

## Skills Framework for Wholesale Trade

Programmes that broaden or deepen specific skills and knowledge  
for the various job roles in the sector

Operations, Procurement and  
Sourcing

**Job Role:**  
Operations Assistant/Operations Coordinator

Full Qualification Programmes	Providers

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		

Generic Skills and Competencies (GSC)		Modular Programmes	Providers
Title	Proficiency Level		
Teamwork	Basic	Work In A Team	AGB Education Centre Pte Ltd
		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
		Facilitate Effective Communication and Engagement at the Workplace	Absolute Kinetics Consultancy Pte Ltd
		Develop Self	Bootstrap Pte Ltd
		People Leadership Program	Capelle Academy Pte Ltd
		Leading through People	Capelle Academy Pte Ltd
		Manage Self	Charles Mann Training and Consultancy Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	Comat Training Services Pte Ltd
		Lead Workplace Communication and Engagement	Eben Consultants (Far East) Pte Ltd
		Facilitate Effective Communication and Engagement at the Workplace	E-Square Communication and Management Training Consultancy
		Decision Making & Self Mastery	Everest Innovation Pte Ltd
		Be an Achiever: Manage Self	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 & Engagement at the Workplace	Kaplan Professional
		ES-IP-401G-1 Lead Workplace Communication and Engagement	Kaplan Professional
		Manage Self	Kaplan Professional
		Develop Self	Kaplan Professional
		Facilitate Effective Communication and Engagement at the Workplace	Mendaki Social Enterprise Network Singapore Pte Ltd
		Manage Self	Mendaki Social Enterprise Network Singapore Pte Ltd
		Develop Self	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
Lead Workplace Communication and Engagement	Ngee Ann Polytechnic		

Communication	Intermediate	Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)	NTUC LearningHub Pte Ltd		
		Lead Workplace Communication and Engagement (ES-IP-401G-1)	NTUC LearningHub Pte Ltd		
		Manage Self	NTUC LearningHub Pte Ltd		
		Develop Self powered by John Maxwell	NTUC LearningHub Pte Ltd		
		Facilitate Effective Communication and Engagement at the Workplace	PSB Corporation Pte Ltd		
		Manage Self	Raffles Skills Lab International Training Centre Pte Ltd		
		Manage Self	SeraphCorp Institute Pte Ltd		
		Develop Self	SeraphCorp Institute Pte Ltd		
		Facilitate Effective Communication and Engagement at the Workplace	Service Quality Centre Pte Ltd		
		Lead Workplace Communication and Engagement	Service Quality Centre Pte Ltd		
		Manage Self	Singapore Chinese Chamber Institute of Business		
		Develop Self	Singapore Chinese Chamber Institute of Business		
		Developing Self Effectiveness for Business Performance	Singapore Institute of Management		
		The Facilitative Leader of Self-Managed Teams	Singapore National Employers Federation		
		Creative Leadership and Self Development Skills	Singapore National Employers Federation		
		Facilitate Effective Communication and Engagement at the Workplace	The National University of Singapore Society		
		Develop Self to Maintain Professional Competence at Managerial Level	Training Masters Workforce Institute Pte Ltd		
		Facilitate Effective Communication and Engagement at the Workplace	Training Vision Institute Pte Ltd		
		Facilitate Effective Communication and Engagement at the Workplace (Contextualised)	Training Vision Institute Pte Ltd		
		Lead Workplace Communication and Engagement (Contextualised)	Training Vision Institute Pte Ltd		
		Lead workplace communication and engagement	Training Vision Institute Pte Ltd		
		Facilitate Effective Communication and Engagement at the Workplace	Trillion Training (S) Pte Ltd		
		Lead Workplace Communication and Engagement	Trust Management Centre		
		Service Orientation	Basic	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				
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
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
Interpersonal Skills	Basic	WSQ Apply Emotional Competence to Manage Self at the Workplace	Eagle Infotech Consultants Pte Ltd
		Apply Emotional Competence to Manage Self at the Workplace	SSA Consulting Group Pte Ltd
		Apply Emotional Competence to Manage Self	Lighthouse Global Training and Consultancy Pte Ltd
		Apply Emotional Competence to Manage Self at the Workplace	NTUC LearningHub Pte Ltd