

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: Area Manager/District Manager	
Full Qualification Programmes	Providers
WSQ Diploma in Retail	Singapore Institute Of Retail Studies (SIRS)
WSQ Graduate Diploma in Retail	Singapore Institute Of Retail Studies (SIRS)

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Analytical, Conceptual and Evaluative	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.
Change Management	Adapt To Change	4	ES-PMD-404G-1 Contribute towards a Learning Organisation	Kaplan Professional
			Contribute Towards a Learning Organisation	Service Quality Centre Pte. Ltd.
			Contribute towards a Learning Organisation	Singapore National Employers Federation
			Contribute Towards a Learning Organisation	SSA Consulting Group Pte. Ltd.
			Contribute Towards a Learning Organisation	Training Vision 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.	
Corporate Governance and Policies	Compliance with Legal Regulations	4	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.
			Manage Risk In The Business Unit	William Angliss Institute Pte. Ltd.
			Optimise Workforce for Service Excellence	Kaplan Professional

Customer Experience	People and Relationship Management	4	Optimise Workforce for Service Excellence	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			SVCF WSQ Optimise Workforce for Service Excellence	Service Quality Centre Pte. Ltd.
			Optimise Workforce for Service Excellence	Singapore Chinese Chamber Institute of Business
			Optimise Workforce for Service Excellence	Singapore National Employers Federation
	Service Brand	4	Manage the Service Brand	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			Manage the Service Brand (24HRS)	Training Vision Institute Pte. Ltd.
	Service Challenges	4	Develop Service Recovery Framework	Kaplan Professional
			Develop Service Recovery Framework	ROHEI Corporation Pte. Ltd.
			Develop Service Recovery Framework	Service Quality Centre Pte. Ltd.
			Develop Service Recovery Framework	Singapore Institute Of Retail Studies (SIRS)
	Service Excellence	4	Develop Service Recovery Framework (16HRS)	Training Vision Institute Pte. Ltd.
			UPI Your Service - Building Service Partnerships	Capelle Academy Pte. Ltd.
			Manage Partnerships for Service Excellence	Kaplan Professional
			Manage Partnerships for Service Excellence	Service Quality Centre Pte. Ltd.
	Service Information and Results	4	Manage Partnerships for Service Excellence	Training Vision Institute Pte. Ltd.
			WSQ Service Analytics	Institute of Systems Science, NUS
			Analyse Service Quality and Customer Satisfaction	Kaplan Professional
	Service Innovation Culture	4	Analyse Service Quality and Customer Satisfaction	Service Quality Centre Pte. Ltd.
			Analyse Service Quality and Customer Satisfaction	Training Vision Institute Pte. Ltd.
			Design Winning Products and Services	Capelle Academy Pte. Ltd.
			WSQ Service Design	Institute of Systems Science, NUS
			Develop New Products / Services	Kaplan Professional
			Develop New Products/Services	Service Quality Centre Pte. Ltd.
			Develop New Products/ Services	Singapore Chinese Chamber Institute of Business
			Develop New Products / Services	Singapore Institute Of Retail Studies (SIRS)
			Develop New Products / Services	Training Vision Institute Pte. Ltd.
			Service Leadership	4
	WSQ Build An Uplifting Service Culture	Capelle Academy Pte. Ltd.		
	Lead with Service Vision	Kaplan Professional		
	Lead with Service Vision	Mendaki Social Enterprise Network Singapore Pte. Ltd.		
	WSQ Lead with Service Vision	NTUC LearningHub Pte. Ltd.		
	Lead with Service Vision	ROHEI Corporation Pte. Ltd.		
WAVE Service Leaders	Sentosa Leisure Management Pte. Ltd.			
Lead with Service Vision	Service Quality Centre Pte. Ltd.			
Lead with Service Vision	Singapore Chinese Chamber Institute of Business			
Manage Sales Operations.	Singapore Institute Of Retail Studies (SIRS)			
Service Planning and Implementation	4	Lead with Service Vision	Tourism Management Institute of Singapore Pte Ltd	
		Lead with Service Vision	Training Vision Institute Pte. Ltd.	
		Develop Service Operations (SF)	Ascott International Management (2001) Pte Ltd	
		WSQ Develop Service Operations	At-Sunrice GlobalChef Academy Pte. Ltd.	
		Develop Service Operations	Capelle Academy Pte. Ltd.	
		Develop Service Operations	Kaplan Professional	
		Develop Service Operations	Mendaki Social Enterprise Network Singapore Pte. Ltd.	
		Develop Service Operations	Service Quality Centre Pte. Ltd.	
		Manage Quality Service Operations	Singapore Institute Of Retail Studies (SIRS)	
Finance	4	Develop Service Operations	Tourism Management Institute of Singapore Pte Ltd	
		Develop Service Operations	Training Vision Institute Pte. Ltd.	
		Develop Service Operations	William Angliss Institute Pte. Ltd.	
		Manage Finance for Non-Finance Retail Managers	Bootstrap Pte. Ltd.	
		NICF - Agile Enterprise	Lithan Academy Pte. Ltd.	
Financial Analysis	4	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')	Kaplan Professional	
		Financial Management Skills for Non-Accountants	Nanyang Polytechnic	
		BHB2001 Financial Management	Singapore Institute of Technology	
		Manage Budgeting and Forecasting Processes for the Business Unit	Singapore National Employers Federation	
Information and Results	Retailing and the Economy	4	Retailing and the Economy	Singapore Institute Of Retail Studies (SIRS)
Innovation	Productivity Improvement	4	Manage Retail Productivity	Singapore Institute Of Retail Studies (SIRS)
Inventory Management	Inventory Control	4	Control Inventory.	Singapore Institute Of Retail Studies (SIRS)
People and Relationship Management	Business Relationship Building	4	Strategic Stakeholder Engagement	Capelle Academy Pte. Ltd.
			BM WSQ - Manage Programmes and Activities to Enhance Stakeholder Relationships	Kaplan Professional
Personal Management and Development	People Development	4	Manage operational human resource policies	Singapore Institute Of Retail Studies (SIRS)
Planning and	Business Opportunities		Research and Analyze Business Opportunities	Capelle Academy Pte. Ltd.

Planning and Implementation	Business Opportunities Development	4	The Sales Strategist A Business Mindset!	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.
Workplace Housekeeping, Safety and Security	Store Facilities and Housekeeping	5	Manage and Maintain Store Facilities.	Singapore Institute Of Retail Studies (SIRS)
	Workplace Safety and Health	4	ES-JS-401G-1 Manage Workplace Safety and Health System	Kaplan Professional
			Workplace Safety and Health-Managerial	Ngee Ann Polytechnic
			Manage Workplace Safety and Health System	NTUC LearningHub Pte. Ltd.
			Manage Workplace Safety and Health System	Service Quality Centre Pte. Ltd.
			Workplace Safety and Health-Managerial 1	Singapore Polytechnic
Manage Workplace Safety and Health System	ST Electronics (E-Services) Pte. Ltd.			
Manage Workplace Safety and Health System	Tourism Management Institute of Singapore Pte Ltd			

Generic Skills and Competencies (GSCs)		Proficiency Level	Modular Programmes	Providers
Title				
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			
Interpersonal Skills	Advanced		Foster Business Relationship	Kaplan Professional
			Strategic Leadership	SeraphCorp Institute Pte Ltd
			Role of Effective Managers – Connecting the Dots!	SMU-Centre for Professional Studies
Problem Solving	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
			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		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
	Intermediate	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