



**NATC**  
Institute  
Reg no.: 201113270M  
ERF validity period:  
05/10/2022 - 04/10/2024

# DIPLOMA IN RETAIL

(Retail Operations)  
(E-learning)

\*Complete 8 modules & conferred  
with **NATC Institute** Diploma.



## 8 MODULES TO THRIVE IN THE NEW RETAIL

1. Adapt To Change
2. Retailing & The Economy
3. Productivity Improvement
4. Sales Target Management
5. Customer Loyalty & Retention Strategy
6. Customer Experience Innovation
7. Workplace Communication
8. Emerging Technology

- 6 months FULL TIME
- 12 months PART-TIME
- ZOOM Lessons
- Qualified & Experience Trainers
- Monthly enrollment



### Entry Requirement

- Obtained at least three (3) GCE 'O' Level passes of grade C6 OR
- For mature candidates : 30 years of age and above with 8 years of experience

### Language Requirement

- Obtained G.C.E. 'O' level pass of grade C6 in English OR
- Attained 2 WSQ Statement of Attainment (SOA) in English

SCAN QR  
to learn more.

www.natcinstitute.com  
2 Kampong Kapur Rd

Whatsapp: 8205 7900  
Call: 64403764/ 64759100

# DIPLOMA IN RETAIL (RETAIL OPERATIONS)

E - LEARNING



## 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)**



## 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)**



## 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)**



## 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)**



## 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)**  
**Payment Mode**



## 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)**



## CUSTOMER EXPERIENCE INNOVATION (SYNCHRONOUS E-LEARNING)

Customer Experience Innovation course, participants will be able to analyze customer journey gaps, develop strategies, and implement improvements for better customer experiences. The program also fosters innovation, creativity, collaboration, and adaptability in leadership.

**PROGRAMME DURATION :  
24 HOURS (3 DAYS)**



## WORKPLACE COMMUNICATION (SYNCHRONOUS E-LEARNING)

Workplace Communication course, participants will be able to identify communication gaps, develop effective strategies, and implement improvements. The program also fosters innovation, creativity, collaboration, and adaptability in team leadership.

**PROGRAMME DURATION :  
24 HOURS (3 DAYS)**

Payment mode: Via PAYNOW or Bank Transfer (FAST Mode)

\*ONLY Each module fee can be offsetted using Skillsfuture Credits or Post-Secondary Education Account (PSEA), Union Training Assistance Programme (UTAP).