## Skills Framework for Retail

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

### Retail Operations

#### Full Qualification Programmes

<table>
<thead>
<tr>
<th>Category</th>
<th>Proficiency Level</th>
<th>Title</th>
<th>Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Continuity Management</td>
<td>3</td>
<td>Crisis Management</td>
<td>BCMI Pte. Ltd.</td>
</tr>
<tr>
<td>Inventory Management</td>
<td>2</td>
<td>Inventory Control</td>
<td>Centre For Urban Greenery And Ecology</td>
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</tbody>
</table>

### Technical Skills and Competencies (TSC)

#### Category

- Business Continuity Management
- Inventory Management

#### Proficiency Level

- 3
- 2

#### Modular Programmes

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<thead>
<tr>
<th>Category</th>
<th>Title</th>
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<tbody>
<tr>
<td>Control and maintain stock</td>
<td>Centre For Urban Greenery And Ecology</td>
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<tr>
<td>lighthouse Global Training And Consultancy Pte. Ltd.</td>
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<tr>
<td>Control and Maintain Stock</td>
<td>Singapore Institute Of Retail Studies (SIRS)</td>
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### Generic Skills and Competencies (GSCs)

#### Title

- Project a Positive and Professional Image (Impress Like a Pro)
- UPI Your Service: Achieving Superior Service (Version B)
- Winning Service (Version B)
- Workplace Training for Project a Positive and Professional Image
- Project a Positive and Professional Image
- WSQ Project a Positive and Professional Image
- Project a Positive and Professional Image (SVCF-CS-10JC-1)
- Communicate & Relate Effectively at the Workplace
- Effective Customer Service Skills (Module 1)
- 5 Secrets to Establish Confidence and Professionalism
- ES WSQ Effective Interaction & Relationship Management (Operational)
- Project a Positive and Professional Image
- ES-IP-101G-1 Communicate & Relate Effectively at the Workplace
- WSQ Workplace Training for “Project A Positive & Professional Image”
- Communicate and Negotiate Effectively at the Workplace (Operations)
- Communicate and Relate Effectively at the Workplace
- ES-IP-101G-1 Communicate and Relate Effectively at the Workplace
- WSQ Project a Positive and Professional Image
- Communicate and Relate Effectively at the Workplace (ES-IP-101G-1)
- Communicate and Relate Effectively at the Workplace
- Extra Mile Professionalism
- Communicate and Relate Effectively at the Workplace
- Project a Positive and Professional Image
- Communicate and Relate Effectively at the Workplace
- Deliver Personalised Service
- Project a Positive and Professional Image
- Project a Positive and Professional Image
- Communicate and Relate Effectively at the Workplace
- Communicate and Relate Effectively at the Workplace
- Communicate and Relate Effectively at the Workplace
- Communicate and Relate Effectively at the Workplace
- Project a Positive and Professional Image
- Project a Positive and Professional Image
- Project a Positive and Professional Image
- WSQ Apply Emotional Competence to Manage Self at the Workplace
- Apply Emotional Competence to Manage Self at the Workplace
- Apply Emotional Competence to Manage Self

#### Providers

- Beacon Consulting Pte Ltd
- Capelle Academy Pte Ltd
- Caretech58 LLP
- DSI Academy Pte Ltd
- Eagle Infotech Consultants Pte Ltd
- Eben Consultants (Far East) Pte Ltd
- E Square Communication and Management Training Consultancy
- Impact Management Seminars Pte Ltd
- Integrated Learning Systems Pte Ltd
- Kaplan Professional
- Lighthouse Global Training and Consultancy Pte Ltd
- Leacov Singapore Pte Ltd
- NTUC LearningHub Pte Ltd
- Pib Corporation Pte Ltd
- ROHEI Corporation Pte Ltd
- RSVP PROGUIDE PTE, LTD.
- Service Quality Centre Pte Ltd
- Singapore Institute of Hospitality
- Singapore Institute of Retail Studies
- Singapore National Employers Federation
- SSA Consulting Group Pte Ltd
- Studyworks Pte Ltd
- The National University of Singapore Society
- Training Vision Institute Pte Ltd
- Trillion Training (S) Pte Ltd
- Ro الرحمن Pte Ltd
- Eagle Infotech Consultants Pte Ltd
- SSA Consulting Group Pte Ltd
- Lighthouse Global Training and Consultancy Pte Ltd

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<th>Service Orientation</th>
<th>Basic</th>
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