



DIPLOMA IN RETAIL -RETAIL OPERATIONS

ISSUED BY: NATC INSTITUTE



NATC
Institute

Reg no.: 201113270M

ERF validity period:

05/10/2022 - 04/10/2024

1. ADAPT TO CHANGE (SYNCHRONOUS E-LEARNING)

The course aims to equip learners with the skills and knowledge required to identify the global trends and changes impacting the workplace. It also aims to equip learners to engage in lifelong learning that will help them adapt to the many changes so as to achieve sustained employability in the new knowledge economy.

PROGRAMME DURATION : 16 HOURS (2 DAYS)

3. RETAILING AND THE ECONOMY (SYNCHRONOUS E-LEARNING)

This course aims to equip learners with the ability to understand key considerations and target markets in retailing, as well as to understand the Economic system and concepts of Demand & Supply in the retail industry.

PROGRAMME DURATION : 24 HOURS (3 DAYS)

5. SALES TARGET MANAGEMENT (SYNCHRONOUS E-LEARNING)

This course aims to equip learners with the knowledge and skills to communicate and motivate staff to achieve sales targets in the retailing environment. It also aims to empower students to apply strategic sales target management skills in order to achieve sales target and goals.

PROGRAMME DURATION : 24 HOURS (3 DAYS)

7. CUSTOMER LOYALTY & RETENTION STRATEGY (SYNCHRONOUS E-LEARNING)

This course aims to establish key components of customer loyalty strategies and to develop strategies for customer acquisition and retention. This course also aims to refine workflow processes and SOPs for service delivery.

PROGRAMME DURATION : 24 HOURS (3 DAYS)

2.PRODUCTIVITY IMPROVEMENT (SYNCHRONOUS E-LEARNING)

The course aims to equip learners with the understanding of the concept of productivity and innovation, recognizing needs for productivity improvement, identifying and applying simple techniques and tools for potential productivity improvement at the workplace.

PROGRAMME DURATION : 16 HOURS (2 DAYS)

4. CUSTOMER EXPERIENCE INNOVATION (SYNCHRONOUS E-LEARNING)

This course aims to equip learners with the knowledge and skills needed to develop and analyse gaps in the customer journey map, as well as to evaluate proposed improvements for implementation to enhance good customer experience.

PROGRAMME DURATION : 24 HOURS (3 DAYS)

6. WORKPLACE COMMUNICATION (SYNCHRONOUS E-LEARNING)

This course aims to equip learners with the knowledge and skills to identify and analyse gaps in communication, as well as to develop a communication plan to evaluate proposed improvements. This course also aims to foster innovation, creativity and a sense of collaboration among students.

PROGRAMME DURATION : 18 HOURS (2 DAYS)

8. EMERGING TECHNOLOGY (SYNCHRONOUS E-LEARNING)

This course, aims to provide with knowledge and skills to lead analysis of emerging technologies and drive implementation of industry specific technologies for organisational effectiveness. Establish framework, guidelines and procedures to review and adopt emerging technologies. Determine environmental considerations for new or upgraded equipment/software. Evaluate environmental considerations involved with technological use to review emerging technologies and their implication towards business strategies and objectives. Evaluate usability of emerging technologies for internal operations, processes and systems to drive process improvement and change management based on adoption of emerging technologies.

PROGRAMME DURATION : 24 HOURS (3 DAYS)



COURSE FEE TABLE

No	Course Competence Code	Course Reference Number	Funding Validity Period	Course Abbreviations	Course Title	Course Duration	Full Fee (FF) Excl. GST	WSS/MCES 40 years & above [Incl. GST]	SC/ PR 21-39 years old [Incl. GST]
1	RET-CHG-4001-1.1	2019503561	31 Jul 2023 - 30 Jul 2025	ATC (L4)	Adapt To Change	16 hours (2 days)	\$570.00	\$216.60	\$330.60
2	RET-INO-4007-1.1	2019503485	31 Jul 2023 - 30 Jul 2025	PI (L4)	Productivity Improvement	16 hours (2 days)	\$570.00	\$216.60	\$330.60
3	RET-INR-4001-1.1	2019504235	15 Sept 2023 - 14 Sep 2025	RATE (L4)	Retailing & The Economy	24 hours (3 days)	\$800.00	\$304.00	\$464.00
4	RET-INO-4001-1.1	2019504731	28 Nov 2023 - 27 Nov 2025	CEI (L4)	Customer Experience Innovation	24 hours (3 days)	\$800.00	\$304.00	\$464.00
5	RET-COM-4002-1.1	2020503203	13 Jan 2023 - 12 Jan 2026	WPC (L4)	Workplace Communication	18 hours (2 days, 9 hours a day)	\$650.00	\$247.00	\$377.00
6	RET-SNM-4002-1.1	2019504946	15 Jan 2023 - 14 Jan 2026	STM (L4)	Sales Target Management	24 hours (3 days)	\$800.00	\$304.00	\$464.00
7	RET-CAR-4002-1.1	2020503762	24 May 2022 - 23 May 2024	CL (L4)	Customer Loyalty & Retention Strategy	24 hours (3 days)	\$800.00	\$304.00	\$464.00
8	RET-ICT-5001-1.1	2020505081	10 Aug 2022 - 09 Aug 2024	ET (L5)	Emerging Technology	24 hours (3 days)	\$1080.00	\$410.40	\$626.40
Total Fee Payable (\$)						21 days	\$6070.00	\$2306.60	\$3520.60

Notes

- Students who fall within the above mentioned categories may enjoy course fee funding from the government and thus are only required to pay the amount listed in the table above. However, students must attain at least 75% in course attendance and be certified competent for all assessments. Additionally, they must not have enjoyed this funding for the same course before. The course fee funding is subjected to the approval of the government. Students may visit the SkillsFuture Singapore Website at www.ssg-wsg.gov.sg for more information.
- You may visit our website at www.natcinstitute.edu.sg for more information on course schedule.
- All Singaporeans aged 25 and above can use their \$500 SkillsFuture Credit from the government to pay for a wide range of approved skills-related courses.
- Students below 30 years are able to use the funds in their PSEA account to offset in part or in full the course fees for all the listed courses.
- The School accepts a minimum class size of 10. SMEs are welcomed to organise their own class groups. Please approach the SSS Team for clarification.
- With immediate effect, students will receive individual SOAs from SSG.
- With immediate effect, there will be no issuance of Skills Qualification Award (SQA) from SSG.

Entry Requirement

- Applicant must be 25 years and above.
- Minimum "O" Level and be able to read, listen, speak and write English as a proficiency level of the Employability skills workforce skills qualification (ES WSQ LV6) workplace Literacy.
- Minimum work experience for at least 3-5 years or have prior experience in leading and managing people.
- Participants who are Sole Proprietors having their own businesses.

Payment Mode

Cash, Cheque, Skillsfuture Credit, Bank Transfer (FAST Mode) or Post-Secondary Education Account (PSEA), Union Training Assistance Programme (UTAP)

**RESERVE YOUR SPOT NOW!
CONTACT YOUR FRIENDLY
COURSE
ADVISOR OR EMAIL**

ENQUIRY@NATCINSTITUTE.EDU.SG

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