

Skills Framework (SFw) for Retail

| Competency Categories | | | Leadership | Planning & Process | People | Customer Experience | Information & Result | Service Innovation |
|---|--|--|--|--|---|--|---|---|
| Themes | | | <ul style="list-style-type: none"> Service Vision, Mission and Values Service Direction and Strategy Building a Culture of Service Excellence | <ul style="list-style-type: none"> Service Process and Systems Design and Improvement Deployment of Planned Service Initiatives and Resource Management | <ul style="list-style-type: none"> Staff Performance and Measurement Rewards and Recognition Diversity Management | <ul style="list-style-type: none"> Service Delivery Customer Loyalty Service Recovery Service Branding | <ul style="list-style-type: none"> Service Performance Management Benchmarking Customer Satisfaction Measurement | <ul style="list-style-type: none"> Customer Experience Service Innovation Culture |
| Service Champion (Level 5) WSQ Specialist Diploma in Service Leadership | Responsible or championing and driving company-wide service excellence | Core Units (13 CV) | <ul style="list-style-type: none"> Champion a Service Excellence Ethos (Service Leadership) 2 CV | <ul style="list-style-type: none"> Strategise Service Operations (Service Planning and Implementation) 2 CV | <ul style="list-style-type: none"> Strategise Workforce for Service Excellence (People and Relationship Management) 2 CV | <ul style="list-style-type: none"> Drive Customer Loyalty for Service Excellence (Service Challenges) 1 CV | <ul style="list-style-type: none"> Drive Service Quality and Customer Satisfaction (Service Information and Results) 2 CV | <ul style="list-style-type: none"> Champion Service Innovation (Service Innovation Culture) 2 CV Innovate the Customer Experience (Service Innovation) 2 CV |
| | | Elective Units (2 CV) | Electives from any other WSQ framework. These can be obtained from within the same level as the qualification or taken from 1 level above or below that level. | | | | | |
| Service Leader (Level 4) WSQ Diploma in Service Leadership | Responsible for operationalising service excellence | Core Units (16 CV) | <ul style="list-style-type: none"> Lead with Service Vision (Service Leadership) 2 CV | <ul style="list-style-type: none"> Develop Service Operations (Service Planning and Implementation) 2 CV | <ul style="list-style-type: none"> Optimise Workforce for Service Excellence (People and Relationship Management) 2 CV | <ul style="list-style-type: none"> Manage Partnerships for Service Excellence (Service Partnerships) 2 CV Develop Service Recovery Framework (Service Challenges) 2 CV | <ul style="list-style-type: none"> Analyse Service Quality and Customer Satisfaction (Service Information and Results) 2 CV | <ul style="list-style-type: none"> Foster Service Innovation (Service Innovation Culture) 2 CV Develop New Products / Services (Service Innovation) 2 CV |
| | | Elective Units (4 CV) | Electives from any other WSQ framework. These can be obtained from within the same level as the qualification or taken from 1 level above or below that level. | | | | | |
| Service Coach (Level 3) WSQ Advanced Certificate in Service Excellence | Responsible for nurturing and supervising staff for service excellence | Core Units (12 CV) | <ul style="list-style-type: none"> Role Model the Service Vision (Service Leadership) 2 CV | <ul style="list-style-type: none"> Manage Operations for Service Excellence (Service Planning and Implementation) 2 CV | <ul style="list-style-type: none"> Coach for Service Performance (Service Coaching) 2 CV Manage a Diverse Service Environment (People and Relationship Management) 2 CV | <ul style="list-style-type: none"> Establish Relationships for Customer Confidence (Service Excellence) 2 CV | <ul style="list-style-type: none"> Manage Service Performance (Service Information and Results) 2 CV | |
| | | Elective Units (3 CV) | Electives from any other WSQ framework. These can be obtained from within the same level as the qualification or taken from 1 level above or below that level. | | | | | |
| Service Professional (Level 1) WSQ Certificate in Service Excellence | Responsible for engaging customers for service excellence | Core Units (11 CV) | <ul style="list-style-type: none"> Demonstrate the Service Vision (Service Leadership) 1 CV | <ul style="list-style-type: none"> Implement Operations for Service Excellence (Service Planning and Implementation) 2 CV | <ul style="list-style-type: none"> Work in a Diverse Service Environment (People and Relationship Management) 2 CV | <ul style="list-style-type: none"> Provide Go-the-Extra-Mile Service (Service Excellence) 2 CV Respond to Service Challenges (Service Challenges) 2 CV | | <ul style="list-style-type: none"> Engage in Service Innovation Initiatives (Service Innovation) 2 CV |
| | | Elective Units (1 CV) | | | | <ul style="list-style-type: none"> Contribute to Customer Service Over Various Platforms (Customer Experience Management) 1 CV | | |
| | | OR Electives from any other WSQ framework. These can be obtained from within the same level as the qualification or taken from 1 level above. | | | | | | |

CV: Credit Values

● Core Modules

● Elective Modules

Electives may be Technical Skills and Competencies (TSCs) referencing any Skills Framework, taken from the same level or from one level above or below each qualification level.

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