

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 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.
Visual Display and Space Optimisation	Retail Space Utilisation	2	illustrate Store Layout and Planogram using Design Software	Textile and Fashion Industry Training Centre Pte Ltd

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		
Service Innovation Works! (Version B)	Capelle Academy Pte Ltd		
Demonstrate Initiative and Enterprising Behaviors	Capelle Academy Pte Ltd		
ES WSQ Demonstrate Initiative and Enterprising Behaviours (Level 1)	Civil Service College		
WSQ Engage in Service Innovation Initiatives	Eagle Infotech Consultants Pte Ltd		

Creative Thinking	Basic	WSQ Demonstrate Initiative and Enterprising Behaviours	Eagle Infotech Consultants Pte Ltd
		Looking' Beyond Service Excellence to WOW Customers	Impact Management Seminars Pte Ltd
		WSQ Extreme Innovator	Institute of Systems Science, National University of Singapore
		Engage in Service Innovation Initiatives	Kaplan Professional
		WSQ Workplace Training for "Engage in Service Innovation Initiatives"	Leacov Singapore Pte Ltd
		Engage in Service Innovation	Lighthouse Global Training and Consultancy Pte Ltd
		Demonstrate Innovative Behaviours	Lighthouse Global Training and Consultancy Pte Ltd
		Engage in Service Innovation	Loyal Reliance Pte Ltd
		Engage in Service Innovation	Mendaki Social Enterprise Network Singapore Pte Ltd
		WSQ Engage in Service Innovation	NTUC Learning Hub Pte Ltd
		WSQ Engage in Service Innovation by ESSEC	NTUC Learning Hub Pte Ltd
		WSQ Engage in Service Innovation powered by Disney Institute	NTUC Learning Hub Pte Ltd
		Engage in Service Innovation Initiatives (Core)	ROHEI Corporation Pte Ltd
		Engage in Service Innovation	Service Quality Centre Pte Ltd
		Engage in Service Innovation	Singapore Chinese Chamber Institute of Business
		Engage in Service Innovation	Singapore Institute of Retail Studies
		Engage in Service Innovation	Singapore National Employers Federation
		Demonstrate Initiative and Enterprising Behaviours	Singapore National Employers Federation
		Demonstrate Initiative & Enterprising Behaviours	SSA Consulting Group Pte Ltd
		Engage in Service Innovation	Training Vision Institute Pte Ltd
		(16hrs) - ICDL Perform Word Processing Functions (Word Fundamentals)	@ASK Training Pte Ltd
		(16hrs) - ICDL Perform Spreadsheet Functions (Excel Fundamentals)	@ASK Training Pte Ltd
		(16hrs) - ICDL Perform Presentation Functions (PowerPoint Fundamentals)	@ASK Training Pte Ltd
		(16hrs) ICDL Introduction to Computer & Internet	@ASK Training Pte Ltd
		(16hrs) – ICDL Introduction to Spreadsheet & Word Processing (Excel & Word)	@ASK Training Pte Ltd
		(16hrs) ICDL Tablet Fundamentals	@ASK Training Pte Ltd
		@16HRS - ICDL PERFORM SPREADSHEET FUNCTIONS (EXCEL 2010 FUNDAMENTALS)	@ASK Training Pte Ltd
		Demonstrate Understanding of Concepts of IT Security	Absolute Kinetics Consultancy Pte Ltd
		Perform Word Processing Functions (24 hours)	Absolute Kinetics Consultancy Pte Ltd
		Perform Word Processing Functions (16 hours)	Absolute Kinetics Consultancy Pte Ltd
		Perform Spreadsheet Functions (24 hours)	Absolute Kinetics Consultancy Pte Ltd
		Perform Essential Online Function	Absolute Kinetics Consultancy Pte Ltd
		Use Essential Features of a computer (16hours)	Absolute Kinetics Consultancy Pte Ltd
		Use Essential Features of a computer	Absolute Kinetics Consultancy Pte Ltd
		Perform Spreadsheet Functions (16 hours)	Absolute Kinetics Consultancy Pte Ltd
		Perform Essential Online Function (16 hours)	Absolute Kinetics Consultancy Pte Ltd
		WSQ ICDL Microsoft Access 2013 Basic	Avantus Training Private Limited
		WSQ ICDL Microsoft PowerPoint 2013 Basic	Avantus Training Private Limited
		WSQ ICDL Microsoft Excel 2013 Basic	Avantus Training Private Limited
		Perform Word Processing Functions	Centre For Employability Skills (CES)
		Perform Spreadsheet Functions	Centre For Employability Skills (CES)
		Perform Database Functions	Centre For Employability Skills (CES)
		Perform Presentation Functions	Centre For Employability Skills (CES)
		Perform Web Browsing and Communication	Centre For Employability Skills (CES)
		Demonstrate Secure Use of IT	Comat Training Services Pte Ltd
		Use Essential Features of a Computer (ICDL Module: Computer Essentials)	Comat Training Services Pte Ltd
		ICDL Module 3: ES WSQ - Perform Word Processing Functions (Microsoft Word 2003 Fast Track)	Comat Training Services Pte Ltd
		ICDL Module 3: ES WSQ - Perform Word Processing Functions (Microsoft Word 2007 Fast Track)	Comat Training Services Pte Ltd
		ICDL Module 3: ES WSQ - Perform Word Processing Functions (Microsoft Word 2010 Fast Track)	Comat Training Services Pte Ltd
		ICDL Module 3: ES WSQ - Perform Word Processing Functions (Microsoft Word 2013 Fast Track)	Comat Training Services Pte Ltd
		ICDL Module 4: ES WSQ - Perform Spreadsheet Functions (Microsoft Excel 2007 Fast Track)	Comat Training Services Pte Ltd
		ICDL Module 4: ES WSQ - Perform Spreadsheet Functions (Microsoft Excel 2003 Fast Track)	Comat Training Services Pte Ltd
		ICDL Module 4: ES WSQ - Perform Spreadsheet Functions (Microsoft Excel 2010 Fast Track)	Comat Training Services Pte Ltd
		ICDL Module 4: ES WSQ - Perform Spreadsheet Functions (Microsoft Excel 2013 Fast Track)	Comat Training Services Pte Ltd
		ICDL Module 5: ES WSQ - Perform Database Functions (Microsoft Access 2003 Fast Track)	Comat Training Services Pte Ltd
		ICDL Module 5: ES WSQ - Perform Database Functions (Microsoft Access 2007 Fast Track)	Comat Training Services Pte Ltd
		ICDL Module 5: ES WSQ - Perform Database Functions (Microsoft Access 2010 Fast Track)	Comat Training Services Pte Ltd
		ICDL Module 5: ES WSQ - Perform Database Functions (Microsoft Access 2013 Fast Track)	Comat Training Services Pte Ltd
		ICDL Module 6: ES WSQ - Perform Presentations Functions (Microsoft PowerPoint 2003 Fast Track)	Comat Training Services Pte Ltd

ICDL Module 6: ES WSQ - Perform Presentation Functions (Microsoft PowerPoint 2007 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 6 - ES WSQ - Perform Presentation Functions (Microsoft PowerPoint 2010 Fast Track)	Comat Training Services Pte Ltd
ICDL Module 6: ES WSQ - Perform Presentation Functions (Microsoft PowerPoint 2013 Fast Track)	Comat Training Services Pte Ltd
Perform Essential Online Functions (8 hrs) (ICDL Certification Module: Online Essentials)	Comat Training Services Pte Ltd
Use Essential Features of a Computer (8 hrs) (ICDL Certification Module: Computer Essentials)	Comat Training Services Pte Ltd
ICDL Module 4: ES WSQ - Perform Spreadsheet Functions (Microsoft Excel 2013 Blended)	Comat Training Services Pte Ltd
02 days - Demonstrate Secure Use of IT (17 hrs)(ICDL Certification)	Genetic Computer School Pte Ltd
02 days - Microsoft Word 2010 - 17 hrs (Perform Word Processing Functions) (ICDL Cert Module 3)	Genetic Computer School Pte Ltd
02 days - (Microsoft Word 2013 - 17 hrs) Perform Word Processing Functions (ICDL Certification)	Genetic Computer School Pte Ltd
02 days - Microsoft Excel 2010 - 17 hrs (Perform Spreadsheet Functions) (ICDL Cert Module 4)	Genetic Computer School Pte Ltd
02 days - (Microsoft Excel 2013 - 17 hrs) Perform Spreadsheet Functions (ICDL Certification)	Genetic Computer School Pte Ltd
02 days - Microsoft Access 2010 - 17 hrs (Perform Database Functions) (ICDL Cert Module 5)	Genetic Computer School Pte Ltd
02 days - (Microsoft Access 2013 - 17 hrs) Perform Database Functions (ICDL Certification)	Genetic Computer School Pte Ltd
02 days - Microsoft PowerPoint 2010 - 17 hrs (Perform Presentation Functions) (ICDL Cert Module 6)	Genetic Computer School Pte Ltd
02 days - Microsoft PowerPoint 2013 - 17 hrs - Perform Presentation Functions (ICDL Certification)	Genetic Computer School Pte Ltd
02 days - Microsoft Outlook & Internet Explorer - Perform Essential Online Functions (16 hrs) (ICDL Certification)	Genetic Computer School Pte Ltd
02 days - Demonstrate Understanding of Concepts of IT Security - 16 hrs (ICDL Certification Module 12 : IT Security)	Genetic Computer School Pte Ltd
02 days - Use Essential Features of a Computer (16 hrs) (ICDL Certification)	Genetic Computer School Pte Ltd
02 days - EqualSkills - Computer Fundamentals - Digital Citizen (16 hrs) (ICDL Certification)	Genetic Computer School Pte Ltd
02 days - Use Basic Functions and Applications of a Computer (16 hrs) (ICDL Certification : ICDL Base)	Genetic Computer School Pte Ltd
ICDL Module 6: ES WSQ - Perform Presentation Functions (Microsoft PowerPoint 2010)	GNS School
ICDL Module 6: ES WSQ - Perform Presentation Functions (Microsoft PowerPoint 2003)	GNS School
Secure Use of IT	Institute of Singapore Chartered Accountants
Online Essentials	Intellisoft Training Pte Ltd
Computer Essentials	Intellisoft Training Pte Ltd
Basic-Intermediate Microsoft Word 2010 Certification (2 Days)	Intellisoft Training Pte Ltd
Basic_Intermediate Microsoft Word 2013 Certification (2 Days)	Intellisoft Training Pte Ltd
Basic Intermediate Microsoft Excel 2013 Certification (2 Days)	Intellisoft Training Pte Ltd
Basic/Intermediate Microsoft Excel Certification (2 Days)	Intellisoft Training Pte Ltd
Basic/Intermediate Microsoft Access 2010 Certification (2 Days)	Intellisoft Training Pte Ltd
Basic/Intermediate Microsoft Access 2013 Certification (2 Days)	Intellisoft Training Pte Ltd
Basic_Intermediate Microsoft PowerPoint 2010 Certification (2 Days)	Intellisoft Training Pte Ltd
Basic_Intermediate Microsoft PowerPoint 2013 Certification (2 Days)	Intellisoft Training Pte Ltd
ES-FSI-103G-1 Perform Word Processing Functions	Kaplan Professional
ES-FSI-103G-1 Perform Word Processing Functions (16hrs)	Kaplan Professional
Create Impactful Documents with Word Processing Skills	Kaplan Professional
ES-FSI-104G-1 Perform Spreadsheet Functions	Kaplan Professional
ES-FSI-104G-1 Perform Spreadsheet Functions (16hrs)	Kaplan Professional
Excel with Basic Spreadsheet Functions	Kaplan Professional
ES-FSI-105G-1 Perform Database Functions	Kaplan Professional
ES-FSI-105G-1 Perform Database Functions (16hrs)	Kaplan Professional
ES-FSI-106G-1 Perform Presentation Functions	Kaplan Professional
ES-FSI-106G-1 Perform Presentation Functions (16hrs)	Kaplan Professional
Power up your Presentation with PowerPoint	Kaplan Professional
ES-FSI-107G-1 Perform Web Browsing and Communication	Kaplan Professional
ES-FSI-107G-2 Perform Essential Online Functions	Kaplan Professional
ES-FSI-108G-1-Demonstrate Understanding of Concepts of IT Security (16 hrs) (ICDL Certification Module: IT Security)	Kaplan Professional
ES-FSI-108G-1-Demonstrate Secure Use of IT	Kaplan Professional
ES-FSI-109G-1 Use Essential Features of a Computer	Kaplan Professional
Digital Citizen Computer Fundamentals	Kaplan Professional

ES-FSI-111G-1 Use Basic Functions and Applications of a Computer	Kaplan Professional
Use Primary Functions and Applications of a Tablet	Kaplan Professional
Perform Word Processing Functions 2010 (Standard Courseware)	Mendaki Social Enterprise Network Singapore Pte Ltd
Perform Word Processing Functions 2013 (Standard Courseware)	Mendaki Social Enterprise Network Singapore Pte Ltd
Perform Spreadsheet Functions 2010 (Standard Courseware)	Mendaki Social Enterprise Network Singapore Pte Ltd
Perform Spreadsheet Functions 2013 (Standard Courseware)	Mendaki Social Enterprise Network Singapore Pte Ltd
Perform Presentation Functions 2010 (Standard Courseware)	Mendaki Social Enterprise Network Singapore Pte Ltd
Perform Presentation Functions 2013 (Standard Courseware)	Mendaki Social Enterprise Network Singapore Pte Ltd
Use Basic Functions and Applications of a Computer	Mendaki Social Enterprise Network Singapore Pte Ltd
Step-out Programme	Mendaki Social Enterprise Network Singapore Pte Ltd
BWW Pilot (Perform Word Processing Functions 2010 (Standard Courseware))	Mendaki Social Enterprise Network Singapore Pte Ltd
Step-out Programme	Mendaki Social Enterprise Network Singapore Pte Ltd
BWW Pilot (Perform Spreadsheet Function 2010 (Standard Courseware))	Mendaki Social Enterprise Network Singapore Pte Ltd
Step-out Programme	Mendaki Social Enterprise Network Singapore Pte Ltd
BWW Pilot (Perform Presentation Functions 2010 (Standard Courseware))	Mendaki Social Enterprise Network Singapore Pte Ltd
Use Primary Functions and Applications of a Computer	Mendaki Social Enterprise Network Singapore Pte Ltd
Use Primary Functions and Applications of a Tablet	Mendaki Social Enterprise Network Singapore Pte Ltd
Use Primary Functions and Applications of a Tablet	NTUC LearningHub Pte Ltd
Use Basic Functions and Applications of a Computer (24 hrs) (ICDL Certification Module: Intro to ICDL Base)	NTUC LearningHub Pte Ltd
Perform Word Processing Functions Word WSQ ICDL 2016	NTUC LearningHub Pte Ltd
Demonstrate Secure Use of IT	NTUC LearningHub Pte Ltd
Perform Word Processing Functions. (Office 2010 Standard Courseware)	NTUC LearningHub Pte Ltd
Perform Word Processing Functions (Office 2010)	NTUC LearningHub Pte Ltd
Perform Word Processing Functions (Office 2013)	NTUC LearningHub Pte Ltd
Perform Spreadsheet Functions (Office 2010 Standard Courseware).	NTUC LearningHub Pte Ltd
Perform Spreadsheet Functions (Office 2010)	NTUC LearningHub Pte Ltd
Perform Spreadsheet Functions (Office 2013)	NTUC LearningHub Pte Ltd
Perform Database Functions (Office 2010 Standard Courseware).	NTUC LearningHub Pte Ltd
Perform Database Functions (Office 2013 Standard Courseware)	NTUC LearningHub Pte Ltd
Perform Presentation Functions (Office 2010 Standard Courseware).	NTUC LearningHub Pte Ltd
Perform Presentation Functions (Office 2010)	NTUC LearningHub Pte Ltd
Perform Presentation Functions.(Office 2013)	NTUC LearningHub Pte Ltd
Perform Essential Online Functions (16 hrs) (ICDL Certification Module: Online Essentials)	NTUC LearningHub Pte Ltd
Use Essential Features of a Computer (16 hrs) (ICDL Certification Module: Computer Essentials)	NTUC LearningHub Pte Ltd
Use Primary Functions and Applications of a Computer (16 hrs) (ICDL Certification Module: Digital Citizen Computer Fundamentals)	NTUC LearningHub Pte Ltd
Use Basic Functions and Applications of a Computer (16 hrs) (ICDL Certification Module: Intro to ICDL Base)	NTUC LearningHub Pte Ltd
Perform Word Processing Functions	Service Quality Centre Pte Ltd
Perform Spreadsheet Functions	Service Quality Centre Pte Ltd
Perform Database Functions	Service Quality Centre Pte Ltd
Perform Presentation Functions	Service Quality Centre Pte Ltd
Perform Web Browsing and Communication	Service Quality Centre Pte Ltd
Perform Essential Online Functions (16 hrs) (ICDL Certification Module: Online Essentials)	Service Quality Centre Pte Ltd
Demonstrate Understanding of Concepts of IT Security (16 hrs) (ICDL Certification Module: IT Security)	Service Quality Centre Pte Ltd
Use Essential Features of a Computer (16 hrs) (ICDL Certification Module: Computer Essentials)	Service Quality Centre Pte Ltd
Use Primary Functions and Applications of a Computer (16 hrs) (ICDL Certification Module: EqualSkills)	Service Quality Centre Pte Ltd
Use Basic Functions and Applications of a Computer (16 hrs) (ICDL Certification Module: Intro to ICDL Base)	Service Quality Centre Pte Ltd
Digital Citizen Tablet Fundamentals	Singapore National Employers Federation
Demonstrate Secure Use of IT	Singapore National Employers Federation
ICDL Perform Word Processing Functions (Word 2003)	Singapore National Employers Federation
ICDL Perform Word Processing Functions (Word 2013) - 3 days	Singapore National Employers Federation
ICDL Perform Word Processing Functions (Word 2013) - 2 days	Singapore National Employers Federation
ICDL Perform Spreadsheet Functions (Excel 2003)	Singapore National Employers Federation
WSQ ICDL Excel Core 2007	Singapore National Employers Federation
ICDL Perform Spreadsheet Functions (Excel 2013) - 3 days	Singapore National Employers Federation
ICDL Perform Database Functions (Access 2003)	Singapore National Employers Federation

		ICDL Perform Database Functions (Access 2013) - 3 days	Singapore National Employers Federation
		ICDL Perform Database Functions (Access 2013) - 2 days	Singapore National Employers Federation
		ICDL Perform Presentation Functions (PowerPoint 2003)	Singapore National Employers Federation
		ICDL Perform Presentation Functions (PowerPoint 2013) - 3 days	Singapore National Employers Federation
		ICDL Perform Presentation Functions (PowerPoint 2013) - 2 days	Singapore National Employers Federation
		Demonstrate Understanding of Concepts of IT Security (16 hrs) (ICDL Certification Module: IT Security)	Singapore National Employers Federation
		Use Pri Functions and Applns of a Computer (Windows 8-16hrs)(ICDL Cert Mod: Digital Citizen Computer Fundamentals	SSA Consulting Group Pte Ltd
		Use Basic Functions and Applications of a Computer (16hrs) (ICDL Certification Module: Intro to IC DL Base)	SSA Consulting Group Pte Ltd
		Use Basic Functions and Application of a Computer (Windows 7- 16hrs)(ICDL Certification Module:Intro to IC DL Base)	SSA Consulting Group Pte Ltd
		Use Basic Functions and Application of a Computer (Windows 8) (16hrs IC DL Certification Module:Intro to IC DL Base)	SSA Consulting Group Pte Ltd
		Use Primary Functions and Applications of a Tablet	SSA Consulting Group Pte Ltd
		Perform Database Functions - 2010	SSA Consulting Group Pte Ltd
		Use Primary Functions and Applications of a Tablet	Training Vision Institute Pte Ltd
		Digital Citizen Computer Fundamentals	Training Vision Institute Pte Ltd
		Microsoft Word	Training Vision Institute Pte Ltd
		Microsoft Word 2010	Training Vision Institute Pte Ltd
		Microsoft Excel	Training Vision Institute Pte Ltd
		Microsoft Excel 2010	Training Vision Institute Pte Ltd
		Microsoft Access	Training Vision Institute Pte Ltd
		Microsoft Access 2010	Training Vision Institute Pte Ltd
		Microsoft PowerPoint 2007	Training Vision Institute Pte Ltd
		Microsoft PowerPoint 2010	Training Vision Institute Pte Ltd
		Perform Web Browsing and Communication	Training Vision Institute Pte Ltd
		Perform Essential Online Functions	Training Vision Institute Pte Ltd
		Use Essential Features of a Computer	Training Vision Institute Pte Ltd
		Use Basic Functions and Applications of a Computer	Training Vision Institute Pte Ltd
		ICDL Core MS Word (2010)	Trainwell Computer Training Centre
		ICDL Core MS Word	Trainwell Computer Training Centre
		ICDL Word Processing with MS Word (2007)	Trainwell Computer Training Centre
		ICDL Core MS Excel (2010)	Trainwell Computer Training Centre
		ICDL Core MS Excel	Trainwell Computer Training Centre
		ICDL Spreadsheet with MS Excel (2007)	Trainwell Computer Training Centre
		ICDL Core MS Access (2010)	Trainwell Computer Training Centre
		ICDL Core MS Access	Trainwell Computer Training Centre
		ICDL Database with MS Access (2007)	Trainwell Computer Training Centre
		ICDL Core MS PowerPoint (2010)	Trainwell Computer Training Centre
		ICDL Core MS PowerPoint	Trainwell Computer Training Centre
		ICDL Presentation with MS PowerPoint (2007)	Trainwell Computer Training Centre
		ICDL Internet and Email (IE8/Outlook 2010)	Trainwell Computer Training Centre
		ICDL Internet and Email (IE8/Outlook 2007)	Trainwell Computer Training Centre
		Perform Essential Online Functions (16 hrs) (ICDL Certification Module: Online Essentials)	Trainwell Computer Training Centre
		Demonstrate Understanding of Concepts of IT Security (16 hrs) (ICDL Certification Module: IT Security)	Trainwell Computer Training Centre
		Secure Use of IT	Trainwell Computer Training Centre
		Use Essential Features of a Computer (16 hrs) (ICDL Certification Module: Computer Essentials)	Trainwell Computer Training Centre
		Digital Citizen Computer Fundamentals	Trainwell Computer Training Centre
		Digital Citizen Fundamentals Plus	Trainwell Computer Training Centre
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