

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:
Operations Director/Retail Manager/Operations Manager

Full Qualification Programmes	Providers
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	Systems Thinking Application	5	IMPACT: Advanced Problem Solving and Decision Making Workshop	Capelle Academy Pte. Ltd.
			ES-ACE-501G-1 Apply Systems Thinking in Problem Solving and Decision Making	Kaplan Professional
			Apply Systems Thinking in Problem Solving and Decision Making	Service Quality Centre Pte. Ltd.
			Apply Systems Thinking in Problem Solving and Decision Making	Singapore National Employers Federation
			Apply Systems Thinking in Problem Solving and Decision Making	SSA Consulting Group Pte. Ltd.
			Apply Systems Thinking in Problem Solving and Decision Making	Training Vision Institute Pte. Ltd.
Change Management	Manage Change	5	Leading Organisational Change	Singapore Institute of Management (SIM)
Corporate Governance and Policies	Compliance with Legal Regulations	5	NICF - Risk and Compliance Management	National University of Singapore
Customer Experience	People and Relationship Management	5	Strategise Workforce for Service Excellence (24 Hrs)	Training Vision Institute Pte. Ltd.
	Service Challenges	5	Drive Customer Loyalty for Service Excellence	ROHEI Corporation Pte. Ltd.
			Drive Customer Loyalty for Service Excellence	Service Quality Centre Pte. Ltd.
			Drive Customer Loyalty for Service Excellence	Training Vision Institute Pte. Ltd.
	Service Excellence	5	SVCF WSQ Strategise Partnerships for Service Excellence	Service Quality Centre Pte. Ltd.
			Strategise Partnerships for Service Excellence (24 HRS)	Training Vision Institute Pte. Ltd.
	Service Information and Results	5	WSQ Service Analytics	Institute of Systems Science, NUS
			Drive Service Quality and Customer Satisfaction	Service Quality Centre Pte. Ltd.
			Drive Service Quality and Customer Satisfaction	Tourism Management Institute of Singapore Pte Ltd
	Service Innovation	5	WSQ Leading Service Innovation	Institute of Systems Science, NUS
			Champion Service Innovation (24 Hrs)	Training Vision Institute Pte. Ltd.
	Service Innovation Culture	5	WSQ Innovate The Customer Experience	At-Sunrice GlobalChef Academy Pte. Ltd.
WSQ Leading Service Innovation			Institute of Systems Science, NUS	
Innovate the Customer Experience			Service Quality Centre Pte. Ltd.	
Service Leadership	5	Innovate the Customer Experience (24 Hrs)	Training Vision Institute Pte. Ltd.	
		Build a Customer Focused Organization	Capelle Academy Pte. Ltd.	
Service Planning and Implementation	5	Champion a Service Excellence Ethos (24Hrs)	Training Vision Institute Pte. Ltd.	
		Strategize Service Operations	Capelle Academy Pte. Ltd.	
Finance	Financial Analysis	5	Strategise Service Operations (24 Hrs)	Training Vision Institute Pte. Ltd.
	Financial Budget Planning and Management	5	NICF-Finance for IT Managers	National University of Singapore
			Evaluate and Interpret Financial Reports	Singapore National Employers Federation
			BM-FIN-503E-1 Develop and Establish Financial Budget and Plans	Kaplan Professional
Innovation	Productivity Improvement	5	NICF-Finance for IT Managers	Singapore National Employers Federation
			Develop and Establish Financial Budget and Plans	Institute of Singapore Chartered Accountants
			Initiate sustainable productivity improvement plan through effective change management (SD)	Singapore Institute Of Retail Studies (SIRS)
			ES-ACE-502G-1 & ES-ACE-503G-1 Designed for Productivity	Kaplan Professional
			ES-ACE-503G-1 Facilitate the Implementation of a Productivity Framework	Kaplan Professional
			Facilitate the Implementation of a Productivity Framework	Service Quality Centre Pte. Ltd.
			Facilitate the Implementation of a Productivity Framework	Singapore National Employers Federation
Facilitate the Implementation of a Productivity Framework	SSA Consulting Group Pte. Ltd.			
Facilitate the Implementation of a Productivity Framework	Training Vision Institute Pte. Ltd.			
Leadership and People	Organisational Vision,		Business Driven Enterprise Architecture: Integrated Approach from Business Strategy to Implementation.	National University of Singapore

Management	Mission and Values Formulation	5	NICF-Business Driven Enterprise Architecture: Integrated Approach from Business Strategy to Implementation	National University of Singapore
Personal Management and Development	Organisational Relationship Building	5	Business Driven Enterprise Architecture: Integrated Approach from Business Strategy to Implementation.	National University of Singapore
			NICF-Business Driven Enterprise Architecture: Integrated Approach from Business Strategy to Implementation	National University of Singapore
Results Achievement	Business Excellence	5	Evaluate Organization for Business Excellence	Capelle Academy Pte. Ltd.
			Evaluate Organisation for Business Excellence	Service Quality Centre Pte. Ltd.
			Evaluate Organisation for Business Excellence	Training Vision Institute Pte. Ltd.

Generic Skills and Competencies (GSCs)		Modular Programmes	Providers
Title	Proficiency Level		
Resource Management	Advanced	Strategise Service Operations	Capelle Academy Pte Ltd
		Strategise Service Operations	Training Vision Institute Pte Ltd
Developing People	Advanced	Engage People	Kaplan Professional
		Engage People	SeraphCorp Institute Pte Ltd
		Talent Management for Business Leaders	SMU-Centre for Professional Studies
		Engage People	William Angliss Institute Pte Ltd