

CERTIFICATE IN RETAIL OPERATIONS

The modules under WSQ Certificate in Retail Operations are developed for retail professionals at the operation level, who require basic knowledge and skills, and function within specific frontline work responsibilities.

These include:

- Retail / Sales Assistants
- Customer Service Executives / Assistants
- Cashiers
- Packers
- Operations Executives / Assistants
- Service Attendants
- Store Keepers / Assistants
- Visual Merchandising Executives

To qualify for a WSQ Certificate in Retail Operations, individuals must successfully complete:

- 3 core modules, and
- 5 elective modules

Alternatively, individuals may undertake training in an individual module or a collection of modules relevant to needs or occupation. A WSQ Statement of Attainment (SOA) will be awarded upon completion of each training module and passing the required assessments.



Core Modules

- Interact with Customers (24 hours)
- Maintain Professional Image (12 hours)
- Sell Products and Services (24 hours)

Elective Modules

- Handle Retail After Sales Services (16 hours)
- Perform Point of Sales Operations (16 hours)
- Perform Stock Control Operations (16 hours)
- Handle Merchandise Display (20 hours)
- Work Effectively in the Retail Environment (12 hours)
- Perform Product Demonstration (24 hours)
- Apply Security Practices (16 hours)
- Provide Advice on Fashion and Apparels (16 hours)
- Provide Advice on Footwear (16 hours)
- Provide Advice on Furniture Products (16 hours)
- Cultivate Productivity and Innovative Mindset (16 hours)
- Provide GEMS Service * (16 hours)
- Deliver Service Excellence * (16 hours)
- Offer Customised and Personalised Services * (16 hours)

* Participant may select only one of the three Service Excellence modules as an elective module.

Subsidised Course Fee

Singapore Citizen and Permanent Resident \$30/module (before prevailing GST)

Entry Requirements

There is no minimum educational entry requirements for any of the modules under the WSQ Certificate in Retail Operations, however, candidates must meet the required Workplace Literacy and Numeracy (WPLN) level and should possess relevant assumed skills and knowledge.

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More information may be found at www.sirs.edu.sg.

For more information and booking of courses, please email us at courses@sirs.edu.sg or call us at 6222-7477 (6222-SIRS).