

CORE MODULES

Competency Unit: Control and Maintain Stock

Reference Number: RE-SO-309C-1

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
2. Process and follow up on orders for stocks
3. Monitor receipt and dispatch of goods
4. Maintain stock records
5. Co-ordinate stock take / cyclical count
6. Identify 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

Competency Unit: Monitor Visual Merchandising Presentation

Reference Number: RE-MM-309C-2

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
2. Communicate visual merchandising plans and standards to staff
3. Monitor compliance of visual merchandising presentations according to organisational requirements
4. Provide feedback on merchandising presentations

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

Competency Unit: Provide Marketing and Promotion Support

Reference Number: RE-MM-310C-2

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
2. Implement store's marketing and promotional programme
3. Support store's marketing and promotional programme

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

Competency Unit: Supervise Retail Staff

Reference Number: RE-SO-315C-1

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
2. Conduct briefings
3. Direct work of others
4. Supervise staff performance
5. Provide training and support to staff
6. Resolve 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

Competency Unit: Supervise Retail Operations

Reference Number: RE-SO-314C-1

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
2. Supervise sales staff to achieve sales goal
3. Supervise payment handling
4. Supervise 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

Competency Unit: Supervise Housekeeping Standards

Reference Number: RE-SO-308E-2

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
2. Liaise with management on matters relating to housekeeping

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

Competency Unit: Coordinate Interaction with Customers

Reference Number: RE-SCS-302E-1

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
2. Implement the customer issues/complaints policies and procedures
3. Implement exchange, return and refund policies and procedures

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

Competency Unit: Maintain Store Security

Reference Number: RE-SO-317E-1

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
2. Supervise store security
3. Maintain staff readiness for emergencies

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

Competency Unit: Comply with Legal Requirements at the Workplace

Reference Number: RE-SS-316E-1

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

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

Competency Unit: Lead a Service Team

Reference Number: SV-CS-301G-0

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
2. Develop team cohesion
3. Participate in and facilitate a service team
4. Coordinate with management on service issues

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

Competency Unit: Build Relationships with Customers

Reference Number: SV-CS-302G-0

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
2. Maintain and develop customer relations
3. Handle referred difficult customers

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

Competency Unit: Implement Continual Improvements in Service Delivery

Reference Number: SV-RS-301G-0

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
2. Execute action plan for continual improvement

3. Monitor and evaluate results of action plan for continual improvement
4. Address gaps in targets

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

Competency Unit: Prepare and Facilitate On-The-Job Training Programme

Reference Number: TR-TDL-303C-1

COURSE OVERVIEW

This unit specifies the competencies require to prepare and conduct an On-The-Job training programme.

This competency unit consists of the following elements:

1. Prepare to conduct on-the-job training
2. Prepare workplace for on-the-job training
3. Prepare learners for on-the-job training
4. Conduct on-the-job training
5. Review effectiveness of on-the-job training

This unit is within the competency category of *Training Delivery* 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): 21 hours

Competency Unit: Conduct Competency-Based Assessment

Reference Number: TR-TEV-303C-1

COURSE OVERVIEW

This unit specifies the competencies required to conduct a competency-based assessment. They include preparation of the logistics required for the assessment, preparing the candidate to take the assessment, and finally carrying out the assessing.

This competency unit consists of the following elements:

1. Prepare for conduct of assessment
2. Prepare candidate for assessment
3. Carry out conduct of assessment

This unit is within the competency category of *Training Evaluation* 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 supervisors from the retail outlets of various service industry sectors.

Training Hours (inclusive of assessment): 12 hours

Competency Unit: Comply with Legal Requirements at the Workplace

Reference Number: RE-SS-316E-1

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
2. Explain the legal requirements and implications in relation to dealing with customers
3. Comply with legal requirements as guided by organizational policies and procedures

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