

## 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:

Store Manager/Outlet Manager

Full Qualification Programmes	Providers
WSQ 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	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.
Change Management	Adapt To Change	3	ES WSQ Foster Team Adaptability (Level 3)	Civil Service College
			WSQ Foster Team Adaptability	Eagle Infotech Consultants Pte Ltd
			Foster Team Adaptability	Image Institute Of Learning And Development Pte. Ltd.
			Foster Team Adaptability	Image International (S) Pte. Ltd.
			ES-PMD-304G-1 Foster Team Adaptability	Kaplan Professional
			Foster Team Adaptability	Mendaki Social Enterprise Network Singapore Pte. Ltd.
Foster Team Adaptability	NTUC LearningHub Pte. Ltd.			

			Foster Team Adaptability	Service Quality Centre Pte. Ltd.
			Foster Team Adaptability	Singapore National Employers Federation
			Foster Team Adaptability	SSA Consulting Group Pte. Ltd.
			Foster Team Adaptability	Training Vision Institute Pte. Ltd.
Communication	Workplace Communications	3	Facilitate Effective Communication and Engagement at the Workplace	Absolute Kinetics Consultancy Pte Ltd
			Facilitate Effective Communication and Engagement at the Workplace	Avanta Global Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	Cambrian Academy Pte. Ltd.
			The Connector	Capelle Academy Pte. Ltd.
			ES WSQ Facilitate Effective Communication and Engagement at the Workplace (Level 3)	Civil Service College
			Facilitate Effective Communication and Engagement at the Workplace	Comat Training Services Pte Ltd
			WSQ Facilitate Effective Communication and Engagement at the Workplace	Eagle Infotech Consultants Pte Ltd
			Facilitate Effective Communication and Engagement at the Workplace	Ever Safe Consultants Pte. Ltd.
			Facilitate Effective Communication & Engagement at the Workplace	Greensafe International Pte. Ltd.
			Communicating in 21st Century	Image Institute of Learning And Development Pte. Ltd.
			ES WSQ Effective Interactive and Relationship Management (Supervisory)	Integrated Learning Systems Pte Ltd
			ES-IP-301G-1 Facilitate Effective Communication and Engagement at the Workplace	Kaplan Professional
			Facilitate Effective Communication and Engagement at the Workplace	Lighthouse Global Training and Consultancy Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	Nanyang Polytechnic
			Facilitate Effective Communication and Engagement at the Workplace	Ngee Ann Polytechnic
			Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)	NTUC LearningHub Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	Service Quality Centre Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	Singapore Institution of Safety Officers (SISO) The
			Facilitate Effective Communication and Engagement at the Workplace	Singapore National Employers Federation
			Facilitate Effective Communication and Engagement at the Workplace	Singapore Polytechnic
			Facilitate Effective Communication and Engagement at the Workplace	SSA Consulting Group Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	ST Electronics (E-Services) Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	The Singapore Contractors Association Limited
			Facilitate Effective Communication and Engagement at the Workplace	Training Vision Institute Pte. Ltd.
			Facilitate Effective Communication and Engagement at the Workplace	Trillion Training (S) Pte Ltd
Corporate Governance and Policies	Compliance with Legal Regulations	3	Fundamentals of the Personal Data Protection Act (PDPA)	Everest Innovation Pte. Ltd.
			An Introduction to the Fundamentals of the Personal Data Protection Act for Non-Legal Personnel	FY Institute of Technology (Singapore) Pte. Ltd.
			Fundamentals of the Personal Data Protection Act	Institute of Singapore Chartered Accountants
			Fundamentals of the Personal Data Protection Act	Kaplan Professional
			BM WSQ-Fundamentals of The Personal Data Protection Act	Lithan Academy Pte. Ltd.
			An Introduction to the Fundamentals of the Personal Data Protection Act for Non-Legal Personnel	Nanyang Polytechnic
			Fundamentals of the Personal Data Protection Aact - Facilitate Compliance with Legislative and Regulatory Requirements	Ngee Ann Polytechnic
			Fundamentals of the Personal Data Protection Act	NTUC LearningHub Pte. Ltd.
			Fundamentals of the Personal Data Protection Act	Singapore Academy of Law
			Complying with the Personal Data Protection Act (PDPA) - the Why, What and How (in Chinese)	Singapore Chinese Chamber Institute of Business
			Fundamentals of the Personal Data Protection Act	Singapore Chinese Chamber Institute of Business
			Fundamentals of the Personal Data Protection Act	Singapore Institute of Management
			Comply with Legal Requirements in the Work Place	Singapore Institute of Retail Studies
			WSQ An Introduction to the Fundamentals of the Personal Data Protection Act for Non-Legal Personnel	Singapore Media Academy Private Limited
			Fundamentals of the Personal Data Protection Act	Singapore National Employers Federation
			WSQ Fundamentals of the Personal Data Protection Act	Singapore Polytechnic
	People and Relationship Management	4	Optimise Workforce for Service Excellence	Kaplan Professional
			Optimise Workforce for Service Excellence	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			SVCF WSQ Optimise Workforce for Service Excellence	Service Quality Centre Pte. Ltd.

Customer Experience	management		Optimise Workforce for Service Excellence	Singapore Chinese Chamber Institute of Business
			Optimise Workforce for Service Excellence	Singapore National Employers Federation
			Optimise Workforce for Service Excellence (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)
			Develop Service Recovery Framework (16HRS)	Training Vision Institute Pte. Ltd.
	Service Excellence	3	Establish Relationship for Customer Confidence	Andalus Corporation Pte Ltd
			Establish Relationships for Customer Confidence (Version B)	Capelle Academy Pte. Ltd.
			UPI Your Service: Increasing Customer Loyalty (Version B)	Capelle Academy Pte. Ltd.
			Establish Relationships for Customer Confidence	Center for Competency-Based Learning and Development Pte. Ltd.
			Establish Relationships for Customer Confidence	Civil Service College
			Establish Relationships for Customer Confidence	DSI Academy Pte. Ltd.
			WSQ Establish Relationships for Customer Confidence	Eagle Infotech Consultants Pte Ltd
			Building Rapport to Create Selling Opportunities	Impact Management Seminars Pte Ltd
			Effective Customer Service Skills (Building Rapport Module)	Impact Management Seminars Pte Ltd
			Establish Relationships for Customer Confidence	INTEGRATED TRAINING CONSULTANTS PTE. LTD.
			Establish Relationships for Customer Confidence	Kaplan Professional
			Establish Relationship for Customer Confidence	Loyal Reliance Pte. Ltd.
			Establish Relationships for Customer Confidence	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			WSQ Establish Relationships for Customer Confidence	NTUC LearningHub Pte. Ltd.
			Establish Relationships for Customer Confidence	ROHEI Corporation Pte. Ltd.
			Establish Relationships for Customer Confidence	Service Quality Centre Pte. Ltd.
			Role Modelling to Establish Customer Relationship	Singapore Chinese Chamber Institute of Business
			Establish Relationships for Customer Confidence	Singapore Institute Of Retail Studies (SIRS)
			WSQ SE: Establish Relationships for Customer Confidence	Singapore National Employers Federation
			Establish Relationship for Customer Confidence	Training Masters Workforce Institute Pte Ltd
		Establish Relationships for Customer Confidence	Training Vision Institute Pte. Ltd.	
		Establish Relationships for Customer Confidence	William Angliss Institute Pte. Ltd.	
Service Information and Results	4	WSQ Service Analytics	Institute of Systems Science, NUS	
		Analyse Service Quality and Customer Satisfaction	Kaplan Professional	
		Analyse Service Quality and Customer Satisfaction	Service Quality Centre Pte. Ltd.	
		Analyse Service Quality and Customer Satisfaction	Training Vision Institute Pte. Ltd.	
Service Leadership	4	Lead with Service Vision	Capelle Academy Pte. Ltd.	
		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)	
		Lead with Service Vision	Tourism Management Institute of Singapore Pte Ltd	
		Lead with Service Vision	Training Vision Institute Pte. Ltd.	
Service Planning and Implementation	4	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)	
		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.	
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.
	Retail Administration	4	Manage Retail Administration	Singapore Institute Of Retail Studies (SIRS)
Innovation	Productivity Improvement	3	Lead And Facilitate Productivity Improvement	Singapore Institute Of Retail Studies (SIRS)
Inventory Management	Inventory Control	4	Control Inventory.	Singapore Institute Of Retail Studies (SIRS)

Personal Management and Development	Organisational Relationship Building	3	The Job of the Manager (JOMAN): Essential Managerial Techniques	Singapore Institute of Management (SIM)
	People Development	4	Manage operational human resource policies	Singapore Institute Of Retail Studies (SIRS)
	Personal Effectiveness	3	Lead and Influence People	Capelle Academy Pte. Ltd.
			Developing Self Effectiveness for Business Performance	Singapore Institute of Management (SIM)
Staff Training Facilitation	4	Manage staff training function	Singapore Institute Of Retail Studies (SIRS)	
Planning and Implementation	Business Operational Planning	3	The Job of the Manager (JOMAN): Essential Managerial Techniques	Singapore Institute of Management (SIM)
	Organisational Alignment and Interdependency Analysis	3	Conduct Risk Analysis and Business Impact Analysis	Business Continuity Planning Asia Pte. Ltd.
BCM-310: Assessing Risk and Business Impact Requirements			BCMI Pte. Ltd.	
Workplace Housekeeping, Safety and Security	Store Facilities and Housekeeping	3	Supervise Housekeeping Standards	Lighthouse Global Training And Consultancy Pte. Ltd.
			Supervise Housekeeping Standards.	Singapore Institute Of Retail Studies (SIRS)
	Store Security Policy	3	Maintain Store Security	Lighthouse Global Training And Consultancy Pte. Ltd.
			Maintain Store Security.	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)		Modular Programmes	Providers
Title	Proficiency Level		
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
Problem Solving	Advanced	IMPACT: Advanced Problem Solving & Decision Making Workshop	Capelle Academy Pte Ltd
		Apply Systems Thinking in Problem Solving and Decision Making	Service Quality Centre Pte Ltd
		Apply Systems Thinking in Problem Solving & Decision Making	Singapore National Employers Federation
		Apply Systems Thinking in Problem Solving and Decision Making	SSA Consulting Group Pte Ltd