

## COURSES ELIGIBLE FOR ENHANCED TRAINING SUPPORT PACKAGE (ETSP)

### Certificate in Retail (Operations)

Module Title	Training Hours	Full Course Fee Per Pax Excluding GST (\$)	ETSP Course Fee Per Pax Including GST (\$)
<u><a href="#">Adapt to Change (SF - Associate)</a></u>	15	440	<b>47.08</b>
<u><a href="#">Service Leadership (SF-Associate)</a></u>	15	440	<b>47.08</b>
<u><a href="#">Service Excellence (SF-Associate)</a></u>	15	440	<b>47.08</b>
<u><a href="#">Workplace Communication (SF-Associate)</a></u>	15	440	<b>47.08</b>
<u><a href="#">Productivity Improvement (SF-Associate)</a></u>	15	440	<b>47.08</b>
<u><a href="#">Service Challenges (SF - Associate)</a></u>	15	440	<b>47.08</b>

### Advanced Certificate in Retail (Operations)

Module Title	Training Hours	Full Course Fee Per Pax Excluding GST (\$)	ETSP Course Fee Per Pax Including GST (\$)
<u><a href="#">Adapt To Change (SF- Supervisor)</a></u>	24	630	<b>67.41</b>
<u><a href="#">Service Coaching (SF - Supervisor)</a></u>	18	630	<b>67.41</b>

<u>Customer Experience Innovation (SF - Supervisor)</u>	18	630	<b>67.41</b>
<u>Service Planning and Implementation (SF-Supervisor)</u>	24	630	<b>67.41</b>
<u>Workplace Communication (SF - Supervisor)</u>	18	630	<b>67.41</b>
<u>People and Relationship Management (SF - Supervisor)</u>	24	630	<b>67.41</b>
<u>Productivity Improvement (SF - Supervisor)</u>	18	630	<b>67.41</b>

### Diploma in Retail (Operations)

<b>Module Title</b>	<b>Training Hours</b>	<b>Full Course Fee Per Pax Excluding GST (\$)</b>	<b>ETSP Course Fee Per Pax Including GST (\$)</b>
<u>Service Leadership (SF - Manager)</u>	30	840	<b>89.88</b>
<u>Productivity Improvement (SF - Manager)</u>	30	840	<b>89.88</b>
<u>Customer Experience Innovation (SF - Manager)</u>	18	840	<b>89.88</b>
<u>Retailing and the Economy (SF - Manager)</u>	24	840	<b>89.88</b>
<u>Sales Target Management (SF - Manager)</u>	24	840	<b>89.88</b>

<u><b>Financial Analysis</b></u> <u><b>(SF - Manager)</b></u>	30	840	<b>89.88</b>
<u><b>Workplace Communication</b></u> <u><b>(SF - Manager)</b></u>	18	840	<b>89.88</b>
<u><b>Global Mindset</b></u> <u><b>(Intermediate)</b></u>	24	840	<b>89.88</b>

### Specialist Diploma in Retail (Operations)

<b>Module Title</b>	<b>Training Hours</b>	<b>Full Course Fee Per Pax Excluding GST (\$)</b>	<b>ETSP Course Fee Per Pax Including GST (\$)</b>
<u><b>Business Environment Analysis - Formulate Social Media Strategy</b></u>	24	1,670	<b>178.69</b>
<u><b>Emerging Technology</b></u>	18	1,670	<b>178.69</b>

### WSQ Certified Modular Programmes

<b>Module Title</b>	<b>Training Hours</b>	<b>Full Course Fee Per Pax Excluding GST (\$)</b>	<b>ETSP Course Fee Per Pax Including GST (\$)</b>
<u><b>Product Advisory</b></u> <u><b>(SF - Associate)</b></u>	12	440	<b>47.08</b>
<u><b>Visual Merchandising Presentation</b></u> <u><b>(SF - Associate)</b></u>	15	440	<b>47.08</b>

## Masterclasses & Workshops

Module Title	Training Hours	Full Course Fee Per Pax Excluding GST (\$)	ETSP Course Fee Per Pax Including GST (\$)
<u>3 Steps to Digitise Your Business</u>	8	750	<b>80.25</b>
<u>Digital Commerce Operations</u>	24	1,600	<b>171.20</b>
<u>Digital Commerce Visual</u>	16	1,200	<b>128.40</b>
<u>Digital Strategy &amp; the 101 of Search Engine Optimisation (SEO)</u>	7	750	<b>80.25</b>
<u>Google Analytics for E-commerce + GAIQ Certification Workshop</u>	16	1,200	<b>128.40</b>
<u>Omni-Commerce Retail</u>	24	1,600	<b>171.20</b>

## E-Commerce Programmes

Module Title	Training Hours	Full Course Fee Per Pax Excluding GST (\$)	ETSP Course Fee Per Pax Including GST (\$)
<u>99%SME Onboarding</u>	8	160	<b>17.12</b>
<u>Amazon Global Selling (Onboarding)</u>	8	160	<b>17.12</b>
<u>eBay Global Selling (Onboarding)</u>	8	160	<b>17.12</b>

<u>Getting Started on Lazada (Onboarding)</u>	8	160	<b>17.12</b>
<u>Drive Sales Performance on Lazada (Marketing)</u>	8	160	<b>17.12</b>
<u>Getting Started on Qoo10 (Onboarding)</u>	8	160	<b>17.12</b>
<u>Driving Sales Performance on Qoo10 (Marketing)</u>	8	160	<b>17.12</b>
<u>Getting Started on Shopee (Onboarding)</u>	8	160	<b>17.12</b>
<u>Driving Sales Performance on Shopee (Marketing)</u>	8	160	<b>17.12</b>
<u>SCash NETS Smart Retail Solution</u>	8	500	<b>53.50</b>
<u>Set up an Online Business</u>	15	750	<b>80.25</b>

## SkillsFuture

<b>Module Title</b>	<b>Training Hours</b>	<b>Full Course Fee Per Pax Excluding GST (\$)</b>	<b>ETSP Course Fee Per Pax Including GST (\$)</b>
<u>Basics in Content Generation</u>	7	260	<b>27.82</b>
<u>Engage Customers through Social Media</u>	7	210	<b>22.47</b>

<b><u>Fundamentals to Starting an Online Business</u></b>	7	210	<b>22.47</b>
<b><u>Introduction to Data Analytics</u></b>	7	260	<b>27.82</b>
<b><u>Introduction to Digital Marketing</u></b>	7	210	<b>22.47</b>
<b><u>Personal Online Branding</u></b>	7	210	<b>22.47</b>
<b><u>SkillsFuture for Digital Workplace</u></b>	16	750	<b>80.25</b>
<b><u>Tapping into the Power of Instagram for Selling</u></b>	7	260	<b>27.82</b>
<b><u>Thrive in Digital Disruption – Learn, Unlearn and Relearn</u></b>	7	210	<b>22.47</b>