JAMES COOK INSTITUTE

DIGITAL & IT

BASIC

SkillsFuture for Digital Workplace 2.0 Retail

(Classroom + Asynchronous E-learning)



Description

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 understand and apply analytics to analyse customer profiles, demands, and preferences. They will be able to use automation to support business operations such as stock checks, customer service, order handling, and payments. Finally, learners will learn about Generative AI for work use, identify cybersecurity risks related to the retail sector, and 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

Course Duration

15 Hours

Course Reference No.

TGS-2023037501

Mode of Training

(Classroom + Asynchronous E-learning)

Funding Validity

Till 31 Dec 2027

Full Fee $530

(Subject to 9% GST)

Pricing	Funding	Nett Fee (After GST)
SME OR SINGAPOREAN AGE 40 AND ABOVE	90%	$67.31
NON-SME OR SINGAPOREAN AGE 21 TO 39 OR PR	70%	$173.31

Subsidies available: SFC, SFEC, UTAP

As pre-requisites may differ by course, we strongly encourage you to review the details and contact us for any clarification.

Visit our Website

6737 5761

Address: 150 Orchard Road, #06-14, Orchard Plaza S238841
Whatsapp: 8767 0614
Mailbox: enquiry@jci.edu.sg

ver. no.: 2025.09.18

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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)
- Conversational Automation, such as Google Assistant, Chatbots in retail stores, government and corporate websites, etc.
- Using Power Automate to improve office productivity
- 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 5.0
- Artificial Intelligence to enhanced shopping experience
- Generative Artificial Intelligence such as Gemini and Copilot to respond to customer queries, generate product description for marketing materials, etc.
- Basic concepts of Generative AI and its risks
- How to design prompts
- 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

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