

## FACTSHEET ON PROFESSIONAL CONVERSION PROGRAMME IN RETAIL SECTOR

### RETAIL PROFESSIONAL (for Applicant)

#### Objectives of the Programme

1. As part of the *Adapt and Grow* initiative to provide greater support for mid-career Professionals, Managers, Executives and Technicians (PMET) jobseekers, the Workforce Singapore (WSG) and SkillsFuture Singapore (SSG) have jointly developed a new Professional Conversion Programme (PCP) for Retail Professional (RP).

2. The PCP for RP aims to help mid-career PMETs re-skill with the necessary competencies to embark on a career in Retail such as Operations, Marketing or Supply Chain job roles. It will integrate job matching and training and include classroom and On-the-Job Training (OJT) components. This will facilitate and enhance the employability for those looking to switch their careers to take on jobs in the retail profession.

#### Programme Details

3. To facilitate the programme under a Place-and-Train mode, participating employers will hire the participants before they commence training; and be required to provide structured On-the-Job Training (OJT) plans to ensure that participants hired will gain the necessary competencies for their new role.

4. The PCP for RP is administered by the Singapore Institute of Retail Studies (SIRS). Participants will undergo a **PCP conversion programme, consists of PCP training duration (classroom training delivered by SIRS, with structured OJT at the hiring company) and an additional period of retention equivalent to the training duration.**

#### **The training programme will include the following:**

- Global Mindset (24 hours);
- Retailing & the Economy (24 hours);
- Sales Target Management (24 hours);
- Service Leadership (30 hours); and
- Workplace Communication (18 hours)

The PCP RP trainee should attain a 'Competent' for all modules. Upon completion of the programme, trainees will receive the nationally accredited Statement of Attainment (SOA), under the Singapore Workforce Skills Qualifications (WSQ) framework for Retail.

\* Training hours may be subject to change

#### Salary

5. Successful PCP for RP may expect a minimum starting salary of \$2,500 per month.

## **Eligibility Criteria**

6. Candidates must fulfill the following criteria:
- The candidate must be a Singapore Citizen or Permanent Resident;
  - **New PMET hires who have no more than three months of employment with the current company**
  - Have graduated from pre-employment training for at least 2 years (excluding National Service where applicable)
  - The candidate must have managerial-level or equivalent experience in a non- related role prior to joining the PCP

## **Participating companies and job roles**

7. They are local SME companies and main core responsibilities may include:
- To oversee the day to day operation of the store and make daily analysis on sales turnover
  - To enforce all operation procedure which includes security, maintenance and cleaners' functions
  - To monitor the traffic and consumers' need
  - To maintain good communication among all operation level
  - To work retail hours, which may include weekends
  - To nurture good merchandise knowledge and inventory control by encouraging feedback from sales staff, supervisors and Retail Managers on vendors or brands performances and make constructive report and suggestion to the Operations Manager
  - And more.....

## **Contact Details**

For more information, please contact:

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To Apply: <https://conversion.mycareersfuture.sg/portal/ProgramDetails.aspx?ProgID=P00000125>