

ADVANCED CERTIFICATE IN RETAIL SUPERVISION

The modules under WSQ Advanced Certificate in Retail Supervision are developed for retail professionals at the supervisory level, who are given responsibility for other workers in their roles, provide team management and guidance, as well as take charge of resource planning and allocation.

These include:

- Sales Supervisors
- Customer Service Supervisors
- Senior Cashiers
- Team Leaders
- Branch / Outlet Supervisors
- Display Artists
- Senior Sales Consultants / Representatives

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

- 5 core modules, and
- 4 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

- Control and Maintain Stock (30 hours)
- Monitor Visual Merchandising Presentation (24 hours)
- Provide Marketing and Promotion Support (24 hours)
- Supervise Retail Staff (30 hours)
- Supervise Retail Operations (24 hours)

Elective Modules

- Supervise Housekeeping Standards (8 hours)
- Coordinate Interaction with Customers (24 hours)
- Maintain Store Security (16 hours)
- Comply with Legal Requirements at the Workplace (30 hours)
- Lead and Facilitate Productivity Improvement (24 hours)
- Lead a Service Team * (30 hours)
- Build Relationships with Customers * (24 hours)
- Implement Continual Improvements in Service Delivery * (24 hours)

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

Subsidised Programme Fee

Singapore Citizen and Permanent Resident \$513 (before prevailing GST)

Subsidised Course Fee for Retail WSQ module

Singapore Citizen and Permanent Resident \$57/module (before prevailing GST)

Subsidised Course Fee for Service Excellence module

Singapore Citizen and Permanent Resident \$45/module (before prevailing GST)

Entry Requirements

There is no minimum educational entry requirements for any of the modules under the WSQ Advanced Certificate in Retail Supervision, 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).