

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: Visual Merchandiser	
Full Qualification Programmes	Providers

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.

			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.
Personal Management and Development	Organisational Relationship Building	3	The Job of the Manager (JOMAN): Essential Managerial Techniques	Singapore Institute of Management (SIM)
	Personal Effectiveness	3	Lead and Influence People	Capelle Academy Pte. Ltd.
			Developing Self Effectiveness for Business Performance	Singapore Institute of Management (SIM)
Planning and Implementation	Business Operational Planning	3	The Job of the Manager (JOMAN): Essential Managerial Techniques	Singapore Institute of Management (SIM)
Product Management	Product Styling	3	Provide Fashion Styling with Brand Alignment	Textile and Fashion Industry Training Centre Pte Ltd
Visual Display and Space Optimisation	Retail Space Utilisation	3	Draw Planogram and Store Layout	Textile and Fashion Industry Training Centre Pte Ltd

Generic Skills and Competencies (GSCs)		Modular Programmes	Providers
Title	Proficiency Level		
Creative Thinking	Advanced	WSQ Innovate The Customer Experience	At-Sunrice Globalchef Academy Pte Ltd
		WSQ Leading Service Innovation	Institute of Systems Science, National University of Singapore
		Innovate the Customer Experience	Service Quality Centre Pte Ltd
		Innovate the Customer Experience (24 HRS)	Training Vision Institute Pte Ltd
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		
		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
		Solve Problems and Make Decisions at Supervisory Level	Ever Safe Consultants Pte Ltd
		'Effective Problem Solving and Decision Making'	Everest Innovation Pte Ltd

Problem Solving	Intermediate	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
Sense Making	Intermediate	Manage Service Performance	Andalus Corporation Pte Ltd
		The Service Coach (Version B)	Capelle Academy Pte Ltd
		Manage Service Performance	Kaplan Professional
		Manage Service Performance	Mendaki Social Enterprise Network Singapore Pte Ltd
		WSQ Manage Service Performance	NTUC Learning Hub Pte Ltd
		Manage Service Performance	Service Quality Centre Pte Ltd
		Manage Service Operations and Performance	Singapore Chinese Chamber Institute of Business
		Manage Service Performance	Training Vision Institute Pte Ltd
		Manage Service Performance	William Angliss Institute Pte Ltd