

### **Potential Classroom Training to Complement On-the-Job Training (OJT)**

Host companies for Career Conversion Programme for Retail Industry (CCP-RI) may work with either appointed Programme Partners to customise an OJT Plan to place and train mid-career new hires without prior industry experience or redesign jobs and reskill existing employees for business transformation needs. The OJT Plan may comprise 100% OJT or be complemented with external classroom training.

Some examples of training programmes related to Technical Skills and Competencies (TSCs) aligned under Skills Framework for Retail are listed below. Do note that the list is non-exhaustive and should only serve as a reference.

Companies are encouraged to visit MySkillsFuture Portal at [www.myskillsfuture.gov.sg](http://www.myskillsfuture.gov.sg) to explore the full range of courses relevant to their needs, if required.

More information on Skills Framework for Retail can be found at <https://www.skillsfuture.gov.sg/skills-framework/retail>.

### **Examples of Classroom Training Linked to Retail TSCs (Non-Exhaustive)**

S/N	TSC Category	Course Name	Course Provider
1	Adapt to Change	Adapt to Change (SF – Supervisor) ELP (24 hrs)	Singapore Institute of Retail Studies (SIRS)
2	Adapt to Change	Adapt to Change (16 hrs)	Training Vision Institute Pte Ltd
3	Adapt to Change	Adapt to Change (16 hrs)	NTUC Learninghub Pte Ltd
4	Customer Loyalty	Drive Customer Loyalty for Service Excellence (Service Challenges) (8 hrs)	Service Quality Centre Pte Ltd
5	Customer Loyalty	Customer Loyalty & Retention Strategy Formulation (16 hrs)	Singapore Retailers Association
6	Customer Loyalty	Customer Loyalty & Retention Strategy Formulation (32 hours)	Ngee Ann Polytechnic
7	Customer Experience Innovation	Customer Experience Innovation (16 hrs)	Singapore Institute of Management Group Ltd
8	Customer Experience Innovation	Customer Experience Innovation (18 hrs)	Singapore Institute of Retail Studies (SIRS)
9	Customer Experience Innovation	Data-Driven Customer Experience (14 hrs)	National University of Singapore
10	Customer Experience Innovation	Digitalising the Shopping Experience: Research, Purchase, Fulfilment and Post-Purchase (8 hrs)	Singapore Productivity Centre Pte Ltd
11	Customer Experience Innovation	Build Your Digital Customer Experience Plan (7 hrs)	Singapore University of Technology and Design
12	Customer Experience Innovation	Service Experience Design & Technology (14 hrs)	Nanyang Polytechnic
13	Market Trend Analysis	Advanced Demand Forecasting Techniques (8 hrs)	Republic Polytechnic

14	Market Trend Analysis	DIY Analytics – Making Data-Driven Decisions for a More Profitable Business (14 hrs)	Nanyang Technological University
15	Market Trend Analysis	Web 3.0 Economy: Metaverse, Gaming and GameFi Play-to-Earn Fundamentals (15 hrs)	Singapore Management University
16	Franchise Management	Essentials of Franchise Management (22.5 hrs)	FT Consulting Pte Ltd
17	Franchise Management	Franchise & Business Ownership (22.5 hrs)	Franchising and Licensing Association (Singapore)
18	Social Media Management	Strategic Social Media Management (21 hrs)	Singapore University of Social Sciences
19	Social Media Management	Social Media Management – EN/ZH (16 hrs)	Singapore Chinese Chamber Institute of Business
20	Social Media Management	Social Media Marketing (45 hrs)	Ngee Ann Polytechnic
21	Social Media Management	Social Media Analytics (80 hrs)	National University of Singapore
22	Customer Relationship Management	Relationship Marketing & Digital Customer Relationship Management (10.5 hrs)	Singapore Polytechnic
23	Customer Relationship Management	CoC in AI 101: Customer Relationship Management Chatbot (7 hrs)	Institute of Technical Education
24	Customer Relationship Management	Making Sense of Customer Digital Analytics (7 hrs)	Nanyang Polytechnic
25	Customer Relationship Management	SCPD04 Customer Service and Quality Management (30 hrs)	Temasek Polytechnic