

# Skillsfuture for Digital Workplace 2.0 (Retail Sector)



COURSE DURATION

15 Hrs



COURSE REFERENCE NO.

TGS-2023037501



MODE OF TRAINING

Classroom



FUNDING VALIDITY

Till 31 Dec 2027

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

Learners will be able to apply Generative AI tools such as Copilot and Gemini to streamline tasks, analyse data in Excel and create intelligent and novel content in Word and PowerPoint.

Learners will also be able to apply analytics to gain business insights, use automation to enhance productivity, and understand security risks associated with using emerging technologies and how to mitigate those risks

## Course Objectives

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).
- Acquire knowledge of Generative AI and the know-how of prompts

FULL FEE

**\$530**

(Subject to 9% GST)

NETT FEE AFTER FUNDING

**\$67.31**

SME OR Singaporean age  
40 and above  
90% Course Fee Funded

**\$173.31**

Non-SME OR Singaporean  
age 21 to 39 OR Singapore  
PR  
70% Course Fee Funded

Subsidies Available  
Individual

SkillsFuture Credit  
UTAP



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## Course Content

### In-demand Digital Tools

- Introduction to SFDW and digital skills and jobs awareness in the current and future digital economy
- The world of Industry 4.0, extended reality and additive manufacturing
- Basic concepts of Generative Artificial Intelligence
- Identify risks associate with and responsible use of Generative AI
- How to design prompt
- Generative Artificial Intelligence Sandbox initiative by Infocomm Media Development Authority (IMDA)
- Hands-on practice of Generative AI such as Gemini and Copilot in areas such as generating response to customer queries or complaints, create course outlines, etc
- Autonomous Robots and Internet of Things and their impact across sectors
- Nationally launched applications
- Develop a learning plan to take ownership of own skills upgrading

### Cybersecurity Risk

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

### Automation

- Introduction to Automation
- Types of automation tools such as Robotic Process Automation (RPA)

### Data Analytics

- Introduction to Data Analytics
- Data visualisation tools



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