

UPGRADE YOUR SKILLS IN RETAIL

SkillsFuture Study Award



SkillsFuture Study Award for Retail

Keep up with new retail trends and pick up the right skills in service, sales and more, for an exciting career in the retail sector.

The SkillsFuture Study Award supports early to mid-career professionals to acquire new knowledge and upgrade skills needed for the retail sector.



BENEFITS

Study Award recipients will receive S\$5,000 to defray course-related fees. You can use this in addition to existing Government course fee subsidies, and no bond is required.

The support will help advance your skills and enhance your level of employability.

APPLICATION CRITERIA

Singapore Citizens who:

- have at least 2 years of work experience in the retail industry
- are committed to deepening skills to develop a career in the industry
- display a positive attitude towards learning
- meet entry requirements for selected course of study

Both individuals and company-nominated applicants can apply.

APPLY

Step 1

Visit www.skillsfuture.sg/studyawards/retail for pre-approved courses and application form. Upon successful submission, an email with your application number will be sent to you.

Tip: Check eligibility with course providers before applying.



Step 2

Submit all relevant supporting documents together with your application number to sfstudyawards_retail@enterprisesg.gov.sg



Step 3

Successful applicants will receive a Letter of Undertaking. Please sign and return to Enterprise Singapore.



Eager to enhance her employability, Celest applied for the SkillsFuture Study Award and took up a diploma in Commerce. She enrolled in purchasing management and retail operation management to help her in her work.

She has to ensure timely orders and monitor inventories on a daily basis and admits that going back to school was not easy, as she struggled to manage her schedule between work, classes, and family. Nevertheless, the courses gave her a competitive edge and valuable insights.

“The diploma course helped me improve my work and allowed me to take on more responsibilities”, she shares. This is essential for career progression. Embarking on this journey of lifelong learning has also inspired Celest to aspire towards a degree in the future!



CELEST LIM LI HUEI

Assistant Buyer

Worked at Isetan for 3 years



QIXIAN HE
Senior Executive,
Information Technology
Worked at NTUC FairPrice
for 5 years

How do supermarkets ensure that the right selection and quantity of products are on the shelves?

At FairPrice, Qixian is part of an in-house team who develops applications and generates data analytics reports. Before joining the retail industry in 2013, Qixian studied computer science and data mining, and had work experiences as a system developer for various industries.

Qixian first observed that his colleagues had difficulty understanding data from his reports. To help him understand how to interpret and present data, he took on an Enterprise Business Analytics course. With training, Qixian moved closer to becoming a data specialist. **“The SkillsFuture Study Award enabled and inspired me to study again.** Even though the classes compromised family time, my wife was happy to support me”, he shares.

Although Qixian has many years of working experience, the course was essential in helping him upskill and expand his existing knowledge in a field where technology was continuously evolving. He is keen to specialise in data analytics, and translate data into actionable items to improve FairPrice’s core business.

Norsuriah is very passionate about retail operations and customer experience at Resorts World Sentosa. She strives to deliver excellent customer experience and keep facility maintenance at a high standard. On a daily basis, Norsuriah does planning for manpower allocation, inventory and maintains the store's visual merchandising display.

To improve the overall customer experience for international guests, Norsuriah signed up for a diploma in Retail Management. With support from the SkillsFuture Study Award, Norsuriah learnt from retail professionals. Although stress kicked in when project deadlines loomed, Norsuriah pulled through with the encouragement from her family. **"The course helped me develop analytical skills needed to understand sales trends and projection"**, she shares.

In a competitive and ever-evolving industry, Norsuriah believes it is necessary to upgrade her skills. She believes everyone should be part of the learning journey!



**NORSURIAH BINTE
MANSOOR**

Retail Operations

Worked at Resorts World
Sentosa for 8.5 years



**BRYAN AUNG
KHINE PHYO**
Customer Support Manager
Worked at Hewlett Packard
(HP Inc) for 4 years

As a Customer Support Manager in HP Inc, Bryan identifies patterns in customer behaviour and product performance, and provides insights for better business decision making across departments. Bryan's interest in data analytics grew when he saw how he could help improve customer experiences.

As a recipient of the SkillsFuture Study Award, he enrolled in the advanced diploma in Enterprise Business Analytics at Ngee Ann Polytechnic. "As my work involves analysing a large volume of unstructured customer data, I wanted to improve my analytics skills to tackle challenges. **With the business skills I learnt in this course, I can better manage tasks and deliver timely results**", he shares.

Bryan's commitment to lifelong learning spurs him to continue upskilling to improve his good career prospects.

