

## Higher Nitec in Retail & Online Business

HF3RB, HF2RB, HFXRB, HF4RBSTD, HFZRB

Higher Nitec in Retail & Online Business

Specialisation / Option: New curriculum - From 2024 intake

6 month IA Duration

RB53005FPE|RB53006FPE

1. Demonstrate effective workplace communication
2. Manage customer needs and expectation
3. Provide information on products and/or services
4. Collate information and/or data on performance (from customer/ sales staff feedback, online/offline sales performance etc)
5. Interpret information and/or data on performance (from customer/ sales staff feedback, online/offline sales performance etc)
6. Coordinate with internal stakeholders to optimize customer service
7. Implement improvements across different retail touchpoints (online / offline)
8. Coordinate sales promotion activities (online/offline)
9. Manage cash and non-cash payments
10. Maintain inventory level
11. Maintain/Refresh merchandise display
12. Perform housekeeping duties
13. Maintain online contents
14. Organise digital contents for sales and marketing
15. Coordinate online order fulfilment
16. Coordinate with internal and/or external stakeholders to resolve stock/delivery issues
17. Handle customer enquiries, feedback & complaints (online/offline)
18. Manage after-sales care

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| <p>19. Comply with PDPA guidelines</p> <p>20. Promote retail sustainability</p> <p>21. Implement retail sustainability measures</p> |
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<p>HF3RB, HF4RBSTD</p>
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<p>Higher Nitec in Retail &amp; Online Business</p>
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<p>3 month IA Duration</p>
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<p>RB43008FPE</p>
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| <ol style="list-style-type: none"><li>1. Apply communication skills to workplace tasks</li><li>2. Respond to customer/stakeholder request and enquiry</li><li>3. Produce business document using software</li><li>4. Build relationship with customers/stakeholders</li><li>5. Provide information on products and services</li><li>6. Manage service breakdown and recovery</li><li>7. Coordinate business meeting/appointment/activity</li><li>8. Manage and maintain documents and data, prepare report</li><li>9. Wrap and pack merchandise</li><li>10. Tag prices of merchandise and label shelves</li><li>11. Store merchandise</li><li>12. Prepare merchandise and display area</li></ol> |
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<p>HFRBZ21</p>
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<p>Higher Nitec in Retail &amp; Online Business</p>
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<p>Specialisation / Option: Existing curriculum</p>
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<p>6 month IA Duration</p>
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<p>RM5011FPE</p>
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1. Apply communication skills to perform workplace tasks
2. Produce business documents using software
3. Manage customer needs and expectation
4. Provide information on products and/or services
5. Handle service breakdown and recovery
6. Coordinate and check merchandise
7. Coordinate store/sales promotion activities
8. Collate information on performance of store/sales promotion
9. Manage cash and non-cash payments
10. Collate feedback from customer and sales staff
11. Maintain inventory level
12. Update database
13. Maintain and update online contents
14. Manage e-commerce operations