapore Pte Ltd	
		Develop Self powered by John Maxwell	NTUC LearningHub Pte Ltd	
		Develop Self	SeraphCorp Institute Pte Ltd	
		Develop Self	Singapore Chinese Chamber Institute of Business	
		Developing Self Effectiveness for Business Performance	Singapore Institute of Management	
		Creative Leadership and Self Development Skills	Singapore National Employers Federation	
Leadership	Intermediate	Role Model the Service Vision	Andalus Corporation Pte Ltd	
		Support Team	Bootstrap Pte Ltd	
		Role Model the Service Vision (Version B)	Capelle Academy Pte Ltd	
		People Leadership Program	Capelle Academy Pte Ltd	
		Building a Results-Oriented Team	Capelle Academy Pte Ltd	
		ONE DREAM - ONE TEAM: Manage Team Effectively	Image Institute of Learning and Development Pte Ltd	
		Role Model the Service Vision	Kaplan Professional	
		Lead Team	Kaplan Professional	
		Support Team	Kaplan Professional	
		Lead Team	Loyal Reliance Pte Ltd	
		Role Model the Service Vision	Mendaki Social Enterprise Network Singapore Pte Ltd	
		Lead Team	Mendaki Social Enterprise Network Singapore Pte Ltd	
		Support Team	Mendaki Social Enterprise Network Singapore Pte Ltd	
		WSQ Role Model the Service Vision	NTUC Learning Hub Pte Ltd	
		WSQ Role Model the Service Vision powered by Disney Institute	NTUC Learning Hub Pte Ltd	
		Lead Team	NTUC LearningHub Pte Ltd	
		Support Team powered by John Maxwell	NTUC LearningHub Pte Ltd	
		Lead Team	SeraphCorp Institute Pte Ltd	
		Support Team	SeraphCorp Institute Pte Ltd	
		Role Model the Service Vision	Service Quality Centre Pte Ltd	
		Support Team	Service Quality Centre Pte Ltd	
		Role Modelling to Establish Customer Relationship	Singapore Chinese Chamber Institute of Business	
		Lead Team	Singapore Chinese Chamber Institute of Business	
Support Team	Singapore Chinese Chamber Institute of Business			
Dynamic Planning and Execution for Managers	Singapore Institute of Management			
Role Model the Service Vision	Singapore National Employers Federation			
Support Your Team Creatively	Singapore National Employers Federation			
Lead Team Leaders to Develop Business Strategies and Governance Management	Training Masters Workforce Institute Pte Ltd			
Role Model the Service Vision	Training Vision 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	
Resource Management	Advanced	Strategise Service Operations	Capelle Academy Pte Ltd	
		Strategise Service Operations	Training Vision Institute Pte Ltd	