

## 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

19. Comply with PDPA guidelines
20. Promote retail sustainability
21. Implement retail sustainability measures

HF3RB, HF4RBSTD

Higher Nitec in Retail & Online Business

3 month IA Duration

RB43008FPE

1. Apply communication skills to workplace tasks
2. Respond to customer/stakeholder request and enquiry
3. Produce business document using software
4. Build relationship with customers/stakeholders
5. Provide information on products and services
6. Manage service breakdown and recovery
7. Coordinate business meeting/appointment/activity
8. Manage and maintain documents and data, prepare report
9. Wrap and pack merchandise
10. Tag prices of merchandise and label shelves
11. Store merchandise
12. Prepare merchandise and display area

HFRBZ1

Higher Nitec in Retail & Online Business

Specialisation / Option: Existing curriculum

6 month IA Duration

RM5011FPE

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