



# Retail Associate cum Cashier

QP Code: RAS/Q0108

Version: 1.0

NSQF Level: 3

Retailers Association's Skill Council of India || 703-704 Sagar Tech Plaza - A, Andheri-Kurla Road,  
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## Qualification Pack

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## Qualification Pack

### RAS/Q0108: Retail Associate cum Cashier

#### Brief Job Description

Individuals in this position display merchandise, interact with customers to understand their needs and service them with sales of relevant product offerings whilst working cordially within the team and retail organisation. They also service customers at the cashiering point and process payments towards purchases made by them.

#### Personal Attributes

The individual needs to be physically fit to be able to fulfil tasks efficiently and mentally balanced to handle unexpected situations. He/she needs to have a strong service orientation, commercial acumen, interpersonal and listening skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [RAS/N0105: To display stock to promote sales](#)
2. [RAS/N0106: To plan and prepare visual merchandising displays](#)
3. [RAS/N0107: To Dress Visual Merchandising Displays](#)
4. [RAS/N0108: To Dismantle and Store Visual Merchandising Displays](#)
5. [RAS/N0109: To Prepare Products for Sale](#)
6. [RAS/N0110: To service cash point / POS](#)
7. [RAS/N0111: To follow point-of-sale procedures for age-restricted products](#)
8. [RAS/N0112: To process customer orders for goods](#)
9. [RAS/N0113: To process part exchange sale transactions](#)
10. [RAS/N0115: To process payments](#)
11. [RAS/N0116: To process cash and credit transactions](#)
12. [RAS/N0117: To process returned goods](#)
13. [RAS/N0118: To promote Loyalty Schemes to Customers](#)
14. [RAS/N0119: To Keep the Store Secure](#)
15. [RAS/N0121: To Maintain Health and Safety](#)

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16. [RAS/N0123: To Keep the Store Clean and Hygienic](#)
17. [RAS/N0124: To Provide Information and Advice to Customers](#)
18. [RAS/N0130: To create a positive image of self & organisation in the customer's mind](#)
19. [RAS/N0137: To work effectively in a retail team](#)
20. [RAS/N0138: To work effectively in an organisation](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5223.0105
<b>Minimum Educational Qualification &amp; Experience</b>	10th Class
<b>Minimum Level of Education for Training in School</b>	10th Class
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	11/03/2019
<b>Next Review Date</b>	11/02/2023
<b>NSQC Approval Date</b>	22/08/2019
<b>Version</b>	1.0
<b>Reference code on NQR</b>	2019/RET/RASCI/03518
<b>NQR Version</b>	1.0

## Qualification Pack

### RAS/N0105: To display stock to promote sales

#### Description

This OS describes the skills and knowledge required to effectively display stock to promote sales.

#### Elements and Performance Criteria

##### *Prepare display areas and goods in a retail store*

To be competent, the user/individual on the job must be able to:

- PC1.** identify the need for the display in relation to stock, space, position of the display and dates.
- PC2.** check that the display area is the right size and report any concerns promptly.
- PC3.** gather the materials, equipment and stock needed for the display and check that they are clean, safe and in good working order.
- PC4.** follow company procedures for clearing, cleaning and preparing the display area before use.

##### *Set up and dismantle displays in a retail store*

To be competent, the user/individual on the job must be able to:

- PC5.** set up and dismantle the display safely, in line with plans and within the time allowed.
- PC6.** check that the display is clean, tidy and safe for use.
- PC7.** check that the display has the levels of stock needed.
- PC8.** clean and store equipment and excess materials; get rid of waste safely, correctly and promptly.

##### *Label displays of stock in a retail store*

To be competent, the user/individual on the job must be able to:

- PC9.** check requirements for labelling stock.
- PC10.** check information on the label is clear, accurate and legal before starting to label stock.
- PC11.** report promptly any information on labels that may need changing.
- PC12.** attach the right labels to the right products.
- PC13.** position labels so that they are securely fastened and customers can see them clearly.
- PC14.** complete labelling within the time allowed.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** setting up displays as per the health, safety and environmental standards.
- KU2.** following store procedures for display requirements for stock, space, position of the display & dates.
- KU3.** meeting Legal or Statutory requirements
- KU4.** cleaning and storing materials and equipment used in displays and getting rid of waste safely
- KU5.** using labelling materials and equipment efficiently and effectively

#### Generic Skills (GS)

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User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment
- GS13.** respond to unsafe and hazardous working conditions
- GS14.** respond to security breaches

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare display areas and goods in a retail store</i>	<b>15</b>	<b>15</b>	-	-
<b>PC1.</b> identify the need for the display in relation to stock, space, position of the display and dates.	5	5	-	-
<b>PC2.</b> check that the display area is the right size and report any concerns promptly.	2.5	2.5	-	-
<b>PC3.</b> gather the materials, equipment and stock needed for the display and check that they are clean, safe and in good working order.	5	5	-	-
<b>PC4.</b> follow company procedures for clearing, cleaning and preparing the display area before use.	2.5	2.5	-	-
<i>Set up and dismantle displays in a retail store</i>	<b>15</b>	<b>15</b>	-	-
<b>PC5.</b> set up and dismantle the display safely, in line with plans and within the time allowed.	5	5	-	-
<b>PC6.</b> check that the display is clean, tidy and safe for use.	2.5	2.5	-	-
<b>PC7.</b> check that the display has the levels of stock needed.	5	5	-	-
<b>PC8.</b> clean and store equipment and excess materials; get rid of waste safely, correctly and promptly.	2.5	2.5	-	-
<i>Label displays of stock in a retail store</i>	<b>20</b>	<b>20</b>	-	-
<b>PC9.</b> check requirements for labelling stock.	5	5	-	-
<b>PC10.</b> check information on the label is clear, accurate and legal before starting to label stock.	2.5	2.5	-	-
<b>PC11.</b> report promptly any information on labels that may need changing.	2.5	2.5	-	-
<b>PC12.</b> attach the right labels to the right products.	2.5	2.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> position labels so that they are securely fastened and customers can see them clearly.	5	5	-	-
<b>PC14.</b> complete labelling within the time allowed.	2.5	2.5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0105
<b>NOS Name</b>	To display stock to promote sales
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

### RAS/N0106: To plan and prepare visual merchandising displays

#### Description

This OS describes the skills and knowledge required to effectively plan and prepare visual merchandising displays

#### Elements and Performance Criteria

##### *Interpret design briefs for retail displays*

To be competent, the user/individual on the job must be able to:

- PC1.** identify the purpose, content and style of the display.
- PC2.** identify the equipment, materials, merchandise and props needed to create and install the display and the dates for completing it.
- PC3.** evaluate whether the place to put the display is likely to fulfil the design brief.
- PC4.** create new and effective ways of improving the visual effect, within his/her limits of design brief, company's visual design policies and authority.

##### *Get hold of merchandise and props to be featured in retail displays*

To be competent, the user/individual on the job must be able to:

- PC5.** confirm that the features of merchandise and props shown in the design brief are those most likely to attract customers attention.
- PC6.** identify other merchandise and props when those originally specified are not available or not suitable, and agree the selections with the right person.
- PC7.** verify arrangements for delivery of merchandise & props with the right people, allowing enough time for deliveries to arrive before display must be installed.
- PC8.** check the progress of deliveries and take suitable action if delays seem likely.
- PC9.** update stock records to account for merchandise on display.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Role of displays in marketing, promotional and sales campaigns and activities.
- KU2.** Importance and content of the design brief
- KU3.** The design brief to identify what you need for the display.
- KU4.** The company policies for visual design.
- KU5.** The role of displays in marketing, promotional and sales campaigns and activities.
- KU6.** Using the design brief to identify what you need for the display.
- KU7.** Merchandiser or buyer who needs to be consulted about merchandise and props.
- KU8.** Arranging delivery of merchandise and monitor the progress of deliveries.
- KU9.** Updating stock records to account for merchandise on display.
- KU10.** Different approaches to designing displays for different types of merchandise, and why these are effective .

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- KU11.** Evaluating the potential places to put the display as per the design brief.
- KU12.** Light, colour, texture, shape and dimension combined to achieve the effects.
- KU13.** Assessing the potential of places for displays to meet the design brief.

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Complete documentation accurately
- GS2.** Write simple reports when required
- GS3.** Read information accurately
- GS4.** Read and interpret data sheets
- GS5.** Follow instructions accurately
- GS6.** Use gestures or simple words to communicate where language barriers exist
- GS7.** Use questioning to minimise misunderstandings
- GS8.** Display courteous and helpful behaviour at all times
- GS9.** Make appropriate decisions regarding the responsibilities of the job role
- GS10.** Plan and schedule routines
- GS11.** Build relationships with internal and external customers
- GS12.** Respond to breakdowns and malfunction of equipment
- GS13.** Respond to unsafe and hazardous working conditions
- GS14.** Respond to security breaches

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interpret design briefs for retail displays</i>	<b>22.5</b>	<b>22.5</b>	-	-
<b>PC1.</b> identify the purpose, content and style of the display.	5	5	-	-
<b>PC2.</b> identify the equipment, materials, merchandise and props needed to create and install the display and the dates for completing it.	5	5	-	-
<b>PC3.</b> evaluate whether the place to put the display is likely to fulfil the design brief.	5	5	-	-
<b>PC4.</b> create new and effective ways of improving the visual effect, within his/her limits of design brief, companys visual design policies and authority.	7.5	7.5	-	-
<i>Get hold of merchandise and props to be featured in retail displays</i>	<b>27.5</b>	<b>27.5</b>	-	-
<b>PC5.</b> confirm that the features of merchandise and props shown in the design brief are those most likely to attract customers attention.	5	5	-	-
<b>PC6.</b> identify other merchandise and props when those originally specified are not available or not suitable, and agree the selections with the right person.	5	5	-	-
<b>PC7.</b> verify arrangements for delivery of merchandise & props with the right people, allowing enough time for deliveries to arrive before display must be installed.	7.5	7.5	-	-
<b>PC8.</b> check the progress of deliveries and take suitable action if delays seem likely.	5	5	-	-
<b>PC9.</b> update stock records to account for merchandise on display.	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0106
<b>NOS Name</b>	To plan and prepare visual merchandising displays
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

### RAS/N0107: To Dress Visual Merchandising Displays

#### Description

This OS describes the skills and knowledge required to effectively dress visual merchandising displays.

#### Elements and Performance Criteria

##### *Dress in-store displays based on guidelines*

To be competent, the user/individual on the job must be able to:

- PC1.** use the design brief to identify the focal points of the display.
- PC2.** choose shapes, colours and groupings that are suited to the purpose and style of the display.
- PC3.** create displays that achieve the required visual effect and are consistent with the company's visual design policy.
- PC4.** position merchandise, graphics and signs in ways that promote sales.
- PC5.** check that lighting is installed in line with the design brief.
- PC6.** check that the finished display meets health and safety guidelines and legal requirements.

##### *Dress window displays based on guidelines*

To be competent, the user/individual on the job must be able to:

- PC7.** position merchandise, graphics & signs according to guidelines & in ways that attract attention & interest of customers & give customers information they need.
- PC8.** group merchandise appropriately for the purpose & style of display, the selling features of merchandise & the visual effect needed under the design brief.
- PC9.** make sure that lighting is installed in line with lighting requirements.

##### *Evaluate and improve retail displays*

To be competent, the user/individual on the job must be able to:

- PC10.** check that all the parts of the display are suitable for the purpose of the display and meet requirements.
- PC11.** check that the display meets requirements for easy access, safety and security.
- PC12.** identify safety and security risks to the display and choose suitable ways of reducing risks.
- PC13.** consider how the display looks from all the directions from which customers will approach it.
- PC14.** encourage colleagues to provide constructive comments about the display.
- PC15.** promptly make any adjustments that he/she is authorised to make and that are needed to achieve the visual effect and to make the display safe and secure.
- PC16.** regularly check the displays visual effect.
- PC17.** promptly report to the right person any problems and risks that he/she is not responsible for sorting out himself/herself.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** creating and using focal points within a display.

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- KU2.** putting together merchandising displays for use inside the store.
- KU3.** dressing mannequins, busts and other props.
- KU4.** displaying different types of merchandise.
- KU5.** choosing a suitable type of grouping.
- KU6.** using different types, directions and levels of light to create atmosphere.
- KU7.** achieving add-on sales and why this is important.
- KU8.** installing creative displays and awareness of trends.
- KU9.** different approaches to displaying merchandise and choosing the best approach.
- KU10.** props, prototypes, dressings and fixtures creating visual effects.
- KU11.** health and safety guidelines for displays.
- KU12.** identifying the selling features of merchandise to be used in displays.
- KU13.** lighting window displays and who in your store is responsible for installing lighting.
- KU14.** the legal requirements which apply to pricing and ticketing.
- KU15.** the company's visual design and merchandising policies.
- KU16.** reporting arrangements for sorting out problems and reducing risks.
- KU17.** evaluating the visual effect of displays.
- KU18.** making adjustments and improvements to displays.
- KU19.** using scale when creating visual effects.
- KU20.** dressing techniques for different types of merchandise.
- KU21.** different purposes of displays and their use in visual merchandising.
- KU22.** choosing and combining dimension, shape, colour, texture and lighting to create the visual effect you need from a display.

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment
- GS13.** respond to unsafe and hazardous working conditions
- GS14.** respond to security breaches

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Dress in-store displays based on guidelines</i>	<b>20</b>	<b>20</b>	-	-
<b>PC1.</b> use the design brief to identify the focal points of the display.	5	5	-	-
<b>PC2.</b> choose shapes, colours and groupings that are suited to the purpose and style of the display.	2.5	2.5	-	-
<b>PC3.</b> create displays that achieve the required visual effect and are consistent with the companys visual design policy.	2.5	2.5	-	-
<b>PC4.</b> position merchandise, graphics and signs in ways that promote sales.	2.5	2.5	-	-
<b>PC5.</b> check that lighting is installed in line with the design brief.	2.5	2.5	-	-
<b>PC6.</b> check that the finished display meets health and safety guidelines and legal requirements.	5	5	-	-
<i>Dress window displays based on guidelines</i>	<b>7.5</b>	<b>7.5</b>	-	-
<b>PC7.</b> position merchandise, graphics & signs according to guidelines & in ways that attract attention & interest of customers & give customers information they need.	2.5	2.5	-	-
<b>PC8.</b> group merchandise appropriately for the purpose & style of display, the selling features of merchandise & the visual effect needed under the design brief.	2.5	2.5	-	-
<b>PC9.</b> make sure that lighting is installed in line with lighting requirements.	2.5	2.5	-	-
<i>Evaluate and improve retail displays</i>	<b>22.5</b>	<b>22.5</b>	-	-
<b>PC10.</b> check that all the parts of the display are suitable for the purpose of the display and meet requirements.	2.5	2.5	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> check that the display meets requirements for easy access, safety and security.	2.5	2.5	-	-
<b>PC12.</b> identify safety and security risks to the display and choose suitable ways of reducing risks.	2.5	2.5	-	-
<b>PC13.</b> consider how the display looks from all the directions from which customers will approach it.	2.5	2.5	-	-
<b>PC14.</b> encourage colleagues to provide constructive comments about the display.	2.5	2.5	-	-
<b>PC15.</b> promptly make any adjustments that he/she is authorised to make and that are needed to achieve the visual effect and to make the display safe and secure.	2.5	2.5	-	-
<b>PC16.</b> regularly check the displays visual effect.	2.5	2.5	-	-
<b>PC17.</b> promptly report to the right person any problems and risks that he/she is not responsible for sorting out himself/herself.	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0107
<b>NOS Name</b>	To Dress Visual Merchandising Displays
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQ Clearance Date</b>	25/11/2021

## Qualification Pack

### RAS/N0108: To Dismantle and Store Visual Merchandising Displays

#### Description

This OS describes the skills and knowledge required to effectively dismantle and store visual merchandising displays.

#### Elements and Performance Criteria

##### *Dismantle retail displays*

To be competent, the user/individual on the job must be able to:

- PC1.** dismantle displays safely.
- PC2.** protect the parts of the display from being damaged during dismantling.
- PC3.** return the parts of the display to the appropriate places promptly and, if needed, in a saleable condition.
- PC4.** get rid of unwanted materials safely and keep accurate records of this if needed.
- PC5.** clean display sites and parts using safe and approved cleaning materials and equipment.

##### *Store equipment, props and graphics for retail displays*

To be competent, the user/individual on the job must be able to:

- PC6.** work out accurately the storage space required.
- PC7.** identify the protective packaging he/she needs and the security measures that need to be in place.
- PC8.** store items in suitable places and with clear and accurate labels.
- PC9.** keep accurate and up-to-date records of items in storage.
- PC10.** identify damaged items, missing items and dangers and risks to health and safety, and report these promptly to the right person.
- PC11.** check that storage facilities and items in storage are clean, safe, secure and accessible only to those with a right to them.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** dismantling displays safely.
- KU2.** protecting the parts of displays from being damaged during dismantling.
- KU3.** identifying unwanted materials and how to get rid of them safely.
- KU4.** where to return the parts of display to.
- KU5.** identifying safe and approved cleaning materials and equipment to use.
- KU6.** working out the storage space needed.
- KU7.** identifying requirements for protective packaging and security measures.
- KU8.** labelling items accurately.
- KU9.** keeping records of items and where to store them.
- KU10.** items that need to be stored.

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- KU11.** dangers and risks to health, safety and security in relation to storage facilities and stored items.
- KU12.** reporting dangers and risks to the concerned
- KU13.** techniques for cleaning display sites and parts safely and thoroughly.
- KU14.** checking the condition of items.
- KU15.** dealing with items that need repair.
- KU16.** store items securely.

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment
- GS13.** respond to unsafe and hazardous working conditions
- GS14.** respond to security breaches

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Dismantle retail displays</i>	<b>22.5</b>	<b>22.5</b>	-	-
<b>PC1.</b> dismantle displays safely.	2.5	2.5	-	-
<b>PC2.</b> protect the parts of the display from being damaged during dismantling.	5	5	-	-
<b>PC3.</b> return the parts of the display to the appropriate places promptly and, if needed, in a saleable condition.	5	5	-	-
<b>PC4.</b> get rid of unwanted materials safely and keep accurate records of this if needed.	5	5	-	-
<b>PC5.</b> clean display sites and parts using safe and approved cleaning materials and equipment.	5	5	-	-
<i>Store equipment, props and graphics for retail displays</i>	<b>27.5</b>	<b>27.5</b>	-	-
<b>PC6.</b> work out accurately the storage space required.	5	5	-	-
<b>PC7.</b> identify the protective packaging he/she needs and the security measures that need to be in place.	5	5	-	-
<b>PC8.</b> store items in suitable places and with clear and accurate labels.	2.5	2.5	-	-
<b>PC9.</b> keep accurate and up-to-date records of items in storage.	5	5	-	-
<b>PC10.</b> identify damaged items, missing items and dangers and risks to health and safety, and report these promptly to the right person.	5	5	-	-
<b>PC11.</b> check that storage facilities and items in storage are clean, safe, secure and accessible only to those with a right to them.	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0108
<b>NOS Name</b>	To Dismantle and Store Visual Merchandising Displays
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

### RAS/N0109: To Prepare Products for Sale

#### Description

This OS describes the skills and knowledge required to effectively prepare products for sale.

#### Elements and Performance Criteria

##### *Prepare products for selling to customers*

To be competent, the user/individual on the job must be able to:

- PC1.** check that all expected items and parts of the product are in the package.
- PC2.** remove all unwanted packaging and safely get rid of waste.
- PC3.** gather the tools he/she needs for putting products together.
- PC4.** use safe work methods and follow manufacturers instructions when putting products together.
- PC5.** check that products have been assembled correctly and can be used safely.
- PC6.** ask the right person for help when products are proving difficult to put together.
- PC7.** check regularly that products on display are in a satisfactory condition.
- PC8.** promptly remove damaged products from display and follow company procedures for dealing with them.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** products he/she is responsible for preparing for sale.
- KU2.** where to put products together and where to put them once they are assembled.
- KU3.** working safely when putting products together for sale.
- KU4.** checking that products have been correctly put together and are safe to display.
- KU5.** whom to approach for help when products are proving difficult to put together.
- KU6.** company quality standards for products on display.
- KU7.** checking the condition of products on display.
- KU8.** dealing with products that are damaged.
- KU9.** tools to be used to put products together.
- KU10.** getting rid of unwanted packaging and waste.

#### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets

## Qualification Pack

- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment
- GS13.** respond to unsafe and hazardous working conditions
- GS14.** respond to security breaches



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare products for selling to customers</i>	<b>50</b>	<b>50</b>	-	-
<b>PC1.</b> check that all expected items and parts of the product are in the package.	5	5	-	-
<b>PC2.</b> remove all unwanted packaging and safely get rid of waste.	5	5	-	-
<b>PC3.</b> gather the tools he/she needs for putting products together.	5	5	-	-
<b>PC4.</b> use safe work methods and follow manufacturers instructions when putting products together.	5	5	-	-
<b>PC5.</b> check that products have been assembled correctly and can be used safely.	10	10	-	-
<b>PC6.</b> ask the right person for help when products are proving difficult to put together.	7.5	7.5	-	-
<b>PC7.</b> check regularly that products on display are in a satisfactory condition.	5	5	-	-
<b>PC8.</b> promptly remove damaged products from display and follow company procedures for dealing with them.	7.5	7.5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0109
<b>NOS Name</b>	To Prepare Products for Sale
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

### RAS/N0110: To service cash point / POS

#### Description

This OS describes the skills and knowledge required to service cash point / POS.

#### Elements and Performance Criteria

##### *Monitor receipt practices and processes at the cash point / POS*

To be competent, the user/individual on the job must be able to:

- PC1.** check at suitable times that staff are setting up and operating cash points correctly.
- PC2.** look into and promptly sort out any problems with routine cash point operations and transactions.
- PC3.** check that staff are handling cash and cash equivalents efficiently and in line with approved procedures.
- PC4.** accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation.
- PC5.** correctly follow cash point security procedures.
- PC6.** develop effective plans to cope with unexpected problems at the cash point.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** modes of payment that are accepted in the store.
- KU2.** problems that can arise in routine cash point operations and transactions with resolution.
- KU3.** companys approved procedures for handling cash and cash equivalents, and how to follow these efficiently.
- KU4.** the types of refund, cheque payment and credit card payment he/she had to authorise.
- KU5.** companys cash point security procedures.
- KU6.** how to cope with unexpected problems at the cash point.
- KU7.** how to check that cash points are being correctly set up and operated

#### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately.
- GS2.** write simple reports when required.
- GS3.** read information accurately.
- GS4.** read and interpret data sheets.
- GS5.** follow instructions accurately.
- GS6.** use gestures or simple words to communicate where language barriers exist.

## Qualification Pack

- GS7.** use questioning to minimise misunderstandings.
- GS8.** display courteous and helpful behaviour at all times.
- GS9.** make appropriate decisions regarding the responsibilities of the job role.
- GS10.** plan and schedule routines.
- GS11.** build relationships with internal and external customers.
- GS12.** respond to breakdowns and malfunction of equipment.
- GS13.** respond to unsafe and hazardous working conditions.
- GS14.** respond to security breaches.
- GS15.** calculate amounts, discounts, refunds and fractions (may also include currency conversions)

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor receipt practices and processes at the cash point / POS</i>	<b>17.5</b>	<b>17.5</b>	-	-
<b>PC1.</b> check at suitable times that staff are setting up and operating cash points correctly.	2.5	2.5	-	-
<b>PC2.</b> look into and promptly sort out any problems with routine cash point operations and transactions.	2.5	2.5	-	-
<b>PC3.</b> check that staff are handling cash and cash equivalents efficiently and in line with approved procedures.	2.5	2.5	-	-
<b>PC4.</b> accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation.	2.5	2.5	-	-
<b>PC5.</b> correctly follow cash point security procedures.	5	5	-	-
<b>PC6.</b> develop effective plans to cope with unexpected problems at the cash point.	2.5	2.5	-	-
<b>NOS Total</b>	<b>17.5</b>	<b>17.5</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0110
<b>NOS Name</b>	To service cash point / POS
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	2
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

# RAS/N0111: To follow point-of-sale procedures for age-restricted products

## Description

This OS describes the skills and knowledge required to follow point-of-sale procedures for age-restricted products.

## Elements and Performance Criteria

### *Follow procedures for sales of age-restricted products*

To be competent, the user/individual on the job must be able to:

- PC1.** follow legal requirements and company policies and procedures for asking for proof of age.
- PC2.** make the sale only if customers provide age proof and it meets legal and company conditions, while selling age-restricted products.
- PC3.** follow legal requirements and company policies and procedures for refusing sales.
- PC4.** refuse politely and firmly to make sales that are against the law or any procedures and policies he/she must follow.
- PC5.** explain clearly and accurately to customers what proof of age is acceptable.
- PC6.** follow company procedures for telling customers how to get proof of age.

### *Provide service at point of sale*

To be competent, the user/individual on the job must be able to:

- PC7.** tell customers the correct amount to be paid.
- PC8.** check accurately the amount and means of payment offered by the customer.
- PC9.** process the payment in line with company procedures, where the payment is acceptable.
- PC10.** tell the customer tactfully when payment cannot be approved.
- PC11.** record payments accurately.
- PC12.** store payments securely and protect them from theft.
- PC13.** offer additional services to the customer where these are available.
- PC14.** treat customers politely throughout the payment process.
- PC15.** balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** age-restricted products he/she is authorised to sell.
- KU2.** age restrictions on the products he/she is authorised to sell, and what can happen to him/her and the company if he/she does not keep within these restrictions.
- KU3.** company policies and procedures for asking for proof of age, including the types of acceptable proof.
- KU4.** company policies and procedures for refusing sales of age-restricted products.

## Qualification Pack

- KU5.** how to keep cash and other payments secure.
- KU6.** the types of payment that he/she is authorised to receive.
- KU7.** the procedures for authorising non-cash transactions.
- KU8.** how to deal with customers offering suspect payments.
- KU9.** relevant rights, duties and responsibilities of customer and self.
- KU10.** company procedures for taking payments.
- KU11.** company procedures for dealing with suspected fraud.
- KU12.** how to check for and identify counterfeit payments.
- KU13.** how to check for stolen cheques, credit cards, charge cards or debit cards.

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately.
- GS2.** write simple reports when required.
- GS3.** read information accurately.
- GS4.** read and interpret data sheets.
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist.
- GS7.** use questioning to minimise misunderstandings.
- GS8.** display courteous and helpful behaviour at all times.
- GS9.** make appropriate decisions regarding the responsibilities of the job role.
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers.
- GS12.** respond to breakdowns and malfunction of equipment.
- GS13.** respond to unsafe and hazardous working conditions.
- GS14.** respond to security breaches.
- GS15.** calculate totals, fractions, discounts, refunds and rebates accurately.
- GS16.** determine the impact of accepting counterfeit.
- GS17.** determine impact of not collecting prescribed proof.
- GS18.** determine impact of sales made to underage.



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow procedures for sales of age-restricted products</i>	<b>20</b>	<b>20</b>	-	-
<b>PC1.</b> follow legal requirements and company policies and procedures for asking for proof of age.	2.5	2.5	-	-
<b>PC2.</b> make the sale only if customers provide age proof and it meets legal and company conditions, while selling age-restricted products.	2.5	2.5	-	-
<b>PC3.</b> follow legal requirements and company policies and procedures for refusing sales.	2.5	2.5	-	-
<b>PC4.</b> refuse politely and firmly to make sales that are against the law or any procedures and policies he/she must follow.	5	5	-	-
<b>PC5.</b> explain clearly and accurately to customers what proof of age is acceptable.	5	5	-	-
<b>PC6.</b> follow company procedures for telling customers how to get proof of age.	2.5	2.5	-	-
<i>Provide service at point of sale</i>	<b>30</b>	<b>30</b>	-	-
<b>PC7.</b> tell customers the correct amount to be paid.	2.5	2.5	-	-
<b>PC8.</b> check accurately the amount and means of payment offered by the customer.	2.5	2.5	-	-
<b>PC9.</b> process the payment in line with company procedures, where the payment is acceptable.	2.5	2.5	-	-
<b>PC10.</b> tell the customer tactfully when payment cannot be approved.	5	5	-	-
<b>PC11.</b> record payments accurately.	2.5	2.5	-	-
<b>PC12.</b> store payments securely and protect them from theft.	2.5	2.5	-	-
<b>PC13.</b> offer additional services to the customer where these are available.	2.5	2.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> treat customers politely throughout the payment process.	5	5	-	-
<b>PC15.</b> balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0111
<b>NOS Name</b>	To follow point-of-sale procedures for age-restricted products
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	2
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

### RAS/N0112: To process customer orders for goods

#### Description

This OS describes the skills and knowledge required to process customer orders for goods.

#### Scope

The scope covers the following :

- The scope covers the following:
  - Check the availability of goods for orders.
  - Process orders for customers

#### Elements and Performance Criteria

##### *Check the availability*

To be competent, the user/individual on the job must be able to:

- PC1.** identify customers needs accurately by asking suitable questions.
- PC2.** identify the goods that will meet customers needs and check with customers that these are satisfactory.
- PC3.** find out who can supply the goods needed and on what terms.
- PC4.** keep customers informed of progress in finding the goods they need.
- PC5.** give customers clear, accurate and complete information about the availability of goods and the terms of supply.

##### *Process orders for customers*

To be competent, the user/individual on the job must be able to:

- PC6.** follow legal and company procedures for checking the customers identity and credit status.
- PC7.** follow company policy for offering to order goods the customer needs if they are not in stock.
- PC8.** prepare accurate, clear and complete information about the order & pass this information to people responsible for fulfilment.
- PC9.** provide accurate, clear, complete and timely information to those responsible for issuing the invoice.
- PC10.** tell the right person promptly when he/she cannot process an order and explain the reasons clearly.
- PC11.** let the customer know promptly and politely if their order cannot be delivered within the agreed time.
- PC12.** store customers details securely and show them only to people who have a right to see them.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to ask the right questions to find out exactly what customers want.

## Qualification Pack

- KU2.** the items in stock.
- KU3.** how to check whether there is enough stock to meet the order.
- KU4.** which items are available by order and which suppliers and manufacturers can provide them.
- KU5.** how to check whether external suppliers and manufacturers can provide items, and on what terms.
- KU6.** how to keep customers informed of progress in finding the goods they need.
- KU7.** how to give customers clear, accurate and complete information about the terms of supply.
- KU8.** legal and company procedures for checking the customers identify and credit status.
- KU9.** how to tell the customer promptly about any delays in fulfilling their order.
- KU10.** legal and company requirements relating to customer confidentiality.
- KU11.** who is entitled to see customer information, and in what situations.
- KU12.** how to invoice customers for orders.
- KU13.** how to escalate in case you cannot process an order.
- KU14.** company procedures for storing customer information securely.

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately.
- GS2.** write simple reports when required.
- GS3.** read information accurately.
- GS4.** read and interpret data sheets.
- GS5.** follow instructions accurately.
- GS6.** use gestures or simple words to communicate where language barriers exist.
- GS7.** use questioning to minimise misunderstandings.
- GS8.** display courteous and helpful behaviour at all times.
- GS9.** make appropriate decisions regarding the responsibilities of the job role.
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers.
- GS12.** respond to breakdowns and malfunction of equipment.
- GS13.** respond to unsafe and hazardous working conditions.
- GS14.** respond to security breaches.
- GS15.** understand the customer requirement through effective and relevant probing.
- GS16.** determine the impact of not maintaining customer confidentiality.
- GS17.** determine the impact of not being able to deliver as committed.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check the availability</i>	<b>20</b>	<b>20</b>	-	-
<b>PC1.</b> identify customers needs accurately by asking suitable questions.	5	5	-	-
<b>PC2.</b> identify the goods that will meet customers needs and check with customers that these are satisfactory.	2.5	2.5	-	-
<b>PC3.</b> find out who can supply the goods needed and on what terms.	5	5	-	-
<b>PC4.</b> keep customers informed of progress in finding the goods they need.	2.5	2.5	-	-
<b>PC5.</b> give customers clear, accurate and complete information about the availability of goods and the terms of supply.	5	5	-	-
<i>Process orders for customers</i>	<b>30</b>	<b>30</b>	-	-
<b>PC6.</b> follow legal and company procedures for checking the customers identity and credit status.	2.5	2.5	-	-
<b>PC7.</b> follow company policy for offering to order goods the customer needs if they are not in stock.	2.5	2.5	-	-
<b>PC8.</b> prepare accurate, clear and complete information about the order & pass this information to people responsible for fulfilment.	5	5	-	-
<b>PC9.</b> provide accurate, clear, complete and timely information to those responsible for issuing the invoice.	5	5	-	-
<b>PC10.</b> tell the right person promptly when he/she cannot process an order and explain the reasons clearly.	5	5	-	-
<b>PC11.</b> let the customer know promptly and politely if their order cannot be delivered within the agreed time.	5	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> store customers details securely and show them only to people who have a right to see them.	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0112
<b>NOS Name</b>	To process customer orders for goods
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	2
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/12/2021
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	30/12/2021



## Qualification Pack

### RAS/N0113: To process part exchange sale transactions

#### Description

This OS describes the skills and knowledge required to effectively process part exchange sale transactions.

#### Elements and Performance Criteria

##### *Decide on the value of items offered in part exchange by customers*

To be competent, the user/individual on the job must be able to:

- PC1.** thoroughly inspect the item being offered.
- PC2.** protect the item from damage while handling it.
- PC3.** identify accurately any repairs and cleaning needed and the costs involved.
- PC4.** work out the exchange value of the item accurately within company guidelines.
- PC5.** explain to the customer clearly and accurately the part-exchange value of the item and the benefits of a part exchange arrangement.
- PC6.** tell the customer politely that the item is not acceptable for part exchange, when this applies.
- PC7.** treat the customer politely throughout the valuation process.

##### *Negotiate part exchange sales transactions with customers*

To be competent, the user/individual on the job must be able to:

- PC8.** follow company policies and procedures for checking who owns the item.
- PC9.** work out accurately the balance to be paid by the customer on the item he/she wants to buy.
- PC10.** accept or refuse the customers offers according to company policies and the discretion he/she is allowed.
- PC11.** end the transaction politely if the customer is not willing to go ahead.
- PC12.** explain clearly and accurately the terms and conditions of the sale.
- PC13.** fill in the paperwork for the transaction.
- PC14.** treat the customer politely throughout negotiations.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company policies and procedures for checking who owns the item.
- KU2.** what might happen if you do not check ownership properly.
- KU3.** terms and conditions of sale for items the store buys.
- KU4.** how to deal with customer objections.
- KU5.** how to treat customer politely during negotiations.
- KU6.** how to fill paperwork when buying part-exchange items.
- KU7.** types of payment that he/she is authorised to receive.
- KU8.** the procedures for authorising non-cash transactions.

## Qualification Pack

- KU9.** how to deal with customers offering suspect payments.
- KU10.** company procedures for taking payments.
- KU11.** company procedures for dealing with suspected fraud.
- KU12.** how to keep cash and other payments secure.
- KU13.** how to check for and identifying counterfeit payments.
- KU14.** how to check for stolen cheques, credit cards, charge cards or debit cards.

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately.
- GS2.** write simple reports when required.
- GS3.** read information accurately.
- GS4.** read and interpret data sheets.
- GS5.** follow instructions accurately.
- GS6.** use gestures or simple words to communicate where language barriers exist.
- GS7.** use questioning to minimise misunderstandings.
- GS8.** display courteous and helpful behaviour at all times.
- GS9.** make appropriate decisions regarding the responsibilities of the job role.
- GS10.** plan and schedule routines.
- GS11.** build relationships with internal and external customers.
- GS12.** respond to breakdowns and malfunction of equipment.
- GS13.** respond to unsafe and hazardous working conditions.
- GS14.** respond to security breaches.
- GS15.** evaluate the condition of the exchange.
- GS16.** determine the impact of not capturing all details of the exchange.
- GS17.** determine the impact of erroneous valuation.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Decide on the value of items offered in part exchange by customers</i>	<b>25</b>	<b>25</b>	-	-
<b>PC1.</b> thoroughly inspect the item being offered.	5	5	-	-
<b>PC2.</b> protect the item from damage while handling it.	2.5	2.5	-	-
<b>PC3.</b> identify accurately any repairs and cleaning needed and the costs involved.	2.5	2.5	-	-
<b>PC4.</b> work out the exchange value of the item accurately within company guidelines.	2.5	2.5	-	-
<b>PC5.</b> explain to the customer clearly and accurately the part-exchange value of the item and the benefits of a part exchange arrangement.	5	5	-	-
<b>PC6.</b> tell the customer politely that the item is not acceptable for part exchange, when this applies.	5	5	-	-
<b>PC7.</b> treat the customer politely throughout the valuation process.	2.5	2.5	-	-
<i>Negotiate part exchange sales transactions with customers</i>	<b>25</b>	<b>25</b>	-	-
<b>PC8.</b> follow company policies and procedures for checking who owns the item.	2.5	2.5	-	-
<b>PC9.</b> work out accurately the balance to be paid by the customer on the item he/she wants to buy.	5	5	-	-
<b>PC10.</b> accept or refuse the customers offers according to company policies and the discretion he/she is allowed.	3.5	3.5	-	-
<b>PC11.</b> end the transaction politely if the customer is not willing to go ahead.	3.5	3.5	-	-
<b>PC12.</b> explain clearly and accurately the terms and conditions of the sale.	3.5	3.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> fill in the paperwork for the transaction.	3.5	3.5	-	-
<b>PC14.</b> treat the customer politely throughout negotiations.	3.5	3.5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0113
<b>NOS Name</b>	To process part exchange sale transactions
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	2
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

### RAS/N0115: To process payments

#### Description

This OS describes the skills and knowledge required to effectively process payments for purchases

#### Elements and Performance Criteria

##### *Work out the price of customer purchases*

To be competent, the user/individual on the job must be able to:

- PC1.** accurately identify the price of purchases.
- PC2.** promptly sort out any pricing problems by referring to pricing information.
- PC3.** seek advice promptly from the right person when he/she cannot sort out pricing problems himself/herself.
- PC4.** work out accurately the amount the customer should pay.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to identify and check prices in his/her own store.
- KU2.** how to identify current discounts and special offers.
- KU3.** how to seek information and advice on pricing.
- KU4.** company procedures for working out payments.
- KU5.** relevant rights, duties and responsibilities relating to the goods sold.
- KU6.** common methods of working out payments including point-of sale technology, electronic calculators, Electronic Data Capture (EDC) Machines etc.

#### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately.
- GS2.** write simple reports when required.
- GS3.** read information accurately.
- GS4.** read and interpret data sheets.
- GS5.** follow instructions accurately.
- GS6.** use gestures or simple words to communicate where language barriers exist.
- GS7.** use questioning to minimise misunderstandings.
- GS8.** display courteous and helpful behaviour at all times.
- GS9.** make appropriate decisions regarding the responsibilities of the job role.
- GS10.** plan and schedule routines.
- GS11.** build relationships with internal and external customers.

## Qualification Pack

- GS12.** respond to breakdowns and malfunction of equipment.
- GS13.** respond to unsafe and hazardous working conditions.
- GS14.** respond to security breaches
- GS15.** calculate totals, fractions, discounts, refunds and rebates accurately.
- GS16.** determine the impact of accepting counterfeit.
- GS17.** determine impact of incorrect payments received.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Work out the price of customer purchases</i>	<b>50</b>	<b>50</b>	-	-
<b>PC1.</b> accurately identify the price of purchases.	12.5	12.5	-	-
<b>PC2.</b> promptly sort out any pricing problems by referring to pricing information.	12.5	12.5	-	-
<b>PC3.</b> seek advice promptly from the right person when he/she cannot sort out pricing problems himself/herself.	12.5	12.5	-	-
<b>PC4.</b> work out accurately the amount the customer should pay.	12.5	12.5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0115
<b>NOS Name</b>	To process payments
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	2
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

### RAS/N0116: To process cash and credit transactions

#### Description

This OS describes the skills and knowledge required to effectively process cash and credit transactions.

#### Scope

The scope covers the following :

- The scope covers the following:
  - Process customer credit
  - Process payments made to customer accounts
  - Reconcile customer accounts

#### Elements and Performance Criteria

##### *Process customer credit*

To be competent, the user/individual on the job must be able to:

- PC1.** follow company guidelines for setting customer credit limits.
- PC2.** check customer accounts accurately and at suitable intervals to check that payments are up to date.
- PC3.** promptly investigate reasons for missed payments and accurately record the findings.
- PC4.** identify customers who go over their credit limits and report the findings promptly to the right person.
- PC5.** act promptly and within company guidelines to deal with customers who go over their credit limits.
- PC6.** report to the right person the results of the action taken to deal with customers who go over their credit limits

##### *Process payments made to customer accounts*

To be competent, the user/individual on the job must be able to:

- PC7.** check that payments from customers are valid and accurate.
- PC8.** record payments from customers promptly and accurately.
- PC9.** record clearly and accurately the reasons why payments are overdue.
- PC10.** identify problems accurately and sort them out promptly.
- PC11.** tell the right person promptly about any problems that he/she cannot sort out.
- PC12.** store collected payments securely and in line with company procedures.

##### *Reconcile customer accounts*

To be competent, the user/individual on the job must be able to:

- PC13.** check that charges made to customer accounts are correct.
- PC14.** check that credits made to customer accounts are correct.
- PC15.** identify and sort out problems with customer accounts.
- PC16.** tell the right person about problems with customer accounts that he/she cannot sort out or that are beyond his/her responsibility and control.

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the risks to the company of offering credit to customers.
- KU2.** company guidelines for setting customer credit limits.
- KU3.** how to check customer accounts effectively, including how to identify overdue payments and customers who have gone over their credit limits.
- KU4.** company guidelines for managing customers who go over their credit limits.
- KU5.** the legal rights and obligations of customers and retailers in relation to credit.
- KU6.** company policies for crediting the cost of returned goods to customer accounts.
- KU7.** acceptable ways for customers to make payments.
- KU8.** company procedures for storing cash and cash equivalents securely.
- KU9.** types of problem that he/she is responsible for sorting out.
- KU10.** escalation matrix for problems that he/she cannot sort.
- KU11.** how to process cash and non-cash payments.
- KU12.** how to find out if a customer is suitable for credit.
- KU13.** legal tender in the country.
- KU14.** how to spot counterfeit payments.
- KU15.** how to perform accurate financial checks.
- KU16.** how to reconcile customer accounts accurately.
- KU17.** the procedures carried out by the automated billing system.

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately.
- GS2.** write simple reports when required.
- GS3.** read information accurately.
- GS4.** read and interpret data sheets.
- GS5.** follow instructions accurately.
- GS6.** use gestures or simple words to communicate where language barriers exist.
- GS7.** use questioning to minimise misunderstandings.
- GS8.** display courteous and helpful behaviour at all times.
- GS9.** make appropriate decisions regarding the responsibilities of the job role.
- GS10.** plan and schedule routines.
- GS11.** build relationships with internal and external customers.
- GS12.** respond to breakdowns and malfunction of equipment.
- GS13.** respond to unsafe and hazardous working conditions.
- GS14.** respond to security breaches.
- GS15.** calculate totals, fractions, discounts, refunds and rebates accurately.



## Qualification Pack

- GS16.** determine the impact of accepting counterfeit.
- GS17.** determine the impact of incorrect payments received.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Process customer credit</i>	<b>20</b>	<b>20</b>	-	-
<b>PC1.</b> follow company guidelines for setting customer credit limits.	2.5	2.5	-	-
<b>PC2.</b> check customer accounts accurately and at suitable intervals to check that payments are up to date.	2.5	2.5	-	-
<b>PC3.</b> promptly investigate reasons for missed payments and accurately record the findings.	2.5	2.5	-	-
<b>PC4.</b> identify customers who go over their credit limits and report the findings promptly to the right person.	5	5	-	-
<b>PC5.</b> act promptly and within company guidelines to deal with customers who go over their credit limits.	2.5	2.5	-	-
<b>PC6.</b> report to the right person the results of the action taken to deal with customers who go over their credit limits	5	5	-	-
<i>Process payments made to customer accounts</i>	<b>17.5</b>	<b>17.5</b>	-	-
<b>PC7.</b> check that payments from customers are valid and accurate.	2.5	2.5	-	-
<b>PC8.</b> record payments from customers promptly and accurately.	2.5	2.5	-	-
<b>PC9.</b> record clearly and accurately the reasons why payments are overdue.	2.5	2.5	-	-
<b>PC10.</b> identify problems accurately and sort them out promptly.	2.5	2.5	-	-
<b>PC11.</b> tell the right person promptly about any problems that he/she cannot sort out.	5	5	-	-
<b>PC12.</b> store collected payments securely and in line with company procedures.	2.5	2.5	-	-
<i>Reconcile customer accounts</i>	<b>12.5</b>	<b>12.5</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> check that charges made to customer accounts are correct.	2.5	2.5	-	-
<b>PC14.</b> check that credits made to customer accounts are correct.	2.5	2.5	-	-
<b>PC15.</b> identify and sort out problems with customer accounts.	2.5	2.5	-	-
<b>PC16.</b> tell the right person about problems with customer accounts that he/she cannot sort out or that are beyond his/her responsibility and control.	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0116
<b>NOS Name</b>	To process cash and credit transactions
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	2
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/12/2021
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	30/12/2021

## Qualification Pack

### RAS/N0117: To process returned goods

#### Description

This OS describes the skills and knowledge required to process returned goods.

#### Scope

The scope covers the following :

- The scope covers the following:
  - Help customers who need to return goods.
  - Process returns of Goods

#### Elements and Performance Criteria

##### *Help customers who need to return goods*

To be competent, the user/individual on the job must be able to:

- PC1.** check clearly and politely with the customer what goods they want to return and their reasons.
- PC2.** apologise promptly if the company appears to be at fault.
- PC3.** follow legal & company requirements for offering replacements and refunds, and explain these to the customer clearly & politely.
- PC4.** explain to the customer clearly and politely the action to be taken, and any charges that apply.
- PC5.** pick out accurately the replacement goods and follow company procedures for preparing them to be sent out.
- PC6.** explain to the customer accurately, clearly and politely the arrangements for returning the unwanted goods.

##### *Process returns of goods*

To be competent, the user/individual on the job must be able to:

- PC7.** check accurately the type, quantity and condition of returned goods.
- PC8.** give accurate and complete information to the person who can raise a credit note or refund the payment.
- PC9.** update the stock control system promptly, accurately and fully.
- PC10.** label clearly any goods that are to be returned to the supplier or manufacturer.
- PC11.** move returned goods to the correct place and position unsaleable goods separately from sales stock.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the reasons customers might have for returning goods.
- KU2.** customers legal rights to replacements and refunds.



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- KU3.** company policies and procedures for replacements and refunds, including proof of purchase.
- KU4.** the authority he/she has to agree to replacements and refunds, and who to ask for help when he/she needs authorisation.
- KU5.** how to find replacement goods.
- KU6.** the charges that apply when the company is not at fault.
- KU7.** company procedures for preparing replacement goods for sending out.
- KU8.** how to label goods for return to the supplier or manufacturer.
- KU9.** where to place returned goods that cannot be re-sold.
- KU10.** where to place returned goods that can be re-sold.
- KU11.** how to update the stock control system accurately, immediately and fully
- KU12.** how customers should return unwanted goods.
- KU13.** how to raise credit notes and refund payments.

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately.
- GS2.** write simple reports when required.
- GS3.** read information accurately.
- GS4.** read and interpret data sheets.
- GS5.** follow instructions accurately.
- GS6.** use gestures or simple words to communicate where language barriers exist.
- GS7.** use questioning to minimise misunderstandings.
- GS8.** display courteous and helpful behaviour at all times.
- GS9.** make appropriate decisions regarding the responsibilities of the job role.
- GS10.** plan and schedule routines.
- GS11.** build relationships with internal and external customers.
- GS12.** respond to breakdowns and malfunction of equipment.
- GS13.** respond to unsafe and hazardous working conditions.
- GS14.** respond to security breaches.
- GS15.** isolate and identify rational reasons for goods returned.
- GS16.** determine the impact of accepting all returned goods without correct reasons.
- GS17.** determine the impact of not updating stock control system with returned goods
- GS18.** determine the impact of mixing returned goods that are saleable with those to be returned to the manufacturer.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Help customers who need to return goods</i>	<b>25</b>	<b>25</b>	-	-
<b>PC1.</b> check clearly and politely with the customer what goods they want to return and their reasons.	5	5	-	-
<b>PC2.</b> apologise promptly if the company appears to be at fault.	2.5	2.5	-	-
<b>PC3.</b> follow legal & company requirements for offering replacements and refunds, and explain these to the customer clearly & politely.	2.5	2.5	-	-
<b>PC4.</b> explain to the customer clearly and politely the action to be taken, and any charges that apply.	5	5	-	-
<b>PC5.</b> pick out accurately the replacement goods and follow company procedures for preparing them to be sent out.	5	5	-	-
<b>PC6.</b> explain to the customer accurately, clearly and politely the arrangements for returning the unwanted goods.	5	5	-	-
<i>Process returns of goods</i>	<b>25</b>	<b>25</b>	-	-
<b>PC7.</b> check accurately the type, quantity and condition of returned goods.	5	5	-	-
<b>PC8.</b> give accurate and complete information to the person who can raise a credit note or refund the payment.	5	5	-	-
<b>PC9.</b> update the stock control system promptly, accurately and fully.	5	5	-	-
<b>PC10.</b> label clearly any goods that are to be returned to the supplier or manufacturer.	5	5	-	-
<b>PC11.</b> move returned goods to the correct place and position unsaleable goods separately from sales stock.	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0117
<b>NOS Name</b>	To process returned goods
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	2
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

### RAS/N0118: To promote Loyalty Schemes to Customers

#### Description

This OS describes the skills and knowledge required to promote loyalty schemes to customers.

#### Elements and Performance Criteria

##### *Explain to customers the features and benefits of the loyalty scheme*

To be competent, the user/individual on the job must be able to:

- PC1.** take suitable opportunities to ask customers if they are members of the loyalty scheme and whether they are interested in joining.
- PC2.** explain clearly and accurately to customers how joining the scheme would benefit them, including any current special offers relating to the scheme.
- PC3.** respond positively to any questions or objections that the customer raises.
- PC4.** provide relevant information to the customer to help them decide whether to join the scheme.
- PC5.** treat the customer politely at all times and in a way that promotes goodwill.

##### *Gain customer commitment to the loyalty scheme*

To be competent, the user/individual on the job must be able to:

- PC6.** recognise accurately when customers are interested in joining the scheme.
- PC7.** take opportunities to ask customers who are showing signs of interest to sign up for the scheme.
- PC8.** fill in the membership application accurately with the customer, using the information they provide.
- PC9.** give the customer proof of their membership.
- PC10.** check with the customer that their details, as shown on the membership documentation, are correct.
- PC11.** give application forms to customers who show interest but are not willing to join the scheme then and there.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** features and benefits of the company's loyalty scheme.
- KU2.** sources of information about the scheme that you can use or tell the customer about.
- KU3.** loyalty schemes that are important in achieving the company's commercial aims.
- KU4.** specific offers currently available to scheme members.
- KU5.** gaining customers attention and interest.
- KU6.** using suitable questions to gain information about the customer and their interest in joining the scheme.
- KU7.** dealing with frequently raised questions and objections in relation to the scheme.
- KU8.** recognising signals that customers are interested in joining the loyalty scheme.

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- KU9.** asking customers to sign up for scheme in a way that encourages them to co-operate willingly.
- KU10.** the layout of the membership application form, the questions it asks, and how to fill in the form accurately.
- KU11.** the proof of membership the company provides.
- KU12.** correcting or replacing incorrect proof of membership.
- KU13.** financial benefit accrued by a customer through loyalty schemes

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment
- GS13.** respond to unsafe and hazardous working conditions
- GS14.** respond to security breaches
- GS15.** determine impact of the loyalty schemes to the benefit of the company.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Explain to customers the features and benefits of the loyalty scheme</i>	<b>20</b>	<b>20</b>	-	-
<b>PC1.</b> take suitable opportunities to ask customers if they are members of the loyalty scheme and whether they are interested in joining.	5	5	-	-
<b>PC2.</b> explain clearly and accurately to customers how joining the scheme would benefit them, including any current special offers relating to the scheme.	5	5	-	-
<b>PC3.</b> respond positively to any questions or objections that the customer raises.	5	5	-	-
<b>PC4.</b> provide relevant information to the customer to help them decide whether to join the scheme.	2.5	2.5	-	-
<b>PC5.</b> treat the customer politely at all times and in a way that promotes goodwill.	2.5	2.5	-	-
<i>Gain customer commitment to the loyalty scheme</i>	<b>30</b>	<b>30</b>	-	-
<b>PC6.</b> recognise accurately when customers are interested in joining the scheme.	5	5	-	-
<b>PC7.</b> take opportunities to ask customers who are showing signs of interest to sign up for the scheme.	5	5	-	-
<b>PC8.</b> fill in the membership application accurately with the customer, using the information they provide.	5	5	-	-
<b>PC9.</b> give the customer proof of their membership.	5	5	-	-
<b>PC10.</b> check with the customer that their details, as shown on the membership documentation, are correct.	5	5	-	-
<b>PC11.</b> give application forms to customers who show interest but are not willing to join the scheme then and there.	5	5	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0118
<b>NOS Name</b>	To promote Loyalty Schemes to Customers
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021



## Qualification Pack

### RAS/N0119: To Keep the Store Secure

#### Description

This OS describes the skills and knowledge required to keep the store secure.

#### Elements and Performance Criteria

##### *Identify and report security risks*

To be competent, the user/individual on the job must be able to:

- PC1.** notice and correctly identify security risks.
- PC2.** follow company procedures for reporting security risks.
- PC3.** report security risks to the right people promptly and accurately.
- PC4.** follow company procedures for preventing security risks while working.
- PC5.** notice where stock may have been stolen and tell the right person about it.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** workplace security matters.
- KU2.** what can happen to him/her and to the company, if the store is not kept secure.
- KU3.** helping to keep the workplace secure by noticing and reporting security risks.
- KU4.** the types of security risk he/she needs to be alert for, including: shoplifting, theft by staff, aggressive customers, vandalism, terrorist activity.
- KU5.** identifying security risks.
- KU6.** situations that can make him/her less alert for security risks, and how to deal with these situations.
- KU7.** reporting security risks promptly and accurately.
- KU8.** whom to report security risks to and how to communicate these risks.
- KU9.** reasons why he/she should not take on more responsibility than he/she is authorised to when faced with security risks, including: personal safety, legal considerations & company policy.
- KU10.** activating all the loss prevention and security devices.
- KU11.** securing all the security alarms.
- KU12.** deactivating the loss prevention & security devices.

#### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately

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- GS4.** read and interpret data sheets
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment
- GS13.** respond to unsafe and hazardous working conditions
- GS14.** respond to security breaches

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify and report security risks</i>	<b>50</b>	<b>50</b>	-	-
<b>PC1.</b> notice and correctly identify security risks.	10	10	-	-
<b>PC2.</b> follow company procedures for reporting security risks.	10	10	-	-
<b>PC3.</b> report security risks to the right people promptly and accurately.	10	10	-	-
<b>PC4.</b> follow company procedures for preventing security risks while working.	10	10	-	-
<b>PC5.</b> notice where stock may have been stolen and tell the right person about it.	10	10	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0119
<b>NOS Name</b>	To Keep the Store Secure
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

### RAS/N0121: To Maintain Health and Safety

#### Description

This OS describes the skills and knowledge required to maintain health and safety.

#### Elements and Performance Criteria

##### *Identify and report accidents and emergencies*

To be competent, the user/individual on the job must be able to:

- PC1.** notice and correctly identify accidents and emergencies.
- PC2.** get help promptly and in the most suitable way.
- PC3.** follow company policy and procedures for preventing further injury while waiting for help to arrive.
- PC4.** act within the limits of his/her responsibility and authority when accidents and emergencies arise.
- PC5.** promptly follow instructions given by senior staff and the emergency services.

##### *Protect health and safety as you work*

To be competent, the user/individual on the job must be able to:

- PC6.** follow company procedures and legal requirements for reducing health and safety risks as far as possible while working.
- PC7.** use safety equipment correctly and in the right situations.
- PC8.** get advice and help from the right people when he/she concerned about his ability to work safely.
- PC9.** take suitable safety measures before lifting to protect himself/herself and other people.

##### *Lift and handle goods safely*

To be competent, the user/individual on the job must be able to:

- PC10.** use approved lifting and handling techniques.
- PC11.** check that any equipment he/she needs to use is fit for use.
- PC12.** use lifting and handling equipment in line with company guidelines and manufacturers instructions.
- PC13.** plan a safe and efficient route for moving goods.
- PC14.** make sure that he/she understands his/her own responsibilities when he/she asks others to help in lifting and handling operations.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the types of accident and emergency that tend to happen in stores and why they happen.
- KU2.** getting help in the event of an accident or emergency.
- KU3.** action he/she can safely and usefully take while waiting for help to arrive.
- KU4.** health and safety risk that can arise in a store environment.

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- KU5.** company procedures and legal requirements for reducing health and safety risks as far as possible while working.
- KU6.** following health and safety procedures.
- KU7.** safety equipment to be used and why it is required.
- KU8.** what he/she can lift safely.
- KU9.** weight of the loads he/she has to lift.
- KU10.** company guidelines for not lifting more than safe loads.
- KU11.** planning his/her route when moving goods including the types of obstacles to look for and how to remove or avoid them.
- KU12.** company guidelines and manufacturers instructions for using lifting and handling equipment.
- KU13.** approved techniques for safe handling and lifting.
- KU14.** approved procedures for using safety equipment.

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment
- GS13.** respond to unsafe and hazardous working conditions
- GS14.** respond to security breaches

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify and report accidents and emergencies</i>	<b>15</b>	<b>15</b>	-	-
<b>PC1.</b> notice and correctly identify accidents and emergencies.	2.5	2.5	-	-
<b>PC2.</b> get help promptly and in the most suitable way.	2.5	2.5	-	-
<b>PC3.</b> follow company policy and procedures for preventing further injury while waiting for help to arrive.	2.5	2.5	-	-
<b>PC4.</b> act within the limits of his/her responsibility and authority when accidents and emergencies arise.	2.5	2.5	-	-
<b>PC5.</b> promptly follow instructions given by senior staff and the emergency services.	5	5	-	-
<i>Protect health and safety as you work</i>	<b>17.5</b>	<b>17.5</b>	-	-
<b>PC6.</b> follow company procedures and legal requirements for reducing health and safety risks as far as possible while working.	5	5	-	-
<b>PC7.</b> use safety equipment correctly and in the right situations.	2.5	2.5	-	-
<b>PC8.</b> get advice and help from the right people when he/she concerned about his ability to work safely.	5	5	-	-
<b>PC9.</b> take suitable safety measures before lifting to protect himself/herself and other people.	5	5	-	-
<i>Lift and handle goods safely</i>	<b>17.5</b>	<b>17.5</b>	-	-
<b>PC10.</b> use approved lifting and handling techniques.	5	5	-	-
<b>PC11.</b> check that any equipment he/she needs to use is fit for use.	2.5	2.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> use lifting and handling equipment in line with company guidelines and manufacturers instructions.	2.5	2.5	-	-
<b>PC13.</b> plan a safe and efficient route for moving goods.	5	5	-	-
<b>PC14.</b> make sure that he/she understands his/her own responsibilities when he/she asks others to help in lifting and handling operations.	2.5	2.5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0121
<b>NOS Name</b>	To Maintain Health and Safety
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

### RAS/N0123: To Keep the Store Clean and Hygienic

#### Description

This OS describes the skills and knowledge required to keep the store clean and hygienic.

#### Elements and Performance Criteria

##### *Keep work surfaces clean*

To be competent, the user/individual on the job must be able to:

- PC1.** get the equipment and materials that are suitable for the surfaces that need cleaning.
- PC2.** safely position the cleaning equipment and materials and any items he/she must move.
- PC3.** keep the risk of spillages to a minimum and clean up any spillages promptly and thoroughly.
- PC4.** get rid of rubbish and waste promptly and safely.
- PC5.** disturb other people as little as possible while cleaning.
- PC6.** check that surfaces are thoroughly clean.
- PC7.** store cleaning equipment and materials correctly and promptly when he/she has finished cleaning.

##### *Protect health and safety as you work*

To be competent, the user/individual on the job must be able to:

- PC8.** use suitable equipment to tidy work areas.
- PC9.** check that equipment is safe to use before starting to use it.
- PC10.** get rid of waste and litter safely and in line with company procedures.
- PC11.** disturb other people as little as possible while getting rid of waste and litter.
- PC12.** store equipment correctly and promptly after use.
- PC13.** wear protective clothing that is clean and suitable for the work he/she needs to do.

##### *Maintain personal hygiene*

To be competent, the user/individual on the job must be able to:

- PC14.** correctly dispose of used clothing and products.
- PC15.** use effective practices and techniques for keeping his/her hair, skin and nails clean enough for the work he/she does.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** health and safety risks posed by spillages.
- KU2.** cleaning up spillages promptly.
- KU3.** following procedures laid by Health Regulations when carrying out routine cleaning and when dealing with spillages.
- KU4.** cleaning up spillages thoroughly.
- KU5.** getting rid of rubbish and waste promptly and safely.

## Qualification Pack

- KU6.** not disturbing others as much as possible while cleaning.
- KU7.** company standards for clean work surfaces.
- KU8.** why work areas should be kept free of waste and litter, including health and safety reasons.
- KU9.** safe methods for getting rid of waste and litter.
- KU10.** where equipment is stored.
- KU11.** putting equipment away promptly after use.
- KU12.** effective cleaning practices and techniques for keeping ones own hair, skin and nails clean enough for the work he/she does.
- KU13.** techniques for reducing as far as possible the risk of spillages.
- KU14.** equipment usage and how to check it is safe to use.

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment
- GS13.** respond to unsafe and hazardous working conditions
- GS14.** respond to security breaches

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Keep work surfaces clean</i>	<b>22.5</b>	<b>22.5</b>	-	-
<b>PC1.</b> get the equipment and materials that are suitable for the surfaces that need cleaning.	2.5	2.5	-	-
<b>PC2.</b> safely position the cleaning equipment and materials and any items he/she must move.	2.5	2.5	-	-
<b>PC3.</b> keep the risk of spillages to a minimum and clean up any spillages promptly and thoroughly.	5	5	-	-
<b>PC4.</b> get rid of rubbish and waste promptly and safely.	2.5	2.5	-	-
<b>PC5.</b> disturb other people as little as possible while cleaning.	2.5	2.5	-	-
<b>PC6.</b> check that surfaces are thoroughly clean.	5	5	-	-
<b>PC7.</b> store cleaning equipment and materials correctly and promptly when he/she has finished cleaning.	2.5	2.5	-	-
<i>Protect health and safety as you work</i>	<b>20</b>	<b>20</b>	-	-
<b>PC8.</b> use suitable equipment to tidy work areas.	2.5	2.5	-	-
<b>PC9.</b> check that equipment is safe to use before starting to use it.	2.5	2.5	-	-
<b>PC10.</b> get rid of waste and litter safely and in line with company procedures.	2.5	2.5	-	-
<b>PC11.</b> disturb other people as little as possible while getting rid of waste and litter.	5	5	-	-
<b>PC12.</b> store equipment correctly and promptly after use.	2.5	2.5	-	-
<b>PC13.</b> wear protective clothing that is clean and suitable for the work he/she needs to do.	5	5	-	-
<i>Maintain personal hygiene</i>	<b>7.5</b>	<b>7.5</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> correctly dispose of used clothing and products.	2.5	2.5	-	-
<b>PC15.</b> use effective practices and techniques for keeping his/her hair, skin and nails clean enough for the work he/she does.	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0123
<b>NOS Name</b>	To Keep the Store Clean and Hygienic
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

### RAS/N0124: To Provide Information and Advice to Customers

#### Description

This OS describes the skills and knowledge required to provide information and advice to customers.

#### Scope

The scope covers the following :

- The scope covers the following:
  - Provide information and advice to meet the needs of customers
  - Help customers sort out complaints
  - Take action to resolve customer service problems

#### Elements and Performance Criteria

##### *Provide information and advice to meet the needs of customers*

To be competent, the user/individual on the job must be able to:

- PC1.** acknowledge promptly and politely customers requests for information and advice.
- PC2.** identify the customers needs for information and advice.
- PC3.** communicate information and advice to customers in ways they can understand.
- PC4.** provide relevant, complete, accurate and up-to-date information and advice to customers.
- PC5.** check politely that the information and advice provided meets the customers needs.
- PC6.** find other ways to help the customer when the information and advice given is not satisfactory.
- PC7.** refer requests for information or advice to the right person when he/she cannot help the customer.

##### *Help customers sort out complaints*

To be competent, the user/individual on the job must be able to:

- PC8.** identify the nature of the complaint from information obtained from customers.
- PC9.** acknowledge the complaint clearly and accurately and apologise to the customer.
- PC10.** follow legal requirements and company policies and procedures for dealing with complaints.
- PC11.** promptly refer compliants to the right person & explain the referral procedure clearly to the customer, when it is beyond his/her responsibility to sort them.

##### *Take action to resolve customer service problems*

To be competent, the user/individual on the job must be able to:

- PC12.** discuss and agree the options for solving the problem with your customer.
- PC13.** take action to implement the option agreed with your customer.
- PC14.** work with others and your customer to make sure that any promises related to solving the problem are kept.
- PC15.** keep your customer fully informed about what is happening to resolve problem.
- PC16.** check with your customer to make sure the problem has been resolved to their satisfaction.

## Qualification Pack

**PC17.** give clear reasons to your customer when the problem has not been resolved to their satisfaction.

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** identifying the customers needs for information and advice.
- KU2.** giving clear and accurate information and check the customer understands you.
- KU3.** whom to approach for help if you cannot provide information and advice yourself.
- KU4.** why it is important to keep customer loyalty and confidence.
- KU5.** maintaining customer loyalty and confidence while dealing with requests for information and advice.
- KU6.** company policy on customer service and how this applies to giving information and advice to customers.
- KU7.** managing angry customers.
- KU8.** responsibility for sorting out complaints.
- KU9.** escalation for problems you cannot resolve
- KU10.** assessing complaints and deciding what action to take.
- KU11.** when he/she should refuse to accept returned goods.
- KU12.** keeping customer loyalty and confidence when dealing with complaints.
- KU13.** rights of the customer and the trader, including legal rights and duties under relevant laws.
- KU14.** company policy on customer service and how this applies to dealing with complaints.
- KU15.** relevant information about the products and services he/she sells (Elective Standards would apply)

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment





## Qualification Pack

**GS13.** respond to unsafe and hazardous working conditions

**GS14.** respond to security breaches

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide information and advice to meet the needs of customers</i>	<b>32.5</b>	<b>32.5</b>	-	-
<b>PC1.</b> acknowledge promptly and politely customers requests for information and advice.	5	5	-	-
<b>PC2.</b> identify the customers needs for information and advice.	5	5	-	-
<b>PC3.</b> communicate information and advice to customers in ways they can understand.	5	5	-	-
<b>PC4.</b> provide relevant, complete, accurate and up-to-date information and advice to customers.	5	5	-	-
<b>PC5.</b> check politely that the information and advice provided meets the customers needs.	5	5	-	-
<b>PC6.</b> find other ways to help the customer when the information and advice given is not satisfactory.	5	5	-	-
<b>PC7.</b> refer requests for information or advice to the right person when he/she cannot help the customer.	2.5	2.5	-	-
<i>Help customers sort out complaints</i>	<b>17.5</b>	<b>17.5</b>	-	-
<b>PC8.</b> identify the nature of the complaint from information obtained from customers.	5	5	-	-
<b>PC9.</b> acknowledge the complaint clearly and accurately and apologise to the customer.	2.5	2.5	-	-
<b>PC10.</b> follow legal requirements and company policies and procedures for dealing with complaints.	5	5	-	-
<b>PC11.</b> promptly refer compliants to the right person & explain the referral procedure clearly to the customer, when it is beyond his/her responsibility to sort them.	5	5	-	-
<i>Take action to resolve customer service problems</i>	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> discuss and agree the options for solving the problem with your customer.	-	-	-	-
<b>PC13.</b> take action to implement the option agreed with your customer.	-	-	-	-
<b>PC14.</b> work with others and your customer to make sure that any promises related to solving the problem are kept.	-	-	-	-
<b>PC15.</b> keep your customer fully informed about what is happening to resolve problem.	-	-	-	-
<b>PC16.</b> check with your customer to make sure the problem has been resolved to their satisfaction.	-	-	-	-
<b>PC17.</b> give clear reasons to your customer when the problem has not been resolved to their satisfaction.	-	-	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0124
<b>NOS Name</b>	To Provide Information and Advice to Customers
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Clearance Date</b>	25/11/2021

## Qualification Pack

# RAS/N0130: To create a positive image of self & organisation in the customer's mind

## Description

This OS describes the skills and knowledge required to create a positive image of self & organisation in the customers mind

## Elements and Performance Criteria

### *Establish effective rapport with customers*

To be competent, the user/individual on the job must be able to:

- PC1.** meet the organisations standards of appearance and behaviour
- PC2.** greet customers respectfully and in a friendly manner
- PC3.** communicate with customers in a way that makes them feel valued and respected
- PC4.** identify and confirm customers expectations
- PC5.** treat customers courteously and helpfully at all times
- PC6.** keep customers informed and reassured
- PC7.** adapt appropriate behaviour to respond effectively to different customer behaviour

### *Respond appropriately to customers*

To be competent, the user/individual on the job must be able to:

- PC8.** respond promptly to a customer seeking assistance
- PC9.** select the most appropriate way of communicating with customers
- PC10.** check with customers to ensure complete understanding of their expectations
- PC11.** respond promptly and positively to customers' questions and comments
- PC12.** allow customers time to consider his/her response and give further explanation when appropriate

### *Communicate information to customers*

To be competent, the user/individual on the job must be able to:

- PC13.** quickly locate information that will help customers
- PC14.** give customers the information they need about the services or products offered by the organisation
- PC15.** recognise information that customers might find complicated and check whether they fully understand
- PC16.** explain clearly to customers any reasons why their needs or expectations cannot be met

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisations standards for appearance and behaviour
- KU2.** organisations guidelines for how to recognise what customers want and respond appropriately
- KU3.** organisations rules and procedures regarding the methods used for communication

## Qualification Pack

- KU4.** how to recognise when a customer is angry or confused
- KU5.** organisations standards for timeliness in responding to customer questions and requests for information

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment
- GS13.** respond to unsafe and hazardous working conditions
- GS14.** respond to security breaches

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Establish effective rapport with customers</i>	<b>22.5</b>	<b>22.5</b>	-	-
<b>PC1.</b> meet the organisations standards of appearance and behaviour	2.5	2.5	-	-
<b>PC2.</b> greet customers respectfully and in a friendly manner	2.5	2.5	-	-
<b>PC3.</b> communicate with customers in a way that makes them feel valued and respected	5	5	-	-
<b>PC4.</b> identify and confirm customers expectations	2.5	2.5	-	-
<b>PC5.</b> treat customers courteously and helpfully at all times	2.5	2.5	-	-
<b>PC6.</b> keep customers informed and reassured	2.5	2.5	-	-
<b>PC7.</b> adapt appropriate behaviour to respond effectively to different customer behaviour	5	5	-	-
<i>Respond appropriately to customers</i>	<b>15</b>	<b>15</b>	-	-
<b>PC8.</b> respond promptly to a customer seeking assistance	2.5	2.5	-	-
<b>PC9.</b> select the most appropriate way of communicating with customers	2.5	2.5	-	-
<b>PC10.</b> check with customers to ensure complete understanding of their expectations	2.5	2.5	-	-
<b>PC11.</b> respond promptly and positively to customers' questions and comments	5	5	-	-
<b>PC12.</b> allow customers time to consider his/her response and give further explanation when appropriate	2.5	2.5	-	-
<i>Communicate information to customers</i>	<b>12.5</b>	<b>12.5</b>	-	-
<b>PC13.</b> quickly locate information that will help customers	2.5	2.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> give customers the information they need about the services or products offered by the organisation	5	5	-	-
<b>PC15.</b> recognise information that customers might find complicated and check whether they fully understand	2.5	2.5	-	-
<b>PC16.</b> explain clearly to customers any reasons why their needs or expectations cannot be met	2.5	2.5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0130
<b>NOS Name</b>	To create a positive image of self & organisation in the customer's mind
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	4
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/12/2021
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	30/12/2021

## Qualification Pack

### RAS/N0137: To work effectively in a retail team

#### Description

This OS describes the skills and knowledge required to work effectively within and with teams across a Retail environment

#### Scope

This unit applies to individuals in a Retail environment who are required within their job role to work as part of a team or to work cooperatively with other teams where no reporting relationship is in place.

- Requirement of this role would include but not be limited to:
- Support the work team
- Maintain personal presentation
- Develop effective work habits
- The role may be performed in a range of Retail Operations
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores
- Distribution Centre
- Shopping Mall

#### Elements and Performance Criteria

##### *Support the work team*

To be competent, the user/individual on the job must be able to:

- PC1.** display courteous and helpful behaviour at all times
- PC2.** take opportunities to enhance the level of assistance offered to colleagues
- PC3.** meet all reasonable requests for assistance within acceptable workplace timeframes
- PC4.** complete allocated tasks as required
- PC5.** seek assistance when difficulties arise
- PC6.** use questioning techniques to clarify instructions or responsibilities
- PC7.** identify and display a non discriminatory attitude in all contacts with customers and other staff members

##### *Maintain personal presentation*

To be competent, the user/individual on the job must be able to:

- PC8.** observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact
- PC9.** follow personal hygiene procedures according to organisational policy and relevant legislation

##### *Develop effective work habits*

To be competent, the user/individual on the job must be able to:

## Qualification Pack

**PC10.** interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task

*Review changes that promote continuous improvement in customer service*

To be competent, the user/individual on the job must be able to:

**PC11.** interpret, confirm and act on legal requirements in regard to anti- discrimination, sexual harassment and bullying

**PC12.** ask questions to seek and clarify workplace information

**PC13.** plan and organise daily work routine within the scope of the job role

**PC14.** prioritise and complete tasks according to required timeframes

**PC15.** identify work and personal priorities and achieve a balance between competing priorities

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** the policies and procedures relating to the job role

**KU2.** the value system of the organisation

**KU3.** employee rights and obligations

**KU4.** the reporting hierarchy and escalation matrix

**KU5.** ask questions to identify and confirm requirements

**KU6.** follow routine instructions through clear and direct communication

**KU7.** use language and concepts appropriate to cultural differences

**KU8.** use and interpret non-verbal communication

**KU9.** the scope of information or materials required within the parameters of the job role

**KU10.** the consequences of poor team participation on job outcomes

**KU11.** work health and safety requirements

## Generic Skills (GS)

User/individual on the job needs to know how to:

**GS1.** complete workplace documentation accurately

**GS2.** read and interpret workplace documentation

**GS3.** read and interpret organisational policies and procedures

**GS4.** follow instructions accurately

**GS5.** use gestures or simple words to communicate where language barriers exist

**GS6.** use questioning to minimise misunderstandings

**GS7.** display courteous and helpful behaviour at all times

**GS8.** plan and schedule time personal management

**GS9.** build relationships with internal and external team members

**GS10.** respond to ambiguity in directions and instructions

**GS11.** respond to breakdown in relationships within the team



## Qualification Pack

**GS12.** respond to breakdowns in communications with other teams

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support the work team</i>	<b>22.5</b>	<b>22.5</b>	-	-
<b>PC1.</b> display courteous and helpful behaviour at all times	5	5	-	-
<b>PC2.</b> take opportunities to enhance the level of assistance offered to colleagues	2.5	2.5	-	-
<b>PC3.</b> meet all reasonable requests for assistance within acceptable workplace timeframes	2.5	2.5	-	-
<b>PC4.</b> complete allocated tasks as required	2.5	2.5	-	-
<b>PC5.</b> seek assistance when difficulties arise	2.5	2.5	-	-
<b>PC6.</b> use questioning techniques to clarify instructions or responsibilities	5	5	-	-
<b>PC7.</b> identify and display a non discriminatory attitude in all contacts with customers and other staff members	2.5	2.5	-	-
<i>Maintain personal presentation</i>	<b>5</b>	<b>5</b>	-	-
<b>PC8.</b> observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact	2.5	2.5	-	-
<b>PC9.</b> follow personal hygiene procedures according to organisational policy and relevant legislation	2.5	2.5	-	-
<i>Develop effective work habits</i>	<b>5</b>	<b>5</b>	-	-
<b>PC10.</b> interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task	5	5	-	-
<i>Review changes that promote continuous improvement in customer service</i>	<b>17.5</b>	<b>17.5</b>	-	-
<b>PC11.</b> interpret, confirm and act on legal requirements in regard to anti- discrimination, sexual harassment and bullying	2.5	2.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> ask questions to seek and clarify workplace information	5	5	-	-
<b>PC13.</b> plan and organise daily work routine within the scope of the job role	5	5	-	-
<b>PC14.</b> prioritise and complete tasks according to required timeframes	2.5	2.5	-	-
<b>PC15.</b> identify work and personal priorities and achieve a balance between competing priorities	2.5	2.5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0137
<b>NOS Name</b>	To work effectively in a retail team
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	4
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	26/07/2017
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	19/05/2015

## Qualification Pack

### RAS/N0138: To work effectively in an organisation

#### Description

This OS describes the skills and knowledge required to work effectively in an organisation

#### Scope

The scope covers the following :

- The scope covers the following:
- • Support effective team working
- • Help plan and organise own learning
- • Help others learn

#### Elements and Performance Criteria

##### *Support effective team working*

To be competent, the user/individual on the job must be able to:

- PC1.** share work fairly with colleagues, taking account of own and others preferences, skills and time available
- PC2.** make realistic commitments to colleagues and do what has been promised
- PC3.** let colleagues know promptly if he/she will not be able to do what has been promised and suggest suitable alternatives
- PC4.** encourage and support colleagues when working conditions are difficult
- PC5.** encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect
- PC6.** follow the companys health and safety procedures while working

##### *Help plan and organise own learning*

To be competent, the user/individual on the job must be able to:

- PC7.** discuss and agree with the right people goals that are relevant, realistic and clear
- PC8.** identify the knowledge and skills needed to achieve his/her goals
- PC9.** agree action points and deadlines that are realistic, taking account of past learning experiences and the time and resources available for learning
- PC10.** regularly check his/her progress and, when necessary, change the way of working
- PC11.** ask for feedback on his/her progress from those in a position to give it, and use their feedback to improve his/her performance

##### *Help others learn*

To be competent, the user/individual on the job must be able to:

- PC12.** encourage colleagues to ask him/her for work-related information or advice that he/she is likely to be able to provide
- PC13.** notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice
- PC14.** give clear, accurate and relevant information and advice relating to tasks and procedures



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- PC15.** explain and demonstrate procedures clearly, accurately and in a logical sequence
- PC16.** encourage colleagues to ask questions if they don't understand the information and advice given to them
- PC17.** give colleagues opportunities to practice new skills, and give constructive feedback
- PC18.** check that health, safety and security are not compromised when helping others to learn

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** teams purpose, aims and targets
- KU2.** responsibility for contributing to the teams success
- KU3.** colleagues roles and main responsibilities
- KU4.** the importance of sharing work fairly with colleagues
- KU5.** the factors that can affect own and colleagues willingness to carry out work, including skills and existing workload
- KU6.** the importance of being a reliable team member
- KU7.** factors to take account of when making commitments, including your existing workload and the degree to which interruptions and changes of plan are within your control
- KU8.** the importance of maintaining team morale, the circumstances when morale is likely to flag, and the kinds of encouragement and support that are likely to be valued by colleagues
- KU9.** the importance of good working relations, and techniques for removing tension between colleagues
- KU10.** the importance of following the companys policies and procedures for health and safety, including setting a good example to colleagues
- KU11.** who can help set goals, help plan your learning, and give you feedback about your progress
- KU12.** how to identify the knowledge and skills he/she will need to achieve his/her goals
- KU13.** how to check his/her progress
- KU14.** how to adjust plans as needed to meet goals
- KU15.** how to ask for feedback on progress
- KU16.** how to respond positively
- KU17.** how to help others to learn in the workplace
- KU18.** how to work out what skills and knowledge he/she can usefully share with others
- KU19.** health, safety and security risks that are likely to arise when people are learning on the job, and how to reduce these risks

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately

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- GS4.** read and interpret data sheets
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment
- GS13.** respond to unsafe and hazardous working conditions
- GS14.** respond to security breaches

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support effective team working</i>	<b>15</b>	<b>15</b>	-	-
<b>PC1.</b> share work fairly with colleagues, taking account of own and others preferences, skills and time available	2.5	2.5	-	-
<b>PC2.</b> make realistic commitments to colleagues and do what has been promised	2.5	2.5	-	-
<b>PC3.</b> let colleagues know promptly if he/she will not be able to do what has been promised and suggest suitable alternatives	2.5	2.5	-	-
<b>PC4.</b> encourage and support colleagues when working conditions are difficult	2.5	2.5	-	-
<b>PC5.</b> encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect	2.5	2.5	-	-
<b>PC6.</b> follow the companys health and safety procedures while working	2.5	2.5	-	-
<i>Help plan and organise own learning</i>	<b>12.5</b>	<b>12.5</b>	-	-
<b>PC7.</b> discuss and agree with the right people goals that are relevant, realistic and clear	2.5	2.5	-	-
<b>PC8.</b> identify the knowledge and skills needed to achieve his/her goals	2.5	2.5	-	-
<b>PC9.</b> agree action points and deadlines that are realistic, taking account of past learning experiences and the time and resources available for learning	2.5	2.5	-	-
<b>PC10.</b> regularly check his/her progress and, when necessary, change the way of working	2.5	2.5	-	-
<b>PC11.</b> ask for feedback on his/her progress from those in a position to give it, and use their feedback to improve his/her performance	2.5	2.5	-	-
<i>Help others learn</i>	<b>22.5</b>	<b>22.5</b>	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> encourage colleagues to ask him/her for work-related information or advice that he/she is likely to be able to provide	2.5	2.5	-	-
<b>PC13.</b> notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice	2.5	2.5	-	-
<b>PC14.</b> give clear, accurate and relevant information and advice relating to tasks and procedures	5	5	-	-
<b>PC15.</b> explain and demonstrate procedures clearly, accurately and in a logical sequence	2.5	2.5	-	-
<b>PC16.</b> encourage colleagues to ask questions if they dont understand the information and advice given to them	2.5	2.5	-	-
<b>PC17.</b> give colleagues opportunities to practice new skills, and give constructive feedback	2.5	2.5	-	-
<b>PC18.</b> check that health, safety and security are not compromised when helping others to learn	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0138
<b>NOS Name</b>	To work effectively in an organisation
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	4
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	26/07/2017
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	19/05/2015

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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### Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

### Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
RAS/N0105.To display stock to promote sales	50	50	-	-	100	6
RAS/N0106.To plan and prepare visual merchandising displays	50	50	-	-	100	6
RAS/N0107.To Dress Visual Merchandising Displays	50	50	-	-	100	6
RAS/N0108.To Dismantle and Store Visual Merchandising Displays	50	50	-	-	100	6
RAS/N0109.To Prepare Products for Sale	50	50	-	-	100	6
RAS/N0110.To service cash point / POS	17.5	17.5	-	-	35	6
RAS/N0111.To follow point-of-sale procedures for age-restricted products	50	50	-	-	100	6
RAS/N0112.To process customer orders for goods	50	50	-	-	100	6
RAS/N0113.To process part exchange sale transactions	50	50	-	-	100	6
RAS/N0115.To process payments	50	50	-	-	100	6

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
RAS/N0116.To process cash and credit transactions	50	50	-	-	100	6
RAS/N0117.To process returned goods	50	50	-	-	100	6
RAS/N0118.To promote Loyalty Schemes to Customers	50	50	-	-	100	4
RAS/N0119.To Keep the Store Secure	50	50	-	-	100	3
RAS/N0121.To Maintain Health and Safety	50	50	-	-	100	3
RAS/N0123.To Keep the Store Clean and Hygienic	50	50	-	-	100	3
RAS/N0124.To Provide Information and Advice to Customers	50	50	-	-	100	4
RAS/N0130.To create a positive image of self & organisation in the customer's mind	50	50	-	-	100	5
RAS/N0137.To work effectively in a retail team	50	50	-	-	100	3
RAS/N0138.To work effectively in an organisation	50	50	-	-	100	3
<b>Total</b>	<b>967.5</b>	<b>967.5</b>	<b>-</b>	<b>-</b>	<b>1935</b>	<b>100</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training



## Qualification Pack

### Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.