

ADVANCED CERTIFICATE IN RETAIL SUPERVISION

CORE MODULES

Control and Maintain Stock

COURSE OVERVIEW

This competency unit specifies the skills and knowledge required for supervising and monitoring receipt and movement of stock according to the stock plan and in line with industry standards. *This competency unit consists of the following elements:*

- 1. Plan and requisite stock**
 - 1.1 List the different types of stock and organisational products
 - 1.2 Explain the workplace safety and health regulations relevant to manual handling, hygiene and sanitation and dealing with hazardous substances
 - 1.3 Explain the process of planning stock
 - 1.4 Explain the stock management techniques
 - 1.5 Explain the organisational procedures available for planning and requisition of stock
 - 1.6 Explain the legal, safety and health regulations relevant to the work role
 - 1.7 Explain the retail business at large and competitor's products and services
- 2. Process and follow up on orders for stocks**
 - 2.1 Explain the organisational procedures for processing and following up on orders for stocks
- 3. Monitor receipt and dispatch of goods**
 - 3.1 Explain the techniques used in solving problems in handling stock
 - 3.2 Explain the organisational procedures for monitoring receipt and dispatching of goods
- 4. Maintain stock records**
 - 4.1 Explain the organisational procedures available for maintaining stock records
- 5. Co-ordinate stock take / cyclical count**
 - 5.1 Explain the organisational procedures for co-ordinating stock take/cyclical count
- 6. Identify stock losses**
 - 6.1 Explain the organisational procedures available for identifying stock losses

This unit is within the competency category of *Store Operations* and is one of the core modules leading to the CET Advanced Certificate in Retail Supervision.

The main target audience of this module is the service and sales staff from the retail outlets of various service industry sectors.

Training Hours (inclusive of assessment): 30 hours

Monitor Visual Merchandising Presentation

COURSE OVERVIEW

This competency unit specifies the skills and knowledge in monitoring visual merchandising presentation.

This competency unit consists of the following elements:

- 1. Interpret organisation's visual merchandising plans and standards**
 - 1.1 Explain the basic principles of visual merchandising standards
 - 1.2 Explain how to apply the organisational visual merchandising standards to all in-store visual presentations
 - 1.3 Explain how to translate merchandising plans into in-store visual presentations
 - 1.4 List and explain the physical resources required for the implementation of visual merchandising plans and standards
 - 1.5 Explain the organisational procedures available for interpreting visual merchandising plans and standards
 - 1.6 Explain the importance of applying workplace safety and health guidelines when implementing visual merchandising plans and standards
- 2. Communicate visual merchandising plans and standards to staff**
 - 2.1 Explain the importance of communicating visual merchandising display standards and requirements to staff
 - 2.2 Explain the roles and responsibilities of staff when setting up merchandising display
 - 2.3 Explain how long it takes to dismantle visual merchandising display
 - 2.4 List and describe the activities involved in dismantling visual merchandising display
 - 2.5 Explain the organisational procedures available for communicating visual merchandising plans and standards to staff
- 3. Monitor compliance of visual merchandising presentations according to organisational requirements**
 - 3.1 Explain the importance of monitoring visual merchandising presentations against the requirements of the merchandising plans
 - 3.2 Explain how to check visual merchandising displays
 - 3.3 Explain the types of possible damages or changes to the visual merchandising displays
 - 3.4 Explain how to restore merchandising displays in compliance with merchandising plans and standards
 - 3.5 Explain the organisational procedures available for monitoring compliance of visual merchandising presentations according to organisational requirements
- 4. Provide feedback on merchandising presentations**
 - 4.1 Describe how to evaluate the effectiveness of visual merchandising presentations
 - 4.2 Describe how to provide feedback on visual merchandising presentations
 - 4.3 Explain the importance of gathering feedback from customer and staff to assess the effectiveness of visual merchandising presentation in the store
 - 4.4 Describe the possible improvements on visual merchandising display presentation in the store
 - 4.5 List the appropriate personnel that needs to be informed of the recommended improvements on visual merchandising presentations in the store
 - 4.6 Explain the organisational procedures available for providing feedback on the visual merchandising presentation in the store

This unit is within the competency category of *Merchandising and Marketing* and is one of the core modules leading to the CET Advanced Certificate in Retail Supervision.

The main target audience of this module is the service and sales staff from the retail outlets of various service industry sectors.

Training Hours (inclusive of assessment): 24 hours

Provide Marketing and Promotion Support

COURSE OVERVIEW

On successful completion of this unit the participant will have the knowledge and skills to provide marketing and promotion support in the retail environment.

This competency unit consists of the following elements:

1. Confirm store's marketing and promotional programme

- 1.1 Obtain *details of marketing and promotional programme* from appropriate personnel
- 1.2 *Confirm the duration and commencement* of the marketing and promotional programme
- 1.3 Confirm own role in supporting specific marketing and promotional programme
- 1.4 Obtain from *appropriate personnel* the allocated *promotional, advertising and/or special marketing materials/merchandise* to be used for the marketing and promotional programme

2. Implement store's marketing and promotional programme

- 2.1 Brief staff on the *details of the marketing and promotional programme*
- 2.2 Brief *staff on their roles and responsibilities* in the implementation of the marketing and promotional programme
- 2.3 Prepare store for the marketing and promotional programme using allocated *promotional, advertising and/or special marketing materials/ merchandise*
- 2.4 Implement the marketing and promotional programme in accordance with *marketing and promotions plan*

3. Support store's marketing and promotional programme

- 3.1 *Create awareness* of store's marketing and promotional programme
- 3.2 Provide accurate *details of marketing and promotional programme* in accordance with organisational policies and procedures
- 3.3 Handle *enquiries concerning marketing and promotional programme* in accordance with organisational policies and procedures
- 3.4 Supervise and monitor compliance with relevant *Singapore legislations and industry codes of practice*

This unit is within the competency category of *Merchandising and Marketing* and is one of the core modules leading to the CET Advanced Certificate in Retail Supervision.

The main target audience of this module is the service and sales staff from the retail outlets of various service industry sectors.

Training Hours (inclusive of assessment): 24 hours

Supervise Retail Staff

COURSE OVERVIEW

On successful completion of this unit the participant will have the knowledge and skills to supervise retail staff.

This competency unit consists of the following elements:

1. Roster staff

- 1.1 Explain the factors to be considered when determining staffing requirements for a specified time period
- 1.2 Explain the process of developing staff duty roster
- 1.3 Explain the considerations in maximizing operational efficiency and customer service levels while minimizing wage cost when developing the staff roster
- 1.4 Describe how manpower is utilised effectively to meet operational requirements
- 1.5 Explain the different formats for presenting a roster
- 1.6 Explain how to communicate the duty roster to staff in your organisation
- 1.7 Explain the organisational policies and procedures for developing staff duty rosters

2. Conduct briefings

- 2.1 Explain the importance of conducting briefing
- 2.2 Explain when to conduct briefings to staff
- 2.3 Explain how to prepare agenda and objectives for briefings
- 2.4 Describe the typical enquiries of staff during briefings
- 2.5 Explain the organisational procedures available on conducting staff briefings

3. Direct work of others

- 3.1 Explain how to assess the workload of staff in the store
- 3.2 Explain how to schedule and delegate work to staff
- 3.3 Explain how to identify work objectives and set timelines
- 3.4 Describe how to help staff to prioritise workload
- 3.5 Explain the importance of supporting, providing feedback and coaching staff
- 3.6 Explain when must the management be informed of store staffing needs
- 3.7 Explain the organisational procedures for directing work of others in the store

4. Supervise staff performance

- 4.1 Explain the importance of communicating performance standards or targets to staff
- 4.2 Explain how to communicate performance standards or targets expected of the staff
- 4.3 Describe the staff performance standards to be met by staff
- 4.4 Explain the importance of gathering evidence for the performance appraisal interviews/counselling sessions
- 4.5 Explain how to appraise staff performance against performance standards or targets
- 4.6 Describe the conduct of performance appraisal interview / counselling session
- 4.7 Describe how to conduct a feedback session with staff
- 4.8 Explain the organisational guidelines, standards and procedures for supervising staff performance
- 4.9 Explain the organisational guidelines, standards and procedures for conducting performance appraisal interview/counselling session with staff
 - 4.10 Explain the importance of recording the details of discussion during the performance appraisal interview / counselling session with staff accurately and completely

5. Provide training and support to staff

- 5.1 Explain how staff training needs are identified
- 5.2 Explain how training objectives are determined
- 5.3 Explain how competency development needs are identified
- 5.4 List and explain the different types of training approaches
- 5.5 Explain how to select appropriate training delivery methods
- 5.6 List and explain the job roles in your organisation
- 5.7 Explain how to develop a training roadmap for staff
- 5.8 Explain the customer service policies and procedures in your organisation
- 5.9 Explain the strategies and techniques used in facilitating learning processes
- 5.10 Explain the importance of conducting training in a safe and conducive environment
- 5.11 Explain the different types of assessment methods
- 5.12 Explain the organisational policies and procedures for providing training and support to staff

6. Resolve employee conflicts

- 6.1 Describe the common types of employee conflicts in the workplace
- 6.2 Explain how to establish nature and extent of problems or issues
- 6.3 Explain the importance of verifying facts relating to the problem or issue
- 6.4 Explain the organisation's guidelines and policies for non-compliance of staff to resolve conflicts
- 6.5 Describe the effective communication skills required in resolving employee conflicts
- 6.6 Describe the resolution techniques that can be used to resolve employee conflicts
- 6.7 Explain the organisations policies and procedures in resolving employee conflicts

This unit is within the competency category of *Store Operations* and is one of the core modules leading to the CET Advanced Certificate in Retail Supervision.

The main target audience of this module is the service and sales staff from the retail outlets of various service industry sectors.

Training Hours (inclusive of assessment): 30 hours

Supervise Retail Operations

COURSE OVERVIEW

On successful completion of this unit the participant will have the knowledge and skills to supervise retail operations. *This competency unit consists of the following elements:*

1. Supervise opening of store

- 1.1 List and explain the common security breakage situations in the organisation and/or the store
- 1.2 Explain the importance of checking and allocating staff responsibilities according to the prepared store roster
- 1.3 Explain the importance of checking housekeeping standards before opening the store
- 1.4 Explain the importance of checking merchandise and displays before opening the store
- 1.5 Explain the importance of checking the store supplies requirement before opening the store
- 1.6 Explain the organisations policies and procedures in supervising opening of the store

2. Supervise sales staff to achieve sales goal

- 2.1 Explain the organisational policies and guidelines for setting sales targets for sales staff
- 2.2 Describe how to communicate and obtain commitment from sales staff on sales and performance targets
- 2.3 Explain how to support and motivate sales staff to achieve organisational sales and performance goals
- 2.4 Describe the monitoring processes in measuring staff's sales performance
- 2.5 Explain how to identify and take corrective actions to address shortfall in sales targets
- 2.6 Explain the documentation required for monitoring sales performance
- 2.7 Explain the organisational policies in maintaining documentation relating to sales performance
- 2.8 Explain the organisational procedures for supervising the sales staff to achieve sales goal

3. Supervise payment handling

- 3.1 List the documents required in releasing cash float and payment handling
- 3.2 List the tools and equipment for processing of payments
- 3.3 List the types of supplies and stationery used at the cashier's counter
- 3.4 List the different types of sales transactions
- 3.5 Explain how to perform different types of sales transactions
- 3.6 Explain how to provide assistance to the cashier
- 3.7 Explain the typical types of customer enquiries / issues to be addressed
- 3.8 Explain the organisational policies and procedures for supervising payment handling in the store

4. Supervise closing of store

- 4.1 List the closing duties that must be performed by staff
- 4.2 List 3 possible security concerns/issues to be addressed before closing of store
- 4.3 Explain the importance of balancing the POS transactions before closing of store
- 4.4 Explain the importance of verifying and signing the sales transaction documents endorsed by cashier
- 4.5 Explain the importance of securing the cash sales and the corresponding documents
- 4.6 Explain the importance of checking staff closing duties are completed before closing of store
- 4.7 Explain the importance of conducting closing briefings to staff before closing of store
- 4.8 Explain the organisations policies and procedures in supervising closing of store

This unit is within the competency category of *Store Operations* and is one of the core modules leading to the CET Advanced Certificate in Retail Supervision.

The main target audience of this module is the service and sales staff from the retail outlets of various service industry sectors.

Training Hours (inclusive of assessment): 24 hours

ELECTIVE MODULES

Supervise Housekeeping Standards

COURSE OVERVIEW

This competency unit specifies the skills and knowledge required in the supervision of housekeeping standards.

This competency unit consists of the following elements:

1. Monitor work carried out by staff and/or cleaning contractor

- 1.1 Monitor and ensure organisational *housekeeping standards* are complied with by staff and/or cleaning contractor
- 1.2 Monitor and ensure adequate supplies of *cleaning tools and materials* needed to maintain *housekeeping standards* in the store
- 1.3 Monitor and ensure proper maintenance and storage of *cleaning equipment and supplies* used by staff and/or cleaning contractor
- 1.4 Identify and address *non-compliance of housekeeping standards by staff and/or cleaning contractor*
- 1.5 Monitor safety of *work processes* carried out by staff and/or cleaning contractor
- 1.6 Monitor the cleaning of designated *work areas* in accordance with *terms and conditions of contract* with the cleaning contractor or organisational policies and procedures
- 1.7 Take appropriate *actions for non-compliance of housekeeping standards*
- 1.8 Maintain *records on contracted/cleaning work* in accordance with organisational policies and procedures

2. Liaise with management on matters relating to housekeeping

- 2.1 Review the performance of staff/cleaning contractors based on the *terms and conditions of contract* and records or organisational housekeeping standards and procedures
- 2.2 Report *housekeeping incidents* to management in accordance with organisational policies and procedures
- 2.3 Recommend *improvements* pertaining to housekeeping standards, policies and procedures in accordance with organisational requirements

This unit is within the competency category of *Store Operations* and is one of the elective modules leading to the CET Advanced Certificate in Retail Supervision.

The main target audience of this module is the service and sales staff from the retail outlets of various service industry sectors.

Training Hours (inclusive of assessment): 8 hours

Coordinate Interaction with Customers

COURSE OVERVIEW

On successful completion of this unit the participant will have the knowledge and skills to coordinate interaction with customers.

This competency unit consists of the following elements:

- 1. Implement the organisation's customer service policies and procedures**
 - 1.1 Explain the importance of interpersonal and communication skills
 - 1.2 Explain the importance of applying effective customer service
 - 1.3 Identify the different types of customer requests
 - 1.4 Identify the types of after-sales services offered by the store
 - 1.5 Explain the importance of addressing service deficiencies
 - 1.6 Describe the typical service deficiencies
 - 1.7 Describe how to handle service deficiencies
 - 1.8 Explain the organisation's sales and customer service policies, guidelines and standards for:
 - o applying retail etiquette
 - o greeting and attending to customers
 - o handling customer requests
 - o selling products and services
 - o handling payments
 - o maximising sales opportunities
 - o handling after-sales services
 - o addressing service deficiencies
 - o interacting with customers
 - o implementing organisation's sales and customer service policies and procedures
 - o taking action to satisfy customer requests or referring to management
- 2. Implement the customer issues/complaints policies and procedures**
 - 2.1 Explain the organisation's customer issues/complaints policies and procedures
 - 2.2 Describe the types of customer issues/complaints
 - 2.3 Explain the importance of handling issues/complaints in a timely manner
 - 2.4 Explain the organisation standards in resolving customer issues/complaints
 - 2.5 Identify the management personnel involved authorizing and overseeing the handling of customer issues/complaints
 - 2.6 Explain the importance of keeping customer informed of the relevant processes and time involved in resolving their issue/complaint
 - 2.7 Explain how to supervise and monitor customer service staff in handling customer issues/complaints
 - 2.8 Explain the principles and procedures for communicating with staff
 - 2.9 Explain the principles and procedures for communicating with customer
 - 2.10 Explain how to apply effective interpersonal skills with staff relating to supervising and monitoring the effectiveness of staff in handling customer issues/complaints
 - 2.11 Explain your level of authority and personal responsibility in relation to supervising and monitoring the customer service staff in handling customer issues/complaints
- 3. Implement exchange, return and refund policies and procedures**
 - 3.1 Explain the organisation's exchange, return and refund policies and handling procedures
 - 3.2 Identify the different types of exchanges, returns and refunds
 - 3.3 Identify the relevant personnel involved in authorizing and overseeing the handling of exchanges, returns and refunds
 - 3.4 Explain how to supervise and monitor service staff in handling exchanges, returns and refunds

- 3.5 Explain how to apply effective interpersonal skills with staff relating to supervising and monitoring the effectiveness of staff in handling exchanges, returns and refunds

This unit is within the competency category of *Sales and Customer Service* and is one of the elective modules leading to the CET Advanced Certificate in Retail Supervision. The main target audience of this module is the service and sales staff from the retail outlets of various service industry sectors.

Training Hours (inclusive of assessment): 24 hours

Maintain Store Security

COURSE OVERVIEW

On completion of this unit participant will have the knowledge and skills to maintain store security in the retail outlet.

This competency unit consists of the following elements:

1. Implement store security policies and procedures

- 1.1 Interpret *store security policies and procedures*
- 1.2 *Implement* relevant store security policies and procedures for the different *roles* in the store
- 1.3 *Monitor resources* in relation to store security policies and procedures
- 1.4 Review the *effectiveness* of store security policies and procedures

2. Supervise store security

- 2.1 Provide staff with updates on store security policies and procedures
- 2.2 Provide staff with *updates of news relating to security issues*
- 2.3 Take *actions* to ensure staff *compliance to store security policies and procedures*
- 2.4 Take *initiative* to support store security systems in accordance with organisational procedures
- 2.5 Handle *security issues and complaints* from staff and customers in accordance with organisational policies and procedures
- 2.6 Report or refer unresolved security problems to *relevant personnel* in accordance with organisational procedures

3. Maintain staff readiness for emergencies

- 3.1 Support and inform staff of *emergency drill* in accordance with organisational procedures and schedules
- 3.2 *Handle emergencies* in accordance with organisational policies and procedures
- 3.3 Identify and report any *abnormalities* found in the store after the emergency in accordance with organisational procedures
- 3.4 Provide assistance in *investigations, where necessary*, in accordance with organisational procedures
- 3.5 Conduct *debriefing* for emergency drills in accordance with organisational procedures
- 3.6 Review and provide feedback on the *effectiveness* of the emergency security procedures

This unit is within the competency category of *Store Operations* and is one of the elective modules leading to the CET Advanced Certificate in Retail Supervision.

The main target audience of this module is the service and sales staff from the retail outlets of various service industry sectors.

Training Hours (inclusive of assessment): 16 hours

Lead a Service Team

COURSE OVERVIEW

On successful completion of this unit the learner will have the knowledge and application skills in promoting team effectiveness by developing team plans to meet expected service outcomes, leading a small service team and proactively working with organizational line management to improve service delivery.

This competency unit consists of the following elements:

1. Plan to achieve team service outcome

- 1.1 Establish the roles, responsibilities and accountabilities of service team members in accordance with the organisation's objectives and operational procedures.
- 1.2 Plan and arrange for resources required to achieve service goals, plans and objectives.
- 1.3 Involve team members in planning and organising their work to meet the organisation's service goals, plans and objectives.
- 1.4 Recognise and utilise the strengths and attributes of individuals when allocating work tasks.
- 1.5 Organise the team to achieve service goals, plans and objectives in accordance with organisational procedures.

2. Develop team cohesion

- 2.1 Build and maintain trust, respect and rapport with and between service teams and individuals to foster a team oriented environment.
- 2.2 Facilitate and encourage service team to use effective communication processes to obtain and share information in accordance with organizational communications systems and procedures.
- 2.3 Manage team conflicts to prevent team disunity.

3. Participate in and facilitate a service team

- 3.1 Actively participate in and facilitate service team activities to encourage service team members' and guide service team performance.
- 3.2 Identify and manage difficult team members
- 3.3 Demonstrate the skills, attributes and behaviours required of service team members within the organisation.
- 3.4 Provide support to service team members to strengthen team service performance.
- 3.5 Ensure the provision of necessary resources for the service team in accordance with job role and responsibilities.
- 3.6 Facilitate team decision making in accordance with the service team's purpose, roles, responsibilities and accountabilities.

4. Coordinate with management on service issues

- 4.1 Identify relevant personnel by studying the organisation's structure.
- 4.2 Maintain open contact and communication with relevant line managers to provide and obtain feedback on service delivery.
- 4.3 Recognise personal limitations with regard to decision making and escalate service issues to relevant personnel where necessary.
- 4.4 Seek relevant information and advice from related line managers as required to ensure service issues may be resolved.
- 4.5 Respond promptly, in agreed format, to line manager's requests for information.

This unit is within the competency category of *Customers* and is one of the elective modules leading to the CET Advanced Certificate in Retail Supervision.

The main target audiences for the Service Excellence WSQ Supervisory modules are supervisors and customer service management staff from various service industry sectors. It is recognised that service is extended not only to external customers but internal customers as well. The Service Excellence WSQ Supervisory modules serve as intermediate units in the journey towards service excellence for all workers in Singapore.

Training Hours (inclusive of assessment): 30 hours

Build Relationships with Customers

COURSE OVERVIEW

On successful completion of this unit the learner will have the knowledge and application skills to build relationships with customers in service environments, which include building customers' confidence, maintaining and developing customer relations and handling referred difficult customers.

This competency unit consists of the following elements:

1. Build customers' confidence

- 1.1 Identify and update service team customers whom organisation wants to build relationship with.
- 1.2 Apply accurate product and service knowledge, organisational service procedures and policies and related legislations to meet customers' needs.
- 1.3 Demonstrate qualities of service professional when interacting with customers to assure customers of quality customer service.

2. Maintain and develop customer relations

- 2.1 Coordinate post sale/service support to ensure customers' needs are met.
- 2.2 Coordinate the use of a customer database to update identified customers' information
- 2.3 Coordinate with service staff to keep customers updated of company's new products and promotions
- 2.4 Provide customers with additional help and information in response to their queries
- 2.5 Obtain feedback on whether customers expectations are being met
- 2.6 Make recommendations to management on how to build customer loyalty based on customer feedback, where appropriate

3. Handle referred difficult customers

- 3.1 Confirm details of referred complaint.
- 3.2 Acknowledge customer politely and assure customer that appropriate actions will be taken to resolve the complaint.
- 3.3 Use active listening to and questioning skills to confirm customer issues with customer
- 3.4 Use effective communication techniques to develop rapport with the customer and consolidate customer confidence.
- 3.5 Establish mutually acceptable resolutions to complaints within own limits of authority and according to organisational customer service policies and procedures.
- 3.6 Implement agreed actions and follow up with customer until complaints satisfactorily resolved.
- 3.7 Follow organisational procedures if customer would like to escalate complaint to higher authority.
- 3.8 Take opportunities to turn incidents of dissatisfactions into a demonstration of high quality service to customer to encourage customer loyalty in line with organizational policy.
- 3.9 Close complaint according to organisational policy and procedures after complaint is satisfactorily resolved.

This unit is within the competency category of *Customers* and is one of the elective modules leading to the CET Advanced Certificate in Retail Supervision. The main target audiences for the Service Excellence WSQ Supervisory modules are supervisors and customer service management staff from various service industry sectors. It is recognised that service is extended not only to external customers but internal customers as well. The Service Excellence WSQ Supervisory modules serve as intermediate units in the journey towards service excellence for all workers in Singapore.

Training Hours (inclusive of assessment): 24 hours

Implement Continual Improvements in Service Delivery

COURSE OVERVIEW

On successful completion of this unit the learner will have the knowledge and application skills in implementing continual improvements in service delivery in work teams. It includes encouraging and coordination the team to participate in the planning, executing, monitoring and evaluation of continual improvements in service delivery.

This competency unit consists of the following elements:

1. Prepare work team for continual improvement

- 1.1 Identify service areas for continual improvement
- 1.2 Prepare individual or work teams for continual improvement.
- 1.3 Establish roles, responsibilities and authority in work team.
- 1.4 Establish targets and timelines for continual improvement.

2. Execute action plan for continual improvement

- 2.1 Obtain resources required for continual improvement.
- 2.2 Encourage and support individuals and teams to participate in continual improvement.
- 2.3 Communicate continual improvement plan to individual/work teams.
- 2.4 Implement continual improvement plan.

3. Monitor and evaluate results of action plan for continual improvement

- 3.1 Collect data relating to results of action plan to monitor action plan.
- 3.2 Analyse results of action plan for continual improvement.
- 3.3 Evaluate effectiveness of continual improvement to identify performance gaps.
- 3.4 Communicate results of action plan to relevant personnel.

4. Address gaps in targets

- 4.1 Determine root cause of performance gaps.
- 4.2 Allocate and provide resource to take action to address the gaps.
- 4.3 Implement actions to close gaps.

This unit is within the competency category of *Results* and is one of the elective modules leading to the CET Advanced Certificate in Retail Supervision.

The main target audiences for the Service Excellence WSQ Supervisory modules are supervisors and customer service management staff from various service industry sectors. It is recognised that service is extended not only to external customers but internal customers as well. The Service Excellence WSQ

Supervisory modules serve as intermediate units in the journey towards service excellence for all workers in Singapore.

Training Hours (inclusive of assessment): 24 hours

Comply with Legal Requirements at the Workplace

COURSE OVERVIEW

On completion of this unit the participant will have the knowledge and skills to apply legal legislation related to the retail industry.

This competency unit consists of the following elements:

1. Explain the legal requirements and implications in relation to dealing with staff

- 1.1 Explain *the Employment Act* and its legal implications in the context of retailing
- 1.2 Explain *the Retirement Age Act* and its legal implications in the context of retailing
- 1.3 Explain *the Work Injury Compensation Act* and its legal implications in the context of retailing

2. Explain the legal requirements and implications in relation to dealing with customers

- 2.1 Explain the *contract law* and its legal implications in relation to dealing with customers
- 2.2 Explain *the Consumer Protection (Fair Trading) Act* and its legal implications in relation to dealing with customers
- 2.3 Explain the *rights of customers* under the Consumer Protection (Fair Trading) Act
- 2.4 Explain the *role of the Consumers Association of Singapore (CASE)*
- 2.5 Explain *the Goods and Services Tax Act* and its legal implications in relation to dealing with customers
- 2.6 Explain *the Sale of Goods Act* and its legal implications in relation to dealing with customers

3. Comply with legal requirements as guided by organizational policies and procedures

- 3.1 List and explain the organisational policies and procedures that are in compliance with the Singapore Employment Act
- 3.2 List and explain the organisational policies and procedures that are in compliance with the Retirement Age Act
- 3.3 List and explain the organisational policies and procedures that are in compliance with the Work Injury Compensation Act
- 3.4 List the practices by the organisation that are in compliance with the Consumer Protection (Fair Trading) Act
- 3.5 List the practices by the organisation that are in compliance with the Goods and Services Tax Act
- 3.6 List the practices by the organisation that are in compliance with the *Sale of Goods Act*

This unit is within the competency category of *Support Services* and is one of the elective modules leading to the CET Advanced Certificate in Retail Supervision.

The main target audience of this module is the service and sales staff from the retail outlets of various service industry sectors.

Training Hours (inclusive of assessment): 30 hours

Lead and Facilitate Productivity Improvement

COURSE OVERVIEW

On completion of this unit, the participant will have the knowledge and application skills required in defining and establishing the meaning and concept of productivity and its measurement at the workplace. At the same time, the participant will be able to identify, evaluate and select techniques and tools for workplace productivity improvement, and to prepare, lead and facilitate productivity improvement at the workplace.

This competency unit consists of the following elements:

1 Explain the meaning and concept of productivity and its measurement at workplace

- 1.1 Identify the importance of productivity at workplace
- 1.2 Recognise productivity measurement
- 1.3 Establish productivity measurement at workplace
- 1.4 Describe uses of productivity measurement at workplace

2. Employ techniques and tools for workplace productivity improvement

- 2.1 Explain productivity improvement
- 2.2 Employ tools for productivity improvement
- 2.3 Employ techniques for productivity improvement

3. Prepare, lead and facilitate productivity improvement at workplace

- 3.1 Prepare productivity improvement at workplace
- 3.2 Lead staff to improve productivity at workplace
- 3.3 Facilitate productivity improvement at workplace

This unit is within the competency category of *Store Operations* and is one of the elective modules leading to the WSQ Advanced Certificate in Retail Supervision

The main target audience of this module is the supervisor from retail outlets.

Training Hours (inclusive of assessment): 24 hours