

COURSE DURATION

15 hours (inclusive of 1-hour assessment)

COURSE SYNOPSIS

This course is targeted learners employed in the Retail sector. We will cover all the technological advances in IT that is impacting or will impact the sector. In this course, we will understand how the various technology that is used or can be implemented in the sector as well as the digital skills that is needed for the workforce in order to function optimally.

Learners will be able to understand and apply analytics to analyse customers profiles, demands, preferences, use automation to support business operations like stock checks, customer services, handle orders, payments, and to understand cybersecurity risks related to the retail sector and to mitigate the risks.

LEARNING OUTCOMES

By the end of this course, learners will be able to:

- State the jobs and digital skills required in the current and future digital economy
- Describe the work requirements in a technology-rich environment and know the associated cybersecurity risks
- Identify various digital applications and tools in work applications, including widely applicable national and sectoral platforms
- Suggest how data and information can be used
- Perform functional outcomes such as the use of digital tools and software to access various learning paths and content
- Develop a post-course action plan to continue learning (i.e., to identify courses that would allow participants to further deepen their skills in the four key areas).

TRAINING METHODOLOGY

- Interactive lecture
- Group discussion
- Hands-on activity
- Tech-enabled learning through Chatbots and Online Quiz

ASSUMED SKILLS

- Learners must be able to read, write, speak and understand English at Secondary school level
 - Learners to have minimum GCE 'O' level or ITE certificate education
 - Learner should have at least 1 year's working experience in any industry
 - Learners must be able to operate a personal computer, use keyboard and mouse
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COURSE CONTENT

Learning Unit 1: Data Analytics

- Introduction to SFDW
- Digital Skills and Jobs Awareness for the Retail Sector
- Importance of Data Analytics in the current and future digital economy for the Retail Sector
- Use data analytics and visualisation tools such as Excel PivotTable and Power BI to analyse customer preferences

Learning Unit 2: Automation

- Introduction to Automation
- Programmable Automation (3D printing and additive manufacturing tools personalised or customised products)
- Using Power Automate to improve office productivity
- Artificial Intelligence to enhanced shopping experience
- Autonomous Robots for inventory management
- Future trends for automation in the retail workplace

Learning Unit 3: Cybersecurity Risk

- Introduction to Cybersecurity Risk
- Areas of cybersecurity risk and its implication and effect to the individual and retail sector
- How to mitigate cybersecurity risks? (physical, software, policy and regulatory)

Learning Unit 4: In-demand Digital Tools

- Introduction to Industry 4.0
- Generative Artificial Intelligence such as ChatGPT to respond to customer queries, generate product description for marketing materials, etc.
- Conversational Automation, such as Google Assistant, chatbots in retail stores, government and corporate websites, etc.
- Nationally launched applications
- Using Beacon and Smart Mirrors for retail shopping experience
- Enhancing customer experience during shopping online
- Explore upcoming digital technology and impact on how we work, live and interact
- Develop a learning plan to take ownership of own skills upgrading