

Singapore Institute of Retail Studies

The Singapore Institute of Retail Studies (SIRS) is a Continuing Education & Training (CET) Division of Nanyang Polytechnic. It is the first CET Centre for adult learners set up jointly as a collaborative project between Nanyang Polytechnic and by the Singapore Workforce Development Agency (WDA) in January 2006. Since January 2011, SIRS has been conferred the National CET Institute (NCI), a pinnacle status for CET Centres.

Funded by WDA, SIRS' primary mission is to provide market driven continuing education & training through the national Retail Workforce Skills Qualifications (WSQ) framework in support of the training needs of the retail industry and service sector of the economy. Through various skills-upgrading programmes and services for the industry, SIRS aims to build a world-class and customer-centric workforce for Singapore.

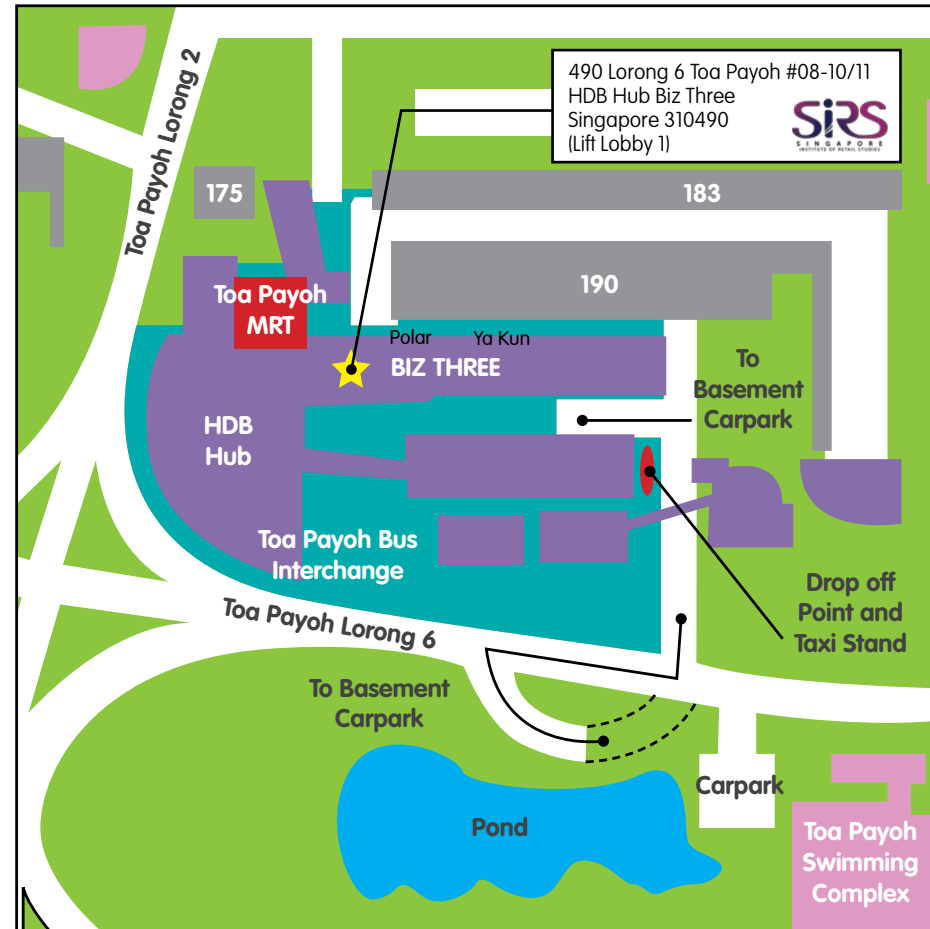
Courses & Services Provided by SIRS

SIRS provides training in the following programmes under the WSQ framework:

- (a) Certificate in Retail Operations (CRO)
- (b) Advanced Certificate in Retail Supervision (ACRS)
- (c) Diploma in Retail Management (DRM)
- (d) Retail Certified Service Professional (RCSP) Programme
- (e) Certified Service Professional (CSP) Programme
- (f) Productivity Manager Programme (PMP) (Retail)
- (g) The Service Innovator (TSI) Programme
- (h) Service Excellence (SE) Programmes

SIRS is one of the lead training providers for the Certified Service Professional (CSP) programme launched by WDA in May 2008. SIRS is also the only appointed centre to conduct training in the Retail Certified Service Professional (RCSP) programme specially designed to cater to the retail industry.

Besides providing the full spectrum of Retail WSQ training programmes, SIRS operates a Career Services Centre (CSC) dedicated to assist job seekers or those looking to switch to a retail career or employment in the retail industry.



Retail Productivity Programmes



Cultivate Productivity and Innovative Mindset

COURSE OVERVIEW

On completion of this unit, the participant will have the knowledge and skills to cultivate productivity and an innovative mindset.

This competency unit consists of the following elements:

1 Define meaning and concept of productivity

- 1.1 Explain meaning and concept of productivity
- 1.2 Describe importance of productivity
- 1.3 Adopt a productivity and innovative mindset and recognise how it can improve staff productivity at workplace

2 Recognise needs for productivity improvement

- 2.1 Define productivity improvement to improve staff productivity
- 2.2 Recognise needs to improve productivity at workplace
- 2.3 Describe benefits of productivity improvement

3 Apply simple productivity measurement at workplace

- 3.1 Recognise productivity measurement at workplace
- 3.2 Identify benefits of productivity measurement
- 3.3 Apply productivity measurement at workplace

4 Apply simple techniques and tools for potential productivity improvement at workplace

- 4.1 Identify tools and techniques for productivity improvement
- 4.2 Define roles and responsibilities of retail staff
- 4.3 Apply tools and techniques for productivity improvement at workplace



The main target audience of this module is the service and sales staff from retail & service organisations.

Training Hours: 16 hours

Subsidised Course Fee:
Singapore Citizen and Permanent Resident
– \$30 (before prevailing GST)



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 employ 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 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



The main target audience of this module is the supervisory staff from retail & service organisations.

Training Hours: 24 hours

Subsidised Course Fee:
Singapore Citizen and Permanent Resident
– \$45 (before prevailing GST)

Manage Productivity Improvement

COURSE OVERVIEW

On completion of this unit, the participant will have the knowledge and application skills required in identifying potential and opportunities for productivity measurement and improvement at the workplace. The participant will also be able to select and implement relevant techniques and tools for productivity improvement, monitor and manage productivity at the workplace.

This competency unit consists of the following elements:

1 Identify potential and opportunities for productivity measurement and improvement at the workplace

- 1.1 Explain meaning and concept of productivity
- 1.2 Explain importance of productivity at workplace
- 1.3 Identify potential and opportunities to improve productivity at workplace
- 1.4 Explain barriers to productivity improvement and ways to overcome them

2 Select and implement relevant techniques and tools for productivity improvement

- 2.1 Identify tools and techniques to find root cause of problems
- 2.2 Identify tools and techniques for productivity improvement at the workplace
- 2.3 Evaluate tools and techniques for productivity improvement at workplace
- 2.4 Implement tools and techniques for productivity improvement at the workplace

3 Monitor and manage productivity at workplace

- 3.1 Monitor productivity measurements
- 3.2 Analyze productivity performance data
- 3.3 Report and recommend productivity improvement for management endorsement
- 3.4 Support productivity initiatives by management



The main target audience of this module is the managerial staff from retail & service organisations.

Training Hours: 30 hours

Subsidised Course Fee:
Singapore Citizen and Permanent Resident
– \$60 (before prevailing GST)