

## LIST OF TRAINERS AND ASSOCIATE TRAINERS

S/No	Name	Highest Qualification Attained	Awarding Body	Programmes Taught
1.	AGNES KANG AI I Associate (Part-time) Trainer	Bachelor of Commerce	The University of Western Australia	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Crisis Management L3</li> </ul>
2.	CHEN CHEE SIN Associate (Part-time) Trainer	Degree of Bachelor of Science	The Flinders University of South Australia	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Data Science Fundamentals L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Data Analytics L2</li> </ul>
3.	CHEW LIAN KIM JUDITH Associate (Part-time) Trainer	Master of Business Administration	The University of Manchester	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Data Science Fundamentals L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> <li>Retail (SF): Data Analytics L2</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Crisis Management L3</li> </ul>

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4.	<b>CHO YAN FATT</b> Associate (Part-time) Trainer	Bachelor of Business Administration	University of South Australia	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Manage Change L3</li> </ul>
5.	<b>CHOO MUI SEOK @ TAN BEE LOH</b> Associate (Part-time) Trainer	Bachelor of Education and Training	The University of Melbourne	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Manage Change L3</li> </ul>
6.	<b>CHOW WENG YING</b> Associate (Part-time) Trainer	Bachelor of Science with Second Class Honours in Business and Management Studies	University of Bradford	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Crisis Management L3</li> </ul>

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7.	CHUA SER LIANG, RAYMOND Associate (Part-time) Trainer	Diploma in Electrical Engineering	Singapore Polytechnic	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Data Science Fundamentals L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> <li>Retail (SF): Data Analytics L2</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Foster Service Innovation powered by ESSEC</li> <li>Retail (SF): Crisis Management L3</li> </ul>
8.	CINDY HO HUI TING Associate (Part-time) Trainer	Bachelor of Arts with Merit	National University of Singapore	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Crisis Management L3</li> </ul>

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9.	DEWI MAYA Associate (Part-time) Trainer	Master of Business Administration	Victoria University	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Crisis Management L3</li> </ul>
10.	KHOO BOO KOON DEREK @MUHAMMAD AMIR ABDULLAH Associate (Part-time) Trainer	Master of Science in International Marketing	University of Strathclyde	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Crisis Management L3</li> </ul>
11.	KOH BEE HOON Associate (Part-time) Trainer	Bachelor of Science with First Class Honours in Computer Science	University of Wolverhampton	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Data Science Fundamentals L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Data Analytics L2</li> </ul>
12.	KOH CHEE KEONG ALVIN Associate (Part-time) Trainer	Bachelor of Business Systems	Monash University	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Data Science Fundamentals L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Data Analytics L2</li> </ul>

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13.	LEE YONG KWONG Associate (Part-time) Trainer	Bachelor of Arts (Arts and Social Sciences)	National University of Singapore	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Data Science Fundamentals L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Data Analytics L2</li> </ul>
14.	LIM GUEK HOON Associate (Part-time) Trainer	Bachelor of Arts with Honours (Business and Management)	Bath Spa University	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Data Science Fundamentals L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> <li>Retail (SF): Data Analytics L2</li> </ul>
15.	LIM SIM HONG Associate (Part-time) Trainer	Bachelor of Accountancy	The University of Singapore	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul>
16.	MOHAMED FADHIL BIN MOHAMED ISMAIL Associate (Part-time) Trainer	Master of Education	The University of Adelaide	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Crisis Management L3</li> </ul>

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17.	NG SOI MUN SUSAN-TIFFANY Associate (Part-time) Trainer	Bachelor of Business in Business Administration	Royal Melbourne Institute of Technology	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Crisis Management L3</li> </ul>
18.	OOI SOOK BEE, KRYSTINA Associate (Part-time) Trainer	Master of Training and Development	Griffith University	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Foster Service Innovation powered by ESSEC</li> <li>Retail (SF): Crisis Management L3</li> </ul>

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19.	PAT MUN FAI Associate (Part-time) Trainer	Master of Business Administration	University of Dubuque	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Crisis Management L3</li> </ul>
20.	PNG GEK KHIM CATHERINE Associate (Part-time) Trainer	Bachelor of Arts with Honours in History	The National University of Singapore	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Crisis Management L3</li> </ul>

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21.	RAHUL KUMAR JANAK SHAH Associate (Part-time) Trainer	Oklahoma City University	Bachelor of Arts	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Crisis Management L3</li> </ul>
22.	SANTHANARAM JAYARAM Associate (Part-time) Trainer	Master of Business Administration	Oklahoma City University	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Foster Service Innovation powered by ESSEC</li> <li>Retail (SF): Crisis Management L3</li> </ul>



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23.	SHEN YEN NING Associate (Part-time) Trainer	Master of Business Administration with Distinction	University of Sunderland	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Crisis Management L3</li> </ul>
24.	YAP SIEW HONG Associate (Part-time) Trainer	Bachelor of Arts	Ottawa University	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Foster Service Innovation powered by ESSEC</li> <li>Retail (SF): Crisis Management L3</li> </ul>

## LIST OF TRAINERS AND ASSOCIATE TRAINERS

S/No	Name	Highest Qualification Attained	Awarding Body	Programmes Taught
25.	YEW BEE HOAY @ WENDY Associate (Part-time) Trainer	Bachelor of Commerce	Shanghai University Of Finance And Economics, China	<b>WSQ Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L2</li> <li>Retail (SF): Service Challenges L1</li> <li>Retail (SF): Visual Merchandising Presentation L1</li> <li>Retail (SF): Store Security Policy L1</li> </ul> <b>WSQ Advanced Certificate in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L3</li> <li>Retail (SF): Customer Relationship Management Operations L3</li> <li>Retail (SF): Service Coaching L3</li> <li>Retail (SF): Inventory Control L3 (Apply Digital Strategy in Inventory Control)</li> <li>Retail (SF): Manage Change L3</li> </ul> <b>WSQ Diploma in Retail (Retail Operations)</b> <ul style="list-style-type: none"> <li>Retail (SF): Problem Identification L4</li> <li>Retail (SF): Financial Budget Planning and Management L4</li> <li>Retail (SF): Customer Loyalty and Retention Strategy Formulation L4</li> <li>Retail (SF): Customer Experience Management L4</li> <li>Retail (SF): Sales Target Management L4</li> <li>Retail (SF): Crisis Management L3</li> </ul>