

**SKILLS FRAMEWORK FOR RETAIL
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Infocomm Technology (ICT)					
TSC	Emerging Technology					
TSC Description	Review new developments in emerging technologies as well as lead analysis of emerging technologies					
TSC Proficiency Description	Level 1	Level 2	Level 3 RET-ICT-3001-1.1	Level 4 RET-ICT-4001-1.1	Level 5 RET-ICT-5001-1.1	Level 6
			Perform cost-benefit analysis and evaluation of the relevance, viability, sustainability and potential value-add of emerging technologies to the business and identify and select compatible emerging technologies	Review emerging technology, evaluate and determine relevance of emerging technologies to the organisation	Lead analysis of emerging technologies and drive implementation of industry specific technologies for organisational effectiveness	
Knowledge			<ul style="list-style-type: none"> Types of technology trends Sources of information regarding new and emerging trends and technologies 	<ul style="list-style-type: none"> Types of technology trends and their potential application towards the business Sources of information regarding new and emerging trends and technologies 	<ul style="list-style-type: none"> IT infrastructure Organisation strategies and objectives Environmental factors Types of technology trends and their potential application towards the business Sources of information regarding new and emerging trends and technologies 	
Abilities			<ul style="list-style-type: none"> Research new technologies applicable to the business and monitor emerging technological trends and development Document data from relevant sources specifying new and emerging technologies and/or opportunities that may enhance business operations Assess affordability, viability and sustainability of applying specified emerging technologies within internal operations, processes and systems Identify and select compatible emerging technologies 	<ul style="list-style-type: none"> Evaluate emerging technologies against consumer trends, market trends and business requirements Evaluate organisation's operational readiness for emerging technology adoptions Administer evaluation criteria to determine feasibility of emerging technology adoptions Propose suitable technological solutions to meet organisational needs Facilitate implementation of specific features and functions of emerging 	<ul style="list-style-type: none"> Establish framework, guidelines and procedures to review and adopt emerging technologies Determine environmental considerations for new or upgraded equipment/software Evaluate environmental considerations involved with technological use Review emerging technologies and their implication towards business strategies and objectives Evaluate usability of emerging technologies for internal operations, 	

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				technologies	processes and systems <ul style="list-style-type: none"> • Endorse adoption of emerging technologies • Drive process improvement and change management based on adoption of emerging technologies 	
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