

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: Sales Associate/Brand Associate	
Full Qualification Programmes	Providers
WSQ Certificate in Retail	Lighthouse Global Training and Consultancy Pte. Ltd.
WSQ Certificate in Retail	SFIC Institute Pte. Ltd.
WSQ Certificate in Retail	Singapore Institute Of Retail Studies (SIRS)

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Change Management	Adapt To Change	1	ES WSQ Adapt To Change (Level 1)	Civil Service College
			WSQ Adapt to Change	Eagle Infotech Consultants Pte Ltd
			Adapt to Change	Eben Consultants (Far East) Pte Ltd
			ES WSQ Adapting to Change in the Knowledge Economy (Operational)	Integrated Learning Systems Pte Ltd
			ES-PMD-104G-1 Adapt to Change	Kaplan Professional
			Adapt to Change	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			ES-PMD-104G-1 Adapt to Change	NATC Institute Pte. Ltd.
			Adapt to Change	NTUC LearningHub Pte. Ltd.
			Adapt to Change	Service Quality Centre Pte. Ltd.
			Adapt to Change	Singapore National Employers Federation
Communication	Workplace Communications	1	Communicate and Relate Effectively at the Workplace	Absolute Kinetics Consultancy Pte Ltd
			Communicate and Relate Effectively at the Workplace	Avanta Global Pte. Ltd.
			CWSH - Communicate and Relate Effectively at the Workplace (for course accreditation only)	Building and Construction Authority
			Communicate and Relate Effectively at the Workplace	Capelle Academy Pte. Ltd.
			ES WSQ Communicate and Relate Effectively at the Workplace (Level 1)	Civil Service College
			Communicate and Relate Effectively at the Workplace	COMAT Training Services Pte Ltd
			Communicate & Relate Effectively at the Workplace	Compas Management Consulting Pte. Ltd.
			WSQ Communicate and Relate Effectively at the Workplace	Eagle Infotech Consultants Pte Ltd
			Communicate & Relate Effectively at the Workplace	Eben Consultants (Far East) Pte Ltd
			Communicate and Relate Effectively at the Workplace	Greensafe International Pte. Ltd.
			ES WSQ Effective Interaction & Relationship Management (Operational)	Integrated Learning Systems Pte Ltd
			Communicate and Relate Effectively at the Workplace	Integrated Training Consultants Pte. Ltd.
			ES-IP-101G-1 Communicate & Relate Effectively at the Workplace	Kaplan Professional
			Communicate and Relate Effectively at the Workplace	Lighthouse Global Training And Consultancy 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.
			Communicate and Relate Effectively at the Workplace	Ngee Ann Polytechnic
			Communicate and Relate Effectively at the Workplace (ES-IP-101G-1)	NTUC LearningHub Pte. Ltd.
			Communicate and Relate Effectively at the Workplace	RSVP ProGuide Pte. Ltd.
			Communicate and Relate Effectively at the workplace	Service Quality Centre Pte. Ltd.
Communicate and Relate Effectively at the Workplace	Singapore National Employers Federation			
Communicate and Relate Effectively at the Workplace	Singapore Polytechnic			
Communicate and Relate Effectively at the Workplace	SSA Consulting Group Pte. Ltd.			

			Communicate and Relate Effectively at the Workplace	ST Electronics (E-Services) Pte. Ltd.
			Communicate and Relate Effectively	The Singapore Contractors Association Limited
			Communicate and Relate Effectively at the Workplace	Training Vision Institute Pte. Ltd.
			Communicate and Relate Effectively at the Workplace	Trillion Training (S) Pte Ltd
	After-sales Service	1	Handle Retail After Sales Service @ Workplace	Lighthouse Global Training And Consultancy Pte. Ltd.
			WSQ Handle Retail After Sales Service	SFIC Institute Pte. Ltd.
			Handle Retail After Sales Services	Singapore Institute Of Retail Studies (SIRS)
	People and Relationship Management	1	Strength in Diversity (Version B)	Capelle Academy Pte. Ltd.
			Workplace Training for Work in a Diverse Service Environment	CareTech168 LLP
			Work in a Diverse Service Environment	Civil Service College
			Work in a Diverse Service Environment	Guilford Training Centre Pte Ltd
			Applying Emotional Intelligence at the Workplace	IMPACT Management Seminars Pte Ltd
			Effective Customer Service Skills (Module 1)	IMPACT Management Seminars Pte Ltd
			Work in a Diverse Service Environment	Kaplan Professional
			WSQ Workplace Training for "Work in a Diverse Service Environment"	Leacov Singapore Pte. Ltd.
			Work in a Diverse Service Environment	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			WSQ Work in a Diverse Service Environment	NTUC LearningHub Pte. Ltd.
			Exceptional Team, Extraordinary Touch (Staff)	Parkway College Of Nursing & Allied Health Pte. Ltd.
			Work in a Diverse Service Environment (Generic)	ROHEI Corporation Pte. Ltd.
			Work in a Diverse Service Environment	Service Quality Centre Pte. Ltd.
			Optimise Performance in Diverse Service Environment	Singapore Chinese Chamber Institute of Business
			Working Together for Professional Service	Singapore Institute Of Hospitality
			Work in a Diverse Service Environment	Singapore Institute Of Retail Studies (SIRS)
			Work in a Diverse Service Environment	Singapore National Employers Federation
			Work in a Diverse Service Environment	Studyworks Pte. Ltd.
			Work in a Diverse Service Environment	Training Vision Institute Pte. Ltd.
	Product Advisory	1	Provide Advice On Clock and/or Watch Products	Bootstrap Pte. Ltd.
			Provide Advice on Fashion and Apparels	Carrie Academy International Pte. Ltd.
			Provide Advice on Footwear	Carrie Academy International Pte. Ltd.
			Provide advice on make up products	Carrie Academy International Pte. Ltd.
			Provide Advice on Skin Care Products	Carrie Academy International Pte. Ltd.
			Provide Advice for Make-up Products	Cosmoprof Academy Pte. Ltd.
			Provide Advice on Jewellery Products	Far East Gemological Institute Pte. Ltd.
			Provide Advice on Diamond Products	Far East Gemological Institute Pte. Ltd.
			WSQ Provide Advice on Furniture Products	SFIC Institute Pte. Ltd.
			Provide Advice on Furniture Products.	Singapore Institute Of Retail Studies (SIRS)
			Provide advice on electrical and electronic products (Digital Switch-Over)	Singapore Institute Of Retail Studies (SIRS)
			Provide Advice on Fashion and Apparels	Singapore Institute Of Retail Studies (SIRS)
			Provide Advice on Footwear.	Singapore Institute Of Retail Studies (SIRS)
			Provide Advice on Make Up Products.	Singapore Institute Of Retail Studies (SIRS)
			Provide Advice on Skin Care Products.	Singapore Institute Of Retail Studies (SIRS)
			Fashion Knowledge and Styling	Textile and Fashion Industry Training Centre Pte Ltd
			Make Up Dynamics	Urban Beauty Academy Pte. Ltd.
			Skin Care Dynamics	Urban Beauty Academy Pte. Ltd.
			Fragrance Dynamics	Urban Beauty Academy Pte. Ltd.
	Product Demonstration	1	Perform Product Demonstration	Lighthouse Global Training And Consultancy Pte. Ltd.
			Perform Product Demonstration.	Singapore Institute Of Retail Studies (SIRS)
	Service Challenges	1	From Moments to Memories (Version B)	Capelle Academy Pte. Ltd.
			WSQ Certified Service Professional Programme - Version B	Capelle Academy Pte. Ltd.
			Workplace Training for Respond to Service Challenges	CareTech168 LLP
			Certified Service Professional Version 2 (Classroom)	Civil Service College
			Handling Service Triggers	IMPACT Management Seminars Pte Ltd
			Respond to Service Challenges	Institute of Estate Agents, Singapore
			Respond to Service Challenges	Kaplan Professional
			Certified Service Professional (Version 2 Track 2)	Kaplan Professional
			WSQ Workplace Training for "Respond to Service Challenges"	Leacov Singapore Pte. Ltd.
			Respond to Service Challenges	Lighthouse Global Training And Consultancy Pte. Ltd.
			Respond to Service Challenges	Loyal Reliance Pte. Ltd.
			Certified Service Professional (Version 2 Track 2).	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			Certified Service Professional (CSP) Version 2	NTUC LearningHub Pte. Ltd.
			WSQ Respond to Service Challenges	NTUC LearningHub Pte. Ltd.
			Certified Service Professional	ROHEI Corporation Pte. Ltd.
			Service Mastery: Handling Difficult Customers	ROHEI Corporation Pte. Ltd.
			Certified Service Professional (Version 2)	Service Quality Centre Pte. Ltd.
			Respond to Service Challenges	Service Quality Centre Pte. Ltd.
			Certified Service Professional (CSP) Version 2	Singapore Chinese Chamber Institute of Business

		Respond to Service Challenges	Singapore Chinese Chamber Institute of Business
		Respond to Service Challenges	Singapore Institute Of Hospitality
		Certified Service Professional Programme - CSP2	Singapore Institute Of Retail Studies (SIRS)
		Respond to Service Challenges	Singapore Institute Of Retail Studies (SIRS)
		SVCF WSQ Certified Service Professional	Singapore National Employers Federation
		The Art of Responding to Customer Service Challenges	Singapore National Employers Federation
		Respond to Service Challenges	Studyworks Pte. Ltd.
		Certified Service Professional (CSP) Version 2	Training Vision Institute Pte. Ltd.
		Respond to Service Challenges	Training Vision Institute Pte. Ltd.
		Respond to Service Challenges	Xprienz Pte. Ltd.
		Provide Go-the-Extra-Mile Service	Ascendo Consulting Pte. Ltd.
		WSQ Project a Positive & Professional Image	Ascendo Consulting Pte. Ltd.
		Project a Positive and Professional Image (Impress Like a Pro)	Beacon Consulting Pte Ltd
		Provide Go-the-Extra Mile Service (Engage to Delight)	Beacon Consulting Pte Ltd
		UPI Your Service: Achieving Superior Service (Version B)	Capelle Academy Pte. Ltd.
		Winning Service (Version B)	Capelle Academy Pte. Ltd.
		WSQ Certified Service Professional Programme - Version B	Capelle Academy Pte. Ltd.
		Workplace Training for Project a Positive and Professional Image	CareTech168 LLP
		Workplace Training for Provide Go-The-Extra-Mile Service	CareTech168 LLP
		Provide Go-the-Extra-Mile Service	CBM Pte. Ltd.
		Certified Service Professional Version 2	Civil Service College
		Project a Positive and Professional Image	DSI Academy Pte. Ltd.
		Provide Go-the-Extra-Mile Service	DSI Academy Pte. Ltd.
		WSQ Project a Positive and Professional Image	Eagle Infotech Consultants Pte Ltd
		WSQ Provide Go-the-Extra-Mile Service	Eagle Infotech Consultants Pte Ltd
		Project a Positive and Professional Image (SVCF-CS-102C-1)	Eben Consultants (Far East) Pte Ltd
		Provide Go-the-Extra-Mile Service	Eben Consultants (Far East) Pte Ltd
		Provide Go- The- Extra- Mile Service	Eduquest International Institute Pte. Ltd.
		3 Secrets to Establish Confidence and Professionalism	IMPACT Management Seminars Pte Ltd
		Achieving Positive Customer Service Experience	IMPACT Management Seminars Pte Ltd
		Effective Customer Service Skills	IMPACT Management Seminars Pte Ltd
		Project a Positive & Professional Image	Institute of Estate Agents, Singapore
		Provide Go-The-Extra Mile Service	Institute of Estate Agents, Singapore
		Certified Service Professional (Version 2 Track 2)	Kaplan Professional
		Project a Positive and Professional Image	Kaplan Professional
		Provide Go the Extra Mile Service	Kaplan Professional
		WSQ Workplace Training for "Project A Positive & Professional Image"	Leacov Singapore Pte. Ltd.
		WSQ Workplace Training for "Provide Go-the-Extra-Mile Service"	Leacov Singapore Pte. Ltd.
		Provide Go-the-Extra-Mile Service	Lighthouse Global Training And Consultancy Pte. Ltd.
		Wow Customer Professionally (SVCF-CS-101C-1, SVCF-CS-102C-1)	Loyal Reliance Pte. Ltd.
		Certified Service Professional (Version 2 Track 2).	Mendaki Social Enterprise Network Singapore Pte. Ltd.
		Certified Service Professional (CSP) Version 2	NTUC LearningHub Pte. Ltd.
		WSQ Project a Positive and Professional Image	NTUC LearningHub Pte. Ltd.
		WSQ Provide Go-the-Extra Mile Service	NTUC LearningHub Pte. Ltd.
		Demonstrate the Service Vision & Provide Go-the-Extra-Mile Service	OS-First Pte Ltd
		Certified Service Professional	ROHEI Corporation Pte. Ltd.
		Certified Service Professional	ROHEI Corporation Pte. Ltd.
		Extra Mile Professionalism	ROHEI Corporation Pte. Ltd.
		Extra Mile Professionalism (Generic)	ROHEI Corporation Pte. Ltd.
		Project a Positive and Professional Image	Science Arts Co Pte Ltd
		Provide GEMS Service	Science Arts Co Pte Ltd
		Provide Go-the-Extra-Mile Service	Secura Training Academy Pte. Ltd.
		WAVE Makers 2.0	Sentosa Leisure Management Pte. Ltd.
		Certified Service Professional (Version 2)	Service Quality Centre Pte. Ltd.
		Project a Positive and Professional Image	Service Quality Centre Pte. Ltd.
		Provide Go-the-Extra-Mile Service	Service Quality Centre Pte. Ltd.
		Provide Go-Extra-Mile Service	Serviceworks Pte. Ltd.
		Certified Service Professional (CSP) Version 2	Singapore Chinese Chamber Institute of Business
		Deliver Personalised Service	Singapore Institute Of Hospitality
		Certified Service Professional Programme - CSP2	Singapore Institute Of Retail Studies (SIRS)
		Project a Positive and Professional Image	Singapore Institute Of Retail Studies (SIRS)
		Provide Go-The-Extra-Mile Service	Singapore Institute Of Retail Studies (SIRS)
		Project a Positive and Professional Image	Singapore National Employers Federation
		Provide Excellent Customer Service	Singapore National Employers Federation
Customer Experience	Service Excellence	1	

		SVCF WSQ Certified Service Professional	Singapore National Employers Federation
		WSQ SE: Provide Go-the-Extra-Mile Service	Singapore National Employers Federation
		Project a Positive and Professional Image	Studyworks Pte. Ltd.
		Provide Go-The-Extra-Mile Service	Studyworks Pte. Ltd.
		Certified Service Professional (CSP) Version 2	Training Vision Institute Pte. Ltd.
		Project a Positive and Professional Image	Training Vision Institute Pte. Ltd.
		Provide Go-the-Extra-Mile Service	Training Vision Institute Pte. Ltd.
		Project A Positive And Professional Image	Xprienz Pte. Ltd.
		Provide Go-the-Extra-Mile Service	Xprienz Pte. Ltd.
Service Information and Results	1	Acquire Industry Knowledge (Elective)	Civil Service College
		Acquire Industry Knowledge	Training Vision Institute Pte. Ltd.
		Acquire Industry Knowledge	Mendaki Social Enterprise Network Singapore Pte. Ltd.
		Acquire Industry Knowledge	Andalus Corporation Pte Ltd
		Sentosa & The Leisure Industry	Sentosa Leisure Management Pte. Ltd.
Service Innovation	1	Service Innovation Works! (Version B)	Capelle Academy Pte. Ltd.
		WSQ Engage in Service Innovation Initiatives	Civil Service College
		WSQ Engage in Service Innovation Initiatives	Eagle Infotech Consultants Pte Ltd
		'Looking' Beyond Service Excellence to WOW Customers	IMPACT Management Seminars Pte Ltd
		WSQ Extreme Innovator	Institute of Systems Science, NUS
		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.
		Engage in Service Innovation Initiatives	Loyal Reliance Pte. Ltd.
		Engage in Service Innovation Initiatives	Mendaki Social Enterprise Network Singapore Pte. Ltd.
		WSQ Engage in Service Innovation Initiatives	NTUC LearningHub Pte. Ltd.
		Engage in Service Innovation Initiatives (Core)	ROHEI Corporation Pte. Ltd.
		Engage in Service Innovation Initiatives	Service Quality Centre Pte. Ltd.
		Engage in Service Innovation	Singapore Chinese Chamber Institute of Business
		Engage in Service Innovation Initiatives	Singapore Institute Of Retail Studies (SIRS)
		Engage in Service Innovation Initiatives	Singapore National Employers Federation
		Engage in Service Innovation Initiatives	Training Vision Institute Pte. Ltd.
Service Leadership	1	Demonstrate the Service Vision	Aadvantage Consulting Group Pte. Ltd.
		Demonstrate the Service Vision (Version B)	Capelle Academy Pte. Ltd.
		Workplace Training for Demonstrate the Service Vision	CareTech168 LLP
		Demonstrate the Service Vision	Civil Service College
		WSQ Demonstrate the Service Vision	Eagle Infotech Consultants Pte Ltd
		Demonstrate the Service Vision	Eben Consultants (Far East) Pte Ltd
		WSQ Demonstrate the Service Vision	Educare International Consultancy Pte. Ltd.
		Demonstrate the Service Vision	Eduquest International Institute Pte. Ltd.
		Demonstrate The Service Vision	Guilford Training Centre Pte Ltd
		Aligning Your Service Promises	IMPACT Management Seminars Pte Ltd
		Demonstrate the Service Vision	Kaplan Professional
		WSQ Workplace Training for "Demonstrate the Service Vision"	Leacov Singapore Pte. Ltd.
		Demonstrate the Service Vision	Mendaki Social Enterprise Network Singapore Pte. Ltd.
		WSQ Demonstrate the Service Vision	NTUC LearningHub Pte. Ltd.
		Exceptional Team, Extraordinary Touch (Support Staff)	Parkway College Of Nursing & Allied Health Pte. Ltd.
		Demonstrate the Service Vision & Provide Go-the-Extra-Mile Service	QS-First Pte Ltd
		Demonstrate the Service Vision (Core)	ROHEI Corporation Pte. Ltd.
		WOW! Sentosa (2.0)	Sentosa Leisure Management Pte. Ltd.
		Demonstrate the Service Vision	Service Quality Centre Pte. Ltd.
		Demonstrate The Service Vision	Serviceworks Pte. Ltd.
		Our Excellence Towards Service	Singapore Institute Of Hospitality
		Align Business Processes To Comply With Personal Data Protection Act (PDPA)	Singapore Institute Of Retail Studies (SIRS)
		Demonstrate the Service Vision	Singapore Institute Of Retail Studies (SIRS)
		Demonstrate the Service Vision (PDPA in the Real Estate Industry)	Singapore Institute Of Retail Studies (SIRS)
		WSQ SE: Demonstrate the Service Vision	Singapore National Employers Federation
		Demonstrate the Service Vision	Studyworks Pte. Ltd.
		Demonstrate the Service Vision	Training Vision Institute Pte. Ltd.
		Demonstrate the Service Vision	Xprienz Pte. Ltd.
		Team Service Excellence (Version B)	Capelle Academy Pte. Ltd.
		Workplace Training for Implement Operations for Service Excellence	CareTech168 LLP
		Implement Operations for Service Excellence	Civil Service College
		Implement Operations for Service Excellence	Compas Management Consulting Pte. Ltd.
		Implement Operations for Service Excellence	Eduquest International Institute Pte. Ltd.
		Implement Operations for Service Excellence	Golden Compass School Pte. Ltd.
		Implement Operations for Service Excellence	Guilford Training Centre Pte Ltd
		Achieving Service Excellence	IMPACT Management Seminars Pte Ltd

	Service Planning and Implementation	1	Effective Customer Service Skills (Module 1)	IMPACT Management Seminars Pte Ltd	
			Implement Operations for Service Excellence	Kaplan Professional	
			WSQ Workplace Training for "Implement Operations for Service Excellence"	Leacov Singapore Pte. Ltd.	
			Elite Service Excellence (SVCF-PL-101C-1, SVCF-CS-101E-1)	Loyal Reliance Pte. Ltd.	
			Implement Operations for Service Excellence	Mendaki Social Enterprise Network Singapore Pte. Ltd.	
			WSQ Implement Operations for Service Excellence	NTUC LearningHub Pte. Ltd.	
			Service Mastery: Handling Difficult Customers	ROHEI Corporation Pte. Ltd.	
			Service Resilience	ROHEI Corporation Pte. Ltd.	
			WOW! Sentosa (2.0)	Sentosa Leisure Management Pte. Ltd.	
			Implement Operations for Service Excellence	Service Quality Centre Pte. Ltd.	
			Our Excellence Towards Service	Singapore Institute Of Hospitality	
			Align Business Processes To Comply With Personal Data Protection Act (PDPA)	Singapore Institute Of Retail Studies (SIRS)	
			Implement Operations for Service Excellence	Singapore Institute Of Retail Studies (SIRS)	
			Apply Service Excellence for Operations	Singapore National Employers Federation	
			Implement Operations for Service Excellence	Singapore National Employers Federation	
			Implement Operations for Service Excellence	Studyworks Pte. Ltd.	
			Implement Operations for Service Excellence	Tourism Management Institute of Singapore Pte Ltd	
Implement Operations for Service Excellence	Training Vision Institute Pte. Ltd.				
Implement Operations For Service Excellence	William Angliss Institute Pte. Ltd.				
Design and Illustration	Colour Concept Application	1	Maintain Professional Image and Apply Colour Theory	Carrie Academy International Pte. Ltd.	
			Apply Colour Theory	Cosmoprof Academy Pte. Ltd.	
			WSQ Retail Jewellery Design Professional Programme	Jewellery Design & Management International School Pte. Ltd.	
			Apply Colour Theory.	Singapore Institute Of Retail Studies (SIRS)	
			Fashion Knowledge and Styling	Textile and Fashion Industry Training Centre Pte Ltd	
Inventory Management	Inventory Control	1	Perform stock control operations	Lighthouse Global Training And Consultancy Pte. Ltd.	
			Perform Stock Control Operations	Singapore Institute Of Retail Studies (SIRS)	
Information and Results	Retailing and The Economy	1	WSQ Work Effectively in the Retail Environment	SFIC Institute Pte. Ltd.	
			Work effectively in the digital retail environment	Singapore Institute Of Retail Studies (SIRS)	
			Work Effectively in the Retail Environment	Singapore Institute Of Retail Studies (SIRS)	
Sales and Marketing	Sales Closure	1	Perform Point of Sale Operations	Singapore Institute Of Retail Studies (SIRS)	
			Perform Point of Sale Operations	Carrie Academy International Pte. Ltd.	
Visual Display and Space Optimisation	Visual Merchandising Presentation	1	Handle Merchandise Display	Adept Academy Pte. Ltd.	
			Handle Merchandise Display	Lighthouse Global Training And Consultancy Pte. Ltd.	
			WSQ Handle Merchandise Display	SFIC Institute Pte. Ltd.	
			Handle Merchandise Display..	Singapore Institute Of Retail Studies (SIRS)	
Workplace Housekeeping, Safety and Security	Store Security Policy	1	Apply Security Practices - Jewellery Retail Store	Far East Gemological Institute Pte. Ltd.	
			Apply Security Practices	Lighthouse Global Training And Consultancy Pte. Ltd.	
			Apply Security Practices	Singapore Institute Of Retail Studies (SIRS)	
	Workplace First-Aid	1	Perform Workplace First Aid	Anzen Training Academy Pte. Ltd.	
			WSQ SE-SO-104E-2- Perform Workplace First Aid and CPR + AED	G4S Training Centre	
			Perform Workplace First Aid	HMI Institute Of Health Sciences Pte. Ltd.	
			WSQ Perform Workplace First Aid	NTUC LearningHub Pte. Ltd.	
			Perform Workplace First Aid	Singapore First Aid Training Centre Pte. Ltd.	
			Perform Workplace First Aid	Singapore Red Cross Society	
				Workplace Safety and Health - Operations Level	Aetos Training Academy Pte. Ltd.
				Comply with Workplace Safety and Health Policies and Procedures	Ascendo Consulting Pte. Ltd.
				Comply with Workplace Safety and Health Policies and Procedures	Avanta Global Pte. Ltd.
				Comply with Workplace Safety and Health Policies & Procedures	Bespoke Solution Training Consultancy Pte. Ltd.
				Comply with Workplace Safety and Health Policies and Procedures	Building and Construction Authority
				Comply with Workplace Safety and Health Policies and Procedures (ES-JS-101G-1)	CBM Pte. Ltd.
Comply with Workplace Safety and Health Policies & Procedures				Center for Competency-Based Learning and Development Pte. Ltd.	
Workplace Safety and Health - Operations Level 2				Centre for Environmental Excellence Pte. Ltd.	
Comply with Workplace Safety and Health Policies and Procedures				Centre For Urban Greenery And Ecology	
ES WSQ Comply with Workplace Safety and Health Policies and Procedures (Operations) .				Civil Service College	
Comply with workplace safety and health policies and procedures				COMAT Training Services Pte Ltd	
Comply with Workplace Safety and Health Policies and Procedures				Focus Learning Centre Pte. Ltd.	
Comply with workplace safety and health policies and procedures	Greensafe International Pte. Ltd.				
Comply with Workplace Safety and Health Policies and Procedures	Integrated Training Consultants Pte. Ltd.				

Workplace Safety and Health	1	Comply with Workplace Safety and Health Policies and Procedures	June Floral Art School Pte. Ltd.
		ES-JS-101G-1 Comply with Workplace Safety and Health Policies and Procedures	Kaplan Professional
		Comply with Workplace Safety and Health Policies and Procedures	Lighthouse Global Training And Consultancy Pte. Ltd.
		ES-Workplace Safety & Health Ops	Ngee Ann Polytechnic
		Comply with Workplace Safety and Health Policies and Procedures	NTUC LearningHub Pte. Ltd.
		Comply with workplace safety and health policies and procedures	Service Quality Centre Pte. Ltd.
		Workplace Safety and Health - Operations	Singapore Human Resources Institute (SHRI)
		Comply with workplace safety and health policies and procedures	Singapore Institute Of Retail Studies (SIRS)
		Comply with Workplace Safety & Health Policies & Procedures	Singapore National Employers Federation
		Workplace Safety and Health-Operations	Singapore Polytechnic
		Comply with Workplace Safety and Health Policies and Procedures	SSA Consulting Group Pte. Ltd.
		Comply with workplace safety and health policies and procedures	ST Electronics (E-Services) Pte. Ltd.
		Comply with workplace safety and health policies and procedures	Training Masters Workforce Institute Pte Ltd
		Comply with Workplace Safety & Health Policies & Procedures	Training Vision Institute Pte. Ltd.
		Comply with Workplace Safety and Health Policies and Procedures	Tropifame Floral Design School Pte. Ltd.
		Health and Workplace Safety - Operations Level	Trust Management Centre
Comply with Workplace Safety and Health Policies and Procedures	U-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		
Cultivate Workplace Relationships	Alue Singapore Pte Ltd		

Interpersonal Skills	Intermediate	Emotional Intelligence: The Cutting Edge of Leadership	Capelle Academy Pte Ltd		
		Enhancing Team Effectiveness	Capelle Academy Pte Ltd		
		GROUP Excellence	Capelle Academy Pte Ltd		
		Emotional Intelligence (EQ) for Top Performance at Work for Managers & Supervisors	CEQ Asia Pte Ltd		
		Build Team Relationships	Charles Mann Training and Consultancy Pte Ltd		
		WSQ Apply Emotional Competence to Manage Self and Team	Eagle Infotech Consultants Pte Ltd		
		Bond to Excel: Cultivate Workplace Relationship	Image Institute of Learning and Development Pte Ltd		
		Build Team Relationships	Kaplan Professional		
		Cultivate Workplace Relationships	Kaplan Professional		
		Apply Emotional Competence to Manage Self and Team	Mendaki Social Enterprise Network Singapore Pte Ltd		
		Build Team Relationships	Mendaki Social Enterprise Network Singapore Pte Ltd		
		Build Team Relationships powered by John Maxwell	NTUC LearningHub Pte Ltd		
		Cultivate Workplace Relationships powered by John Maxwell	NTUC LearningHub Pte Ltd		
		Leading for Results	ODE Consulting Pte Ltd		
		Cultivate Workplace Relationships	Raffles Skills Lab International Training Centre Pte Ltd		
		WSQ Emotional Intelligence @ Work for Managers	ROHEI Corporation Pte Ltd		
		WSQ Emotional Intelligence @ Work for Managers - 16hr	ROHEI Corporation Pte Ltd		
		Advance your Influence & Communication Skills with Emotional Intelligence (Includes follow-up Group Coaching session)	ROHEI Corporation Pte Ltd		
		Advance Your Influence & Communication Skills with Emotional Intelligence	ROHEI Corporation Pte Ltd		
		Build Team Relationships	SeraphCorp Institute Pte Ltd		
		Cultivate Workplace Relationships	SeraphCorp Institute Pte Ltd		
		Build Team Relationships	Service Quality Centre Pte Ltd		
		Build Team Relationships	Singapore Chinese Chamber Institute of Business		
		Cultivate Workplace Relationships	Singapore Chinese Chamber Institute of Business		
		Mastering Personal Effectiveness and Emotional Competence	Singapore Institute of Management		
		The Job of the Manager (JOMAN): Essential Managerial Techniques	Singapore Institute of Management		
		Apply emotional competence to manage self & others in business context (SD)	Singapore Institute Of Retail Studies (SIRS)		
		Apply Emotional Competence to Manage Self and Others in a Business Context	Singapore National Employers Federation		
		Build Positive Team Relationships	Singapore National Employers Federation		
		Cultivate Workplace Relationships to Optimise Team Performance	Singapore National Employers Federation		
		Apply Emotional Competence to Manage Self and Team	SSA Consulting Group Pte Ltd		
		Apply Emotional Competence to Manage Self and Others in a Business Context	SSA Consulting Group Pte Ltd		
		Cultivate Workplace Relationships and Diversity	Training Masters Workforce Institute Pte Ltd		
		Problem Solving	Basic	Solve Problems and Make Decisions at Operations Level	AGB Education Centre Pte Ltd
				Solve Problems and Make Decisions at Operations Level	Avanta Global Pte Ltd
				Solve Problems and Make Decisions	Capelle Academy Pte Ltd
ES WSQ Solve Problems and Make Decisions at Operations Level (Level 1)	Civil Service College				
Solve Problems and Make Decisions at Operations Level	Compas Management Consulting Pte Ltd				
WSQ Solve Problems and Make Decisions at Operations Level	Eagle Infotech Consultants Pte Ltd				
Solve Problems and Make Decisions at Operational Level	Eben Consultants (Far East) Pte Ltd				
Solve Problem and Make Decisions at Operations Level	Lighthouse Global Training and Consultancy Pte Ltd				
Solve Problem and Make Decision at Operations Level	Mendaki Social Enterprise Network Singapore Pte Ltd				
ES-ACE-102G-1 Solve Problems and Make Decisions at Operations Level	NATC Institute Pte Ltd				
Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)	NTUC LearningHub Pte Ltd				
Solve Problems and Make Decisions at Operations Level	Singapore National Employers Federation				
Solve Problems and Make Decisions at Operations Level	Singapore Polytechnic				
Solve Problems and Make Decisions at Operations Level	SSA Consulting Group Pte Ltd				
Solve Problems and Make Decisions at Operations Level	Trillion Training (S) Pte Ltd				
		Workplace Training for Contribute to Customer Service over Various Platforms	Caretech168 LLP		
		Effective Customer Service Skills (Module 2)	Impact Management Seminars Pte Ltd		
		WSQ Workplace Training for "Contribute to Customer Service over Various Platforms"	Leacov Singapore Pte Ltd		
		Contribute to Customer Service over Various Platforms	Loyal Reliance Pte Ltd		
		Contribute to Customer Service over Various Platforms	Mendaki Social Enterprise Network Singapore Pte Ltd		

Service Orientation	Basic	Contribute to Customer Service over Various Platforms	ROHEI Corporation Pte Ltd
		Contribute to Customer Service over Various Platforms	Service Quality Centre Pte Ltd
		Provide Value-added Customer Service	Singapore Chinese Chamber Institute of Business
		Working Together for Professional Service	Singapore Institute of Hospitality
		Contribute to Customer Service over Various Platforms	Singapore National Employers Federation
		Contribute to Customer Service over Various Platforms	Training Vision Institute Pte Ltd
		Provide Go-the-Extra-Mile Service	Ascendo Consulting Pte Ltd
		Provide Go-the-Extra-Mile Service (Engage to Delight)	Beacon Consulting Pte Ltd
		Winning Service (Version B)	Capelle Academy Pte Ltd
		UPI Your Service: Achieving Superior Service (Version B)	Capelle Academy Pte Ltd
		Workplace Training for Provide Go-the-Extra-Mile Service	Caretech168 LLP
		Provide Go-the-Extra-Mile Service	DSI Academy Pte Ltd
		WSQ Provide Go-the-Extra-Mile Service	Eagle Infotech Consultants Pte Ltd
		Provide Go-the-Extra-Mile Service	Eben Consultants (Far East) Pte Ltd
		Provide Go-the-Extra-Mile Service	Eduquest International Institute Pte Ltd
		Effective Customer Service Skills (Module 2)	Impact Management Seminars Pte Ltd
		Provide Go-the-Extra-Mile Service	Kaplan Professional
		WSQ Workplace Training for "Provide Go-the-Extra-Mile Service"	Leacov Singapore Pte Ltd
		Provide Go-the-Extra-Mile Service	Lighthouse Global Training and Consultancy Pte Ltd
		WSQ Provide Go-the-Extra-Mile Service	NTUC Learning Hub Pte Ltd
		WSQ Provide Go-the-Extra-Mile Service powered by Disney Institute	NTUC Learning Hub Pte Ltd
		Extra Mile Professionalism	ROHEI Corporation Pte Ltd
		Provide Go-the-Extra-Mile Service	Service Quality Centre Pte Ltd
		Provide Go-the-Extra-Mile Service	Serviceworks Pte Ltd
		Deliver Personalised Service	Singapore Institute of Hospitality
		Provide Go-the-Extra-Mile Service	Singapore Institute of Retail Studies
		WSQ SE: Provide Go-the-Extra-Mile Service	Singapore National Employers Federation
		Provide Excellent Customer Service	Singapore National Employers Federation
		Provide Go-the-Extra-Mile Service	Studyworks Pte Ltd
		Provide Go-the-Extra-Mile Service	Training Vision Institute Pte Ltd
		Provide Go-the-Extra-Mile Service	Xperienz Pte Ltd
		Teamwork	Basic
WSQ Work in a Team.	Eagle Infotech Consultants Pte Ltd		
Work in a Team	Lighthouse Global Training and Consultancy Pte Ltd		
Work in A Team	Mendaki Social Enterprise Network Singapore Pte Ltd		
ES-IP-102G-1 Work In A Team	NATC Institute Pte Ltd		
Work in a Team	NTUC LearningHub Pte Ltd		
Work in a Team	SSA Consulting Group Pte Ltd		
Work in a Team	Trillion Training (S) Pte Ltd		