



Certificate in Retail Operation (Level 3)

Course Aims & Objectives

The aim of the examination is to enable candidates to operate and influence the functions and resources of a retail outlet including how to maximise sales and staff performance and how to ensure the safety and security of staff, customers and goods, the importance of customer service to the retail industry and ways in which they can lead contributions to the improvement of this service and increase business profitability and competitiveness and identify & improve both their own performance and the performance of others success.

Syllabus Covers:

- Customer Service
- Risk Management
- Team Effectiveness
- Merchandise, Sales and Stock Management
- Employment Rights and Responsibilities

LCCI Level 3 Certificate will be issue to candidate after passing the required examination.

Duration & Instruction Hours:

This certificate requires total 150 instruction hours. (Total 19 lessons for 8 hours/lesson)

Please check the planned lessons schedule with our course consultant before enrolling to this program.

Fees:

S\$ 1200/- (For Both Part & Full-time)

S\$ 240/- (After Grant)

SDF grant up to 80% is available for those who qualify.

Please call our course consultant for eligibility details.