Specialist Diploma in Retail Services and Supply Chain Management

OVERVIEW

Retail and Supply Chain are vital pillars of Singapore's economy, enduring challenges from the global pandemic. With over 29,000 establishments, mostly small to medium-sized enterprises, they contribute nearly 1.4% to the nation's GDP. Amidst intensified competition and the shift to e-commerce, these sectors have embraced trends like omnichannel strategies and technological advancements. The Specialist Diploma program enhances students' understanding of retail operations, management, and services, equipping them with essential skills and knowledge for immediate employment contributions.

PROGRAMME OBJECTIVES:

The learning objectives of the course to study explores key developments and trends in retail and supply chain areas. Students also acquire a broad understanding of digital commerce and technology application in retail and supply chain.

ASSESSMENT METHODS:
Combination of Coursework and Examination

NUMBER OF MODULES:
7

DURATION COMPONENTS:
Classroom Training Hours: 30 – 36 Hours Per Module

PROGRAMME OUTCOMES:

Upon completion of the programme, the students will be able to:
- develop an understanding of the fundamental of retail and supply chain management
- equip students with an analytical problem-solving mindset in retail and supply chain management
- develop a good analytical ability in retail and supply chain management
- demonstrate interpersonal, self-study, research and presentation skills through the course
- have adequate preparation for their careers or further studies in a related area.

AWARDING BODIES:
Global School of Technology and Management

TOTAL CONTACT HOURS:
210

MODULE SYNOPSIS:

SD401 Marketing for the Services Industry

This module introduces students to marketing's role in the services industry, covering its principles and practices. It provides an overview of marketing activities and external environmental dynamics impacting organisations. By completion, students will: understand marketing principles and their application in organizations; analyse data from various sources to solve business problems; critically evaluate marketing principles and environments; communicate effectively both orally and in writing using various media; and demonstrate awareness of key marketing issues.

SD403 Organisational Behaviour and Analysis

The module is developed to provides a comprehensive analysis of individual and group behaviour in organisations. Students need to acquire and develop the skill to make rational decisions in the process of Organisational Behaviours. People have always been regarded as important in managing organisations and critical in each functional aspects of management and equally so for the effective utilisation of resources. Because of this, organisational behaviour has assumed great importance. Students need to understand how an organisation can be managed more effectively and at the same time, enhance the quality of employees work life.

SD423 Retailing and Supply Chain Management

Retailing and Supply Chain Management offers a comprehensive understanding of modern retail and supply chain dynamics. Through theoretical insights and practical applications, students explore retail terminology, supply chain functions, and distribution strategies locally and globally. Topics include retail formats, distribution models, and customer management strategies. Emphasis is on decision-making processes to ensure competitiveness and customer satisfaction in evolving market landscapes.

CL305 Contract Law

This module aims to provide students with a thorough understanding of Contract Law, governing the creation, interpretation, and enforcement of contracts across diverse legal contexts. Students explore fundamental principles, rights and obligations, and remedies in breach cases, while critically evaluating analytical approaches, fostering an appreciation for its complexity and legal problem-solving.

SD424 Omni-Channel Retailing

Omni-Channel Retailing encapsulates a holistic approach to retail operations, focusing on seamless integration across various channels to enhance customer experiences. It examines the strategic utilisation of multiple platforms such as physical stores, online platforms, and mobile apps to offer customers a unified shopping experience. Through the synchronization of inventory, pricing, and promotions, retailers aim to meet customer demands effectively while maximizing sales opportunities. The synopsis delves into the technological advancements and logistical challenges associated with omni-channel retailing, emphasising its significance in adapting to evolving consumer behaviours and remaining competitive in the modern retail landscape.

SD425 Retail Services and Retail Operations Management

Retail Services and Retail Operations Management offers a comprehensive exploration of retail operations and service delivery strategies. It covers essential topics such as inventory management, merchandising, and customer service optimisation. Through case studies and industry best practices, students gain insights into enhancing operational efficiency and delivering exceptional service standards in the competitive retail landscape.

DSIA310 Industry Attachment

Industrial Attachment (IA) is an important aspect and a component of a students' development. As part of the course curriculum, students are expected to undertake a 24 weeks/ 6-month industrial attachment in the related industries. Students will take an internship programme with hotels, resorts or any other related retail and supply chain management area. IA is an integral part of the course. In the unlikely event that a student cannot be placed for Industrial Attachment, due to circumstances beyond the control of the student or the college, like non-approval of the Training Work Permit by Ministry of Manpower, the student will be required to complete an Industrial Project (3000 words) within 2 months under the supervision of a lecturer from GSTM.

DSIP305 Industry Project

The industrial project (3000 words) topic must be relevant to the events/tourism/hospitality industry and approved by the school. Students have a maximum of 2 months to complete the project after approval. The Industrial Project provides an opportunity for students to integrate their knowledge through application to a practical based classroom project within the selection of the student's choice of industry. Preferably, this project focuses on an identified management issues and/or opportunity of an organisation.