

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: Contract Specialist	
Full Qualification Programmes	Providers

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
People Development	Effectiveness Management	3	Implement Work Plans and Monitor Performance	CENTER FOR COMPETENCY-BASED LEARNING AND DEVELOPMENT PTE. LTD.
			CLG-SS-201E-1 Implement Work Plans and Monitor Performance	FOCUS TRAINING PTE. LTD.
General Management	Innovation Management	3	Creativity and Innovation Workshop (SkillsFuture Series)	Republic Polytechnic
			Contribute to Innovation	Capelle Academy Pte Ltd
			"Innovation : Turning Ideas into Gold (Project)"	Everest Innovation Pte Ltd
Risk Mgt and Regulatory Compli	International Trade Legislation Compliance	3	Manage Trade Instruments Document and Regulations for International Transport	Singapore Polytechnic
			Manage Trade Instruments, Document and Regulations for International Transport (AOP)	The Logistics Academy Pte Ltd

Generic Skills and Competencies (GSC)		Modular Programmes	Providers
Title	Proficiency Level		
Communication	Intermediate	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		
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) Manage Self Develop Self powered by John Maxwell Facilitate Effective Communication and Engagement at the Workplace Manage Self Manage Self Develop Self Facilitate Effective Communication and Engagement at the Workplace Lead Workplace Communication and Engagement Manage Self Develop Self Developing Self Effectiveness for Business Performance The Facilitative Leader of Self-Managed Teams Creative Leadership and Self Development Skills Facilitate Effective Communication and Engagement at the Workplace Develop Self to Maintain Professional Competence at Managerial Level Facilitate Effective Communication and Engagement at the Workplace Facilitate Effective Communication and Engagement at the Workplace (Contextualised) Lead Workplace Communication and Engagement (Contextualised) Lead workplace communication and engagement Facilitate Effective Communication and Engagement at the Workplace Lead Workplace Communication and Engagement	NTUC LearningHub Pte Ltd NTUC LearningHub Pte Ltd NTUC LearningHub Pte Ltd PSB Corporation Pte Ltd Raffles Skills Lab International Training Centre Pte Ltd SeraphCorp Institute Pte Ltd SeraphCorp Institute Pte Ltd Service Quality Centre Pte Ltd Service Quality Centre Pte Ltd Singapore Chinese Chamber Institute of Business Singapore Chinese Chamber Institute of Business Singapore Institute of Management Singapore National Employers Federation Singapore National Employers Federation The National University of Singapore Society Training Masters Workforce Institute Pte Ltd Training Vision Institute Pte Ltd Training Vision Institute Pte Ltd Training Vision Institute Pte Ltd Training Vision Institute Pte Ltd Trillion Training (S) Pte Ltd Trust Management Centre
Interpersonal Skills	Intermediate	Cultivate Workplace Relationships Emotional Intelligence: The Cutting Edge of Leadership Enhancing Team Effectiveness GROUP Excellence Emotional Intelligence (EQ) for Top Performance at Work for Managers & Supervisors Build Team Relationships WSQ Apply Emotional Competence to Manage Self and Team Bond to Excel: Cultivate Workplace Relationship Build Team Relationships Cultivate Workplace Relationships Apply Emotional Competence to Manage Self and Team Build Team Relationships Build Team Relationships powered by John Maxwell Cultivate Workplace Relationships powered by John Maxwell Leading for Results Cultivate Workplace Relationships WSQ Emotional Intelligence @ Work for Managers WSQ Emotional Intelligence @ Work for Managers - 16hr Advance your Influence & Communication Skills with Emotional Intelligence (Includes follow-up Group Coaching session) Advance Your Influence & Communication Skills with Emotional Intelligence Build Team Relationships	Alue Singapore Pte Ltd Capelle Academy Pte Ltd Capelle Academy Pte Ltd Capelle Academy Pte Ltd CEQ Asia Pte Ltd Charles Mann Training and Consultancy Pte Ltd Eagle Infotech Consultants Pte Ltd Image Institute of Learning and Development Pte Ltd Kaplan Professional Kaplan Professional Mendaki Social Enterprise Network Singapore Pte Ltd Mendaki Social Enterprise Network Singapore Pte Ltd NTUC LearningHub Pte Ltd NTUC LearningHub Pte Ltd ODE Consulting Pte Ltd Raffles Skills Lab International Training Centre Pte Ltd ROHEI Corporation Pte Ltd ROHEI Corporation Pte Ltd ROHEI Corporation Pte Ltd ROHEI Corporation Pte Ltd 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
		Establish Relationships for Customer Confidence	Andalus Corporation Pte Ltd
		UPI Your Service: Increasing Customer Loyalty (Version B)	Capelle Academy Pte Ltd
		Establish Relationships for Customer Confidence	Capelle Academy Pte Ltd
		Establish Relationships for Customer Confidence	Center for Competency-Based Learning and Development Pte Ltd
		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 Relationships 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 Learning Hub Pte Ltd
		WSQ Establish Relationships for Customer Confidence powered by Disney Institute	NTUC Learning Hub 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
		WSQ SE: Establish Relationships for Customer Confidence	Singapore National Employers Federation
		Establish Relationships 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.
		Support Team	Bootstrap Pte Ltd
		Facilitate Effective Work Teams (ES-IP302G-1)	Cambrian Academy Pte Ltd
		Synergizing for Success	Capelle Academy Pte Ltd
		Building a Results-Oriented Team	Capelle Academy Pte Ltd
		People Leadership Program	Capelle Academy Pte Ltd
		WSQ Facilitate Effective Work Teams	Eagle Infotech Consultants Pte Ltd
		Facilitate Effective Work Teams	Image Institute of Learning and Development Pte Ltd
		One Dream - One Team: Manage Team Effectively	Image Institute of Learning and Development Pte Ltd
Service Orientation	Intermediate		

Teamwork	Intermediate	Support Team	Kaplan Professional
		Lead Team	Kaplan Professional
		Lead Team	Loyal Reliance Pte Ltd
		Facilitate Effective Work Teams	Mendaki Social Enterprise Network Singapore Pte Ltd
		Support Team	Mendaki Social Enterprise Network Singapore Pte Ltd
		Lead Team	Mendaki Social Enterprise Network Singapore Pte Ltd
		Support Team powered by John Maxwell	NTUC LearningHub Pte Ltd
		Lead Team	NTUC LearningHub Pte Ltd
		Building a High Performance Team (I)	ROHEI Corporation Pte Ltd
		Art of Leadership: Influence & Manage your Team for Results	ROHEI Corporation Pte Ltd
		Support Team	SeraphCorp Institute Pte Ltd
		Lead Team	SeraphCorp Institute Pte Ltd
		Support Team	Service Quality Centre Pte Ltd
		Support Team	Singapore Chinese Chamber Institute of Business
		Lead Team	Singapore Chinese Chamber Institute of Business
		Developing and Engaging Your Team for Workplace Success	Singapore Institute of Management
		Dynamic Planning and Execution for Managers	Singapore Institute of Management
		Develop A Work Team	Singapore National Employers Federation
		Support Your Team Creatively	Singapore National Employers Federation
		Facilitate Effective Work Teams	SSA Consulting Group Pte Ltd
Develop a Work Team	SSA Consulting Group Pte Ltd		
Lead Team Leaders to Develop Business Strategies and Governance Management	Training Masters Workforce Institute Pte Ltd		
Facilitate Effective Work Teams	Trillion Training (S) Pte Ltd		
Problem Solving	Intermediate	Solve Problems & 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
		Eradicating Problems and Making Effective Decisions	Capelle Academy Pte Ltd
		Solve Problems & 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 and 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 & Decision Making (Supervisory Level)	Integrated Learning Systems Pte Ltd
		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 Managerial Level (ES-ACE-402G-1)	NTUC Learning Hub Pte Ltd
		Solve Problems and Make Decisions at Supervisory Level (ES-ACE-302G-1)	NTUC LearningHub Pte Ltd
		Solve Problems and Make Decisions at Managerial Level	Service Quality Centre Pte Ltd
		Innovative Problem Solving and Decision Making	Singapore Institute of Management

Solve Problems and Make Decisions at Supervisory Level	Singapore National Employers Federation
Solve Problems and Make Decisions at Managerial Level	Singapore National Employers Federation
Solve Problems and Make Decisions at Supervisory Level	Singapore Polytechnic
Solve Problems & Make Decisions at Supervisory Level	SSA Consulting Group Pte Ltd
Solve Problems and Make Decisions at Managerial Level	SSA Consulting Group 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