



Attention Retailers: NEW TRAINING REQUIREMENT

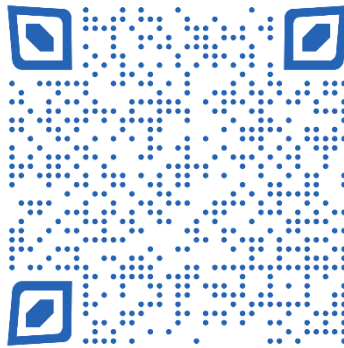
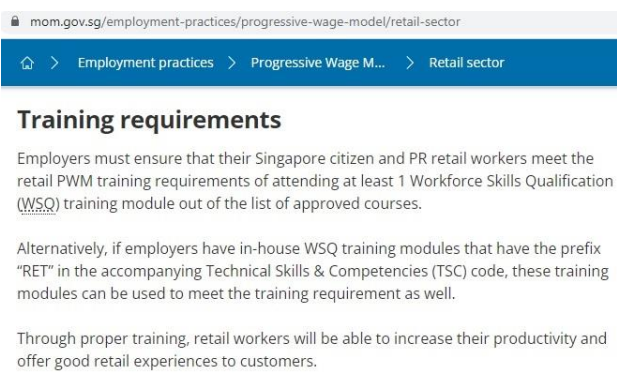
announced by MOM (effective 1 Sep '22)

WHO IS IT FOR

↳ Full-time & Part-time resident (i.e. SG Citizens & Permanent Residents) retail workers covered under the retail Progressive Wage Model (PWM) **must attend at least one WSQ training module** out of the list of approved courses.

New hires: Complete training within 6 months from date of employment

Existing employees: Complete training latest by 31 Aug '23



SOURCE

<https://www.mom.gov.sg/employment-practices/progressive-wage-model/retail-sector>

OBJECTIVES

- ✓ To accelerate efforts to encourage a continuous learning and upskilling mindset so as to support industry transformation
- ✓ Retail workforce is adequately trained to handle their assigned tasks productively
- ✓ Offering good retail experiences to customers



**PLAN & SCHEDULE THE
REQUIRED TRAINING WITH
SNEF CORPORATE LEARNING CENTRE!**




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Your Preferred Training Partner for Future Skills Mastery

LEGEND FOR TARGET AUDIENCE

Retail Manager ⇒  **Retail Supervisor** ⇒  **Senior Retail Assistant OR Senior Cashier** ⇒ 

Assistant Retail Supervisor ⇒  **Retail Assistant OR Cashier** ⇒ 

COURSE TITLE	TARGET AUDIENCE	DURATION	FEES	CERT. INFO	LINK
Enable Leadership in People		2-day (9am-6pm)	\$171.00 to \$486.00	People Development (RET-PMD-4002-1.1)	OUTLINE / REGISTER
Optimise Workforce for Service Excellence		2-day (9am-6pm)	\$190.00 to \$540.00	People and Relationship Management (RET-CEX-4004-1.1)	OUTLINE / REGISTER
Coach for Service Performance	 	2-day (9am-6pm)	\$190.00 to \$540.00	Service Coaching (RET-CEX-3009-1.1)	OUTLINE / REGISTER
Respond to Service Challenges	  	2-day (9am-6pm)	\$152.00 to \$432.00	Service Challenges (RET-CEX-1008-1.1)	OUTLINE / REGISTER
Powerup Your People Through Encouragement		2-day (9am-6pm)	\$152.00 to \$432.00	People Development (RET-PMD-3002-1.1)	OUTLINE / REGISTER
Contribute to Customer Service Over Various Platforms	 	1-day (9am-6pm)	\$114.00 to \$324.00	Customer Experience Management (RET-CEX-2002-1.1)	OUTLINE / REGISTER
Demonstrate the Service Vision		1-day (9am-6pm)	\$152.00 to \$432.00	Service Leadership (RET-CEX-1014-1.1)	OUTLINE / REGISTER
Work In A Diverse Service Environment		2-day (9am-6pm)	\$152.00 to \$432.00	People and Relationship Management (RET-CEX-1008-1.1)	OUTLINE / REGISTER