GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

Retail Sales Specialist cum Cashier

QP Code: RAS/Q0109

Version: 1.0

NSQF Level: 4

Retailers Association's Skill Council of India || 703-704 Sagar Tech Plaza - A, Andheri-Kurla Road, Sakinaka Junction, Andheri (E)
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Contents

RAS/Q0109: Retail Sales Specialist cum Cashier

Brief Job Description

Individuals in this position interact with customers by giving specialized service and product demonstrations to maximize business in a retail environment whilst striving for continuous improvements in levels of services rendered. They also provide service at the cashiering point by processing payments towards purchases made by customers.

Personal Attributes

The individual needs to be physically fit to withstand working in a retail environment whilst being customer responsive towards service delivery and processing payments accurately with speed. He/she needs to have commercial accumen, excellent product knowledge, interpersonal and listening skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. RAS/N0110: To service cash point / POS

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

3. RAS/N0112: To process customer orders for goods

4. RAS/N0113: To process part exchange sale transactions

5. RAS/N0114: To process credit applications for purchases

6. RAS/N0115: To process payments

7. RAS/N0116: To process cash and credit transactions

8. RAS/N0117: To process returned goods

9. RAS/N0120: To help keep the store secure

10. RAS/N0121: To Maintain Health and Safety

11. RAS/N0125: To demonstrate products to customers

12. RAS/N0126: To help customers choose right products

13. RAS/N0127: To provide specialist support to customers facilitating purchases

14. RAS/N0128: To maximise sales of goods & services

15. RAS/N0129: To provide personalised sales & post-sales service support

Qualification Pack (QP) Parameters

Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5249.0301
Minimum Educational Qualification & Experience	10th Class
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	11/03/2019
Next Review Date	11/02/2023
NSQC Approval Date	22/08/2019
Version	1.0
Reference code on NQR	2019/RET/RASCI/03519
NQR Version	1.0

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.

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)

Assessment Criteria

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

National Occupational Standards (NOS) Parameters

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

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.

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.

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

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

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 forcustomers

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.

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.

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

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

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 treate 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.

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.

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

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

RAS/N0114: To process credit applications for purchases

Description

This OS describes the skills and knowledge required to effectively process credit applications for purchases.

Scope

This unit applies to individuals to process credit applications for purchases in retail operations.

- Process applications from customers for credit facilities
- The role may be performed in a range of Retail Operations
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Process applications from customers for credit facilities

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

PC1. identify the customers needs for credit facilities

PC2. clearly explain to the customer the features and conditions of credit facilities.

PC3. provide enough time and opportunities for the customer to ask for clarification or more information.

PC4. accurately fill in the documents needed to allow the customer to get credit.

PC5. successfully carry out the necessary credit checks and authorisation procedures.

PC6. promptly refer difficulties in processing applications to the right person

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the features and conditions of the credit facilities offered by the company.

KU2. legal and company requirements for giving information to customers when offering them credit facilities.

KU3. legal and company procedures for carrying out credit checks and getting authorisation for credit facilities.

KU4. whom to approach for advice and help in sorting out difficulties in processing applications.

KU5. how to determine the credit worthiness of an individual by using appropriate techniques and tools

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. identify and evaluate the supporting given for credit applications

GS16. determine the impact of doing a thorough credit check for all applications received

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Process applications from customers for credit facilities	**50**	**50**	-	-
PC1. identify the customers needs for credit facilities	7.5	7.5	-	-
PC2. clearly explain to the customer the features and conditions of credit facilities.	10	10	-	-
PC3. provide enough time and opportunities for the customer to ask for clarification or more information.	7.5	7.5	-	-
PC4. accurately fill in the documents needed to allow the customer to get credit.	10	10	-	-
PC5. successfully carry out the necessary credit checks and authorisation procedures.	7.5	7.5	-	-
PC6. promptly refer difficulties in processing applications to the right person	7.5	7.5	-	-
NOS Total	**50**	**50**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0114
NOS Name	To process credit applications for purchases
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Next Review Date	31/03/2022

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 ofcustomer 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.

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.

Assessment Criteria

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

National Occupational Standards (NOS) Parameters

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

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 customercredit

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.

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.

GS16. determine the impact of accepting counterfeit.

GS17. determine the impact of incorrect payments received.

Assessment Criteria

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

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. check that charges made to customer accounts are correct.	2.5	2.5	-	-
PC14. check that credits made to customer accounts are correct.	2.5	2.5	-	-
PC15. identify and sort out problems with customer accounts.	2.5	2.5	-	-
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.	5	5	-	-
NOS Total	**50**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

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

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.

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.

Assessment Criteria

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

National Occupational Standards (NOS) Parameters

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

RAS/N0120: To help keep the store secure

Description

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

Scope

This unit applies to individuals to help keep the store secure in retail operations.

- Help keep the retail environment secure
- The role may be performed in a range of Retail Operations
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Help keep the retail environment secure

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

PC1. take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of his/her responsibility and authority to do so

PC2. follow company policy and legal requirements when dealing with security risks

PC3. recognise when security risks are beyond his/her authority and responsibility to sort out, and report these risks promptly to the right person

PC4. use approved procedures and techniques for protecting personal safety when security risks arise

PC5. follow company policies and procedures for maintaining security while working

PC6. follow company policies and procedures for making sure that security will be maintained when he/she goes on breaks and when he/she finishes work

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the types of security risk that can arise in the workplace

KU2. with how much authority and responsibility he/she has to deal security risks, including legal rights and duties

KU3. the company policy and procedures for dealing with security risks in the workplace

KU4. whom to report security risks to, and how to contact them

KU5. the company policies and procedures for maintaining security while working

KU6. the company policies and procedures for making sure that security will be maintained when you go on your breaks and when you finish work

KU7. approved procedures and techniques for ensuring personal safety when security risks arise

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. respond to emergency situations as per the escalation matrix

GS16. determine the impact of not securing the loss prevention and security equipment

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Help keep the retail environment secure	**50**	**50**	-	-
PC1. take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of his/her responsibility and authority to do so	7.5	7.5	-	-
PC2. follow company policy and legal requirements when dealing with security risks	10	10	-	-
PC3. recognise when security risks are beyond his/her authority and responsibility to sort out, and report these risks promptly to the right person	7.5	7.5	-	-
PC4. use approved procedures and techniques for protecting personal safety when security risks arise	10	10	-	-
PC5. follow company policies and procedures for maintaining security while working	7.5	7.5	-	-
PC6. follow company policies and procedures for making sure that security will be maintained when he/she goes on breaks and when he/she finishes work	7.5	7.5	-	-
NOS Total	**50**	**50**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0120
NOS Name	To help keep the store secure
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	26/07/2017
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

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.

Qualification Pack

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

Assessment Criteria

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

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. use lifting and handling equipment in line with company guidelines and manufacturers instructions.	2.5	2.5	-	-
PC13. plan a safe and efficient route for moving goods.	5	5	-	-
PC14. 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	-	-
NOS Total	**50**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

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

RAS/N0125: To demonstrate products to customers

Description

This OS describes the skills and knowledge required to demonstrate products to customers.

Scope

This unit applies to individuals to demonstrate products to customers in retail operations.

- Demonstrate products to customers
- The role may be performed in a range of Retail Operations
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Demonstrate products to customers

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

PC1. prepare the demonstration area and check that it can be used safely

PC2. Check whether the required equipment and products for demonstration are in place.

PC3. Demonstrate products clearly and accurately to customers.

PC4. Present the demonstration in a logical sequence of steps and stages

PC5. Cover all the features and benefits he/she thinks are needed to gain the customers interest

PC6. Promptly clear away the equipment and products at the end of the demonstration and connect with the customer

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. how to prepare the demonstration area effectively and checking it is safe.

KU2. how to organise demonstrations into logical steps and stages, and how this makes demonstrations more effective.

KU3. how to communicate clear and accurate information during demonstrations.

KU4. how to clear equipment and products away promptly at the end of the demonstration and connect with the customer

KU5. the importance of demonstrations in promoting and selling products.

KU6. features and benefits of the products he/she is responsible for demonstrating.

KU7. applicable warranty, replacement / repair.

KU8. annual maintenance costs (if applicable).

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Demonstrate products to customers	**50**	**50**	-	-
PC1. prepare the demonstration area and check that it can be used safely	7.5	7.5	-	-
PC2. Check whether the required equipment and products for demonstration are in place.	7.5	7.5	-	-
PC3. Demonstrate products clearly and accurately to customers.	10	10	-	-
PC4. Present the demonstration in a logical sequence of steps and stages	7.5	7.5	-	-
PC5. Cover all the features and benefits he/she thinks are needed to gain the customers interest	7.5	7.5	-	-
PC6. Promptly clear away the equipment and products at the end of the demonstration and connect with the customer	10	10	-	-
NOS Total	**50**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0125
NOS Name	To demonstrate products to customers
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	26/07/2017
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

RAS/N0126: To help customers choose right products

Description

This OS describes the skills and knowledge required to help customers choose right products.

Scope

This unit applies to individuals to help customers choose right products in retail operations.

- Help customers choose products
- Check the customer's preferences and buying decisions when making sales
- The role may be performed in a range of Retail Operations
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Help customers choose products

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

PC1. find out which product features and benefits interest individual customers and focus on these when discussing products.

PC2. describe and explain clearly and accurately relevant product features and benefits to customers.

PC3. compare and contrast products in ways that help customers choose the product that best meets their needs.

PC4. check customers responses to his/her explanations, and confirm their interest in the product.

PC5. encourage customers to ask questions & respond to their questions, comments & objections in ways that promote sales & goodwill.

PC6. identify suitable opportunities to tell the customer about associated or additional products and do so in a way that promotes sales and goodwill.

PC7. constantly check the store for security, safety and potential sales whilst helping customers.

'Check the customer''s preferences and buying decisions when making sales'

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

PC8. give customers enough time to evaluate products and ask questions.

PC9. handle objections and questions in a way that promotes sales and keeps the customers confidence.

PC10. identify the need for additional and associated products and take the opportunity to increase sales.

PC11. clearly acknowledge the customers buying decisions.

PC12. clearly explain any customer rights that apply.

PC13. clearly explain to the customer where to pay for their purchases.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. how to promote sales and goodwill

KU2. how to help customers choose products

KU3. how to explain product features and benefits to customers in ways that they understand and find interesting

KU4. how to check and interpret customer responses

KU5. how to adapt explanations and respond to questions and comments in ways that promote sales and goodwill

KU6. how to encourage customers to ask for clarification and more information

KU7. the risks of not paying attention to the store, in terms of security, safety and lost sales

KU8. how to recognise buying signals from customers

KU9. how to handle objections and questions confidently and effectively

KU10. legal rights and responsibilities of retailers and customers to do with returning of unsatisfactory goods

KU11. techniques for closing the sale

KU12. product features and benefits

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Help customers choose products	**25**	**25**	-	-
PC1. find out which product features and benefits interest individual customers and focus on these when discussing products.	5	5	-	-
PC2. describe and explain clearly and accurately relevant product features and benefits to customers.	5	5	-	-
PC3. compare and contrast products in ways that help customers choose the product that best meets their needs.	2.5	2.5	-	-
PC4. check customers responses to his/her explanations, and confirm their interest in the product.	2.5	2.5	-	-
PC5. encourage customers to ask questions & respond to their questions, comments & objections in ways that promote sales & goodwill.	2.5	2.5	-	-
PC6. identify suitable opportunities to tell the customer about associated or additional products and do so in a way that promotes sales and goodwill.	2.5	2.5	-	-
PC7. constantly check the store for security, safety and potential sales whilst helping customers.	5	5	-	-
'Check the customer''s preferences and buying decisions when making sales'	**25**	**25**	-	-
PC8. give customers enough time to evaluate products and ask questions.	5	5	-	-
PC9. handle objections and questions in a way that promotes sales and keeps the customers confidence.	5	5	-	-
PC10. identify the need for additional and associated products and take the opportunity to increase sales.	5	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. clearly acknowledge the customers buying decisions.	5	5	-	-
PC12. clearly explain any customer rights that apply.	2.5	2.5	-	-
PC13. clearly explain to the customer where to pay for their purchases.	2.5	2.5	-	-
NOS Total	**50**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0126
NOS Name	To help customers choose right products
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	26/07/2017
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

RAS/N0127: To provide specialist support to customers facilitating purchases

Description

This OS describes the skills and knowledge required to provide specialist support to customers facilitating purchases.

Scope

This unit applies to individuals to provide specialist support to customers facilitating purchases in retail operations.

- Give customers information and advice on specialist products
- Demonstrate specialist products to customersThe role may be performed in a range of Retail Operations
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Give customers information advice on specialist products

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

PC1. talk to customers politely and in ways that promote sales and goodwill.

PC2. use the information given by the customer to find out what they are looking for.

PC3. help the customer understand the features and benefits of the products they have shown an interest in.

PC4. explain clearly and accurately the features and benefits of products and relate these to the customers needs.

PC5. promote the products that give the best match between the customers needs and the stores need to make sales.

PC6. spot and use suitable opportunities to promote other products where these will meet the customers needs.

PC7. control the time he/she spends with the customer to match the value of the prospective purchase.

PC8. constantly check the store for safety, security and potential sales while helping individual customers.

Demonstrate specialist products to customers

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

PC9. find out if the customer is willing to see a demonstration.

PC10. set up demonstrations safely and in a way that disturbs other people as little as possible.

PC11. check whether he/she has everything needed to give an effective demonstration.

PC12. give demonstrations that clearly show the use and value of the product.

PC13. offer customers the opportunity to use the product themselves, where appropriate.

PC14. give customers enough chance to ask questions about the products or services he/she is demonstrating to them.

PC15. check that the store will be monitored for security, safety and potential sales while he/she is carrying out demonstrations.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. how to help customers decide what to buy by comparing and contrasting the features, advantages and benefits of products for them

KU2. how the time of day affects customers willingness to engage in conversation with a salesperson

KU3. how to give customers product information that is relevant to their individual needs and interests

KU4. how to find out which product features and benefits interest individual customers

KU5. how to adapt appropriate speech, body language and sales style to appeal to different kinds of customers

KU6. company policy on customer service and how this applies to giving specialist information and advice to customers

KU7. how to set up safe and effective demonstrations of the specialist products he/she is responsible for promoting

KU8. keeping the customer interested during demonstrations

KU9. responding to the customers comments and questions during demonstrations

KU10. features and benefits of the specialist products

KU11. advantages compared with similar products offered by competitors

KU12. up to date product knowledge

KU13. the importance of demonstrations in promoting and selling products

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Give customers information advice on specialist products	**27.5**	**27.5**	-	-
PC1. talk to customers politely and in ways that promote sales and goodwill.	5	5	-	-
PC2. use the information given by the customer to find out what they are looking for.	2.5	2.5	-	-
PC3. help the customer understand the features and benefits of the products they have shown an interest in.	2.5	2.5	-	-
PC4. explain clearly and accurately the features and benefits of products and relate these to the customers needs.	5	5	-	-
PC5. promote the products that give the best match between the customers needs and the stores need to make sales.	2.5	2.5	-	-
PC6. spot and use suitable opportunities to promote other products where these will meet the customers needs.	2.5	2.5	-	-
PC7. control the time he/she spends with the customer to match the value of the prospective purchase.	5	5	-	-
PC8. constantly check the store for safety, security and potential sales while helping individual customers.	2.5	2.5	-	-
Demonstrate specialist products to customers	**22.5**	**22.5**	-	-
PC9. find out if the customer is willing to see a demonstration.	2.5	2.5	-	-
PC10. set up demonstrations safely and in a way that disturbs other people as little as possible.	2.5	2.5	-	-
PC11. check whether he/she has everything needed to give an effective demonstration.	2.5	2.5	-	-
PC12. give demonstrations that clearly show the use and value of the product.	5	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. offer customers the opportunity to use the product themselves, where appropriate.	2.5	2.5	-	-
PC14. give customers enough chance to ask questions about the products or services he/she is demonstrating to them.	2.5	2.5	-	-
PC15. check that the store will be monitored for security, safety and potential sales while he/she is carrying out demonstrations.	5	5	-	-
NOS Total	**50**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0127
NOS Name	To provide specialist support to customers facilitating purchases
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	26/07/2017
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

RAS/N0128: To maximise sales of goods & services

Description

This OS describes the skills and knowledge required to maximise sales of goods & services.

Scope

This unit applies to individuals to maximise sales of goods & services in retail operations.

- Identify opportunities to increase sales of particular products
- Promote particular products
- The role may be performed in a range of Retail Operations
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Identify opportunities to increase sales of particular products

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

PC1. identify promotional opportunities and estimate their potential to increase sales.

PC2. identify promotional opportunities which offer the greatest potential to increase sales.

PC3. report promotional opportunities to the right person.

PC4. fill in the relevant records fully and accurately.

Promote particular products

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

PC5. tell customers about promotions clearly and in a persuasive way.

PC6. identify and take the most effective actions for converting promotional sales into regular future sales.

PC7. gather relevant and accurate information about the effectiveness of promotions, and communicate this information clearly to the right person.

PC8. record clearly and accurately the results of promotions.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. seasonal trends and how they affect opportunities for sales

KU2. how to estimate and compare the potential of promotional opportunities to increase sales

KU3. whom to approach about the identified promotional opportunities

KU4. techniques for building customers interest in regularly buying in future the product you are promoting

KU5. how to evaluate and record the results of promotions

KU6. the difference between the features and benefits of products

KU7. how to promote the features and benefits of products to customers

KU8. techniques of encouraging customers to buy the product being promoted

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Identify opportunities to increase sales of particular products	**27.5**	**27.5**	**-**	**-**
PC1. identify promotional opportunities and estimate their potential to increase sales.	7.5	7.5	-	-
PC2. identify promotional opportunities which offer the greatest potential to increase sales.	5	5	-	-
PC3. report promotional opportunities to the right person.	7.5	7.5	-	-
PC4. fill in the relevant records fully and accurately.	7.5	7.5	-	-
Promote particular products	**22.5**	**22.5**	**-**	**-**
PC5. tell customers about promotions clearly and in a persuasive way.	5	5	-	-
PC6. identify and take the most effective actions for converting promotional sales into regular future sales.	7.5	7.5	-	-
PC7. gather relevant and accurate information about the effectiveness of promotions, and communicate this information clearly to the right person.	5	5	-	-
PC8. record clearly and accurately the results of promotions.	5	5	-	-
NOS Total	**50**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0128
NOS Name	To maximise sales of goods & services
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	26/07/2017
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

RAS/N0129: To provide personalised sales & post-sales service support

Description

This OS describes the skills and knowledge required to provide personalised sales & post-sales service support.

Scope

This unit applies to individuals to provide personalised sales & post-sales service support in retail operations.

- Provide a personalised service
- Provide an after sales serviceThe role may be performed in a range of Retail Operations
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Provide a personalised service

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

PC1. use available information in the client records to help prepare for consultations.

PC2. check whether the work area is clean and tidy and that all the required equipment are in hand before starting a consultation.

PC3. quickly create a rapport with the client at the start of the consultation.

PC4. talk and behave towards the client in ways that project the company image effectively.

PC5. ask questions to understand the clients buying needs, preferences and priorities.

PC6. tactfully check, where appropriate, how much the client wants to spend.

PC7. explain clearly to the client the features and benefits of the recommended products or services and relate these to the clients individual needs.

PC8. identify suitable opportunities to sell additional or related products or services that are suited to the clients needs.

PC9. make recommendations to the client in a confident and polite way and without pressurising them.

PC10. pace client consultations to make good use of the selling time while maintaining good relations with the client.

PC11. meet the companys customer service standards while dealing with the client.

Provide an after sales service

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

PC12. follow the companys procedures for keeping client records up-to-date.

PC13. record client information accurately and store it in the right places in the companys system.

PC14. keep client information confidential and share it only with people who have a right to it.

PC15. keep to clients wishes as to how and when they may be contacted.

PC16. follow the companys policy and procedures for contacting clients.

PC17. tell clients promptly and offer any other suitable products or services, where promises cannot be kept.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys desired image and how to project this to clients

KU2. how to use information in client records to prepare for client visits

KU3. how to create and maintain a rapport with clients, both new and existing

KU4. the types of question to ask clients to find out about their buying needs, preferences and priorities

KU5. how to ask clients tactfully how much they want to spend

KU6. how to relate the features and benefits of products or services to the clients needs

KU7. how to identify suitable opportunities to sell additional or related products

KU8. how to recommend clients in a way that encourages them to accept the recommendation, without pressurising them

KU9. how to balance the need to make immediate sales with the need to maintain good business relations with the client, and how to do so

KU10. companys customer service standards and how to apply these when providing a personalised service to clients

KU11. how to keep client records up-to-date and store them correctly

KU12. company procedures for updating client records

KU13. company systems and procedures for recording and storing client information

KU14. relevant aspects of the data protection laws and company policy for client confidentiality

KU15. how to keep ones promises to clients

KU16. brands and services, including seasonal trends, new brands or services, promotions, stock levels, competitor comparisons, and additional services such as store cards, gift wrapping or delivery

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Provide a personalised service	**32.5**	**32.5**	**-**	**-**
PC1. use available information in the client records to help prepare for consultations.	2.5	2.5	-	-
PC2. check whether the work area is clean and tidy and that all the required equipment are in hand before starting a consultation.	2.5	2.5	-	-
PC3. quickly create a rapport with the client at the start of the consultation.	2.5	2.5	-	-
PC4. talk and behave towards the client in ways that project the company image effectively.	5	5	-	-
PC5. ask questions to understand the clients buying needs, preferences and priorities.	2.5	2.5	-	-
PC6. tactfully check, where appropriate, how much the client wants to spend.	2.5	2.5	-	-
PC7. explain clearly to the client the features and benefits of the recommended products or services and relate these to the clients individual needs.	5	5	-	-
PC8. identify suitable opportunities to sell additional or related products or services that are suited to the clients needs.	2.5	2.5	-	-
PC9. make recommendations to the client in a confident and polite way and without pressurising them.	2.5	2.5	-	-
PC10. pace client consultations to make good use of the selling time while maintaining good relations with the client.	2.5	2.5	-	-
PC11. meet the companys customer service standards while dealing with the client.	2.5	2.5	-	-
Provide an after sales service	**17.5**	**17.5**	**-**	**-**
PC12. follow the companys procedures for keeping client records up-to-date.	2.5	2.5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. record client information accurately and store it in the right places in the companys system.	2.5	2.5	-	-
PC14. keep client information confidential and share it only with people who have a right to it.	2.5	2.5	-	-
PC15. keep to clients wishes as to how and when they may be contacted.	5	5	-	-
PC16. follow the companys policy and procedures for contacting clients.	2.5	2.5	-	-
PC17. tell clients promptly and offer any other suitable products or services, where promises cannot be kept.	2.5	2.5	-	-
NOS Total	**50**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0129
NOS Name	To provide personalised sales & post-sales service support
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	26/07/2017
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

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

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

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

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

RAS/N0132: To resolve customer concerns

Description

This OS describes the skills and knowledge required to resolve customer concerns.

Scope

This unit applies to individuals to resolve customer concerns in retail operations.

- Spot customer service problems
- Pick the best solution to resolve customer service problems
- Take action to resolve customer service problemsThe role may be performed in a range of Retail Operations
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Spot customer service problems

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

PC1. identify the options for resolving a customer service problem

PC2. work with others to identify and confirm the options to resolve a customer service problem

PC3. work out the advantages and disadvantages of each option for customers and the organisation

PC4. pick the best option for customers and the organisation

PC5. identify for customers other ways that problems may be resolved if you are unable to help

Pick the best solution to resolve customer service problems

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

PC6. identify the options for resolving a customer service problem

PC7. work with others to identify and confirm the options to resolve a customer service problem

PC8. work out the advantages and disadvantages of each option for your customer and your organisation

PC9. pick the best option for your customer and your organisation

PC10. identify for your customer other ways that problems may be resolved if you are unable to help

Take action to resolve customer service problems

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

PC11. discuss and agree the options for solving the problem with customers

PC12. take action to implement the option agreed with the customer

PC13. work with others and the customer to make sure that any promises related to solving the problem are kept

PC14. keep customers fully informed about what is happening to resolve problem

PC15. check with customers to make sure the problem has been resolved to their satisfaction

PC16. give clear reasons to customers 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. the importance of listening carefully to customers about problems they have raised

KU2. how to ask customers about the problem to check ones understanding

KU3. how to recognise repeated problems and alerting appropriate authority

KU4. how to share customer feedback with others to identify potential problems before they happen

KU5. how to identify problems with systems and procedures before they begin to affect customers

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Spot customer service problems	**25**	**25**	**-**	**-**
PC1. identify the options for resolving a customer service problem	5	5	-	-
PC2. work with others to identify and confirm the options to resolve a customer service problem	5	5	-	-
PC3. work out the advantages and disadvantages of each option for customers and the organisation	5	5	-	-
PC4. pick the best option for customers and the organisation	5	5	-	-
PC5. identify for customers other ways that problems may be resolved if you are unable to help	5	5	-	-
Pick the best solution to resolve customer service problems	**-**	**-**	**-**	**-**
PC6. identify the options for resolving a customer service problem	-	-	-	-
PC7. work with others to identify and confirm the options to resolve a customer service problem	-	-	-	-
PC8. work out the advantages and disadvantages of each option for your customer and your organisation	-	-	-	-
PC9. pick the best option for your customer and your organisation	-	-	-	-
PC10. identify for your customer other ways that problems may be resolved if you are unable to help	-	-	-	-
Take action to resolve customer service problems	**25**	**25**	**-**	**-**
PC11. discuss and agree the options for solving the problem with customers	5	5	-	-
PC12. take action to implement the option agreed with the customer	2.5	2.5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. work with others and the customer to make sure that any promises related to solving the problem are kept	2.5	2.5	-	-
PC14. keep customers fully informed about what is happening to resolve problem	5	5	-	-
PC15. check with customers to make sure the problem has been resolved to their satisfaction	5	5	-	-
PC16. give clear reasons to customers when the problem has not been resolved to their satisfaction	5	5	-	-
NOS Total	**50**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0132
NOS Name	To resolve customer concerns
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	26/07/2017
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

RAS/N0133: To organise the delivery of reliable service

Description

This OS describes the skills and knowledge required to organise delivery of reliable service

Scope

This unit applies to individuals to organise delivery of reliable service in retail operations.

- Plan and organise the delivery of reliable customer service
- Review and maintain customer service delivery
- Use recording systems to maintain reliable customer service
- The role may be performed in a range of Retail Operations
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Plan and organise the delivery of reliable customer service

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

PC1. plan, prepare and organise everything that is needed to deliver a variety of services or products to different types of customers

PC2. organise what he/she does to ensure consistency in giving prompt attention to customers.

PC3. reorganise his/her work to respond to unexpected additional workloads

Review and maintain customer service delivery

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

PC4. maintain service delivery during very busy periods and unusually quiet periods and when systems, people or resources have let you down

PC5. consistently meet customers expectations

PC6. balance the time he/she takes with customers with the demands of other customers seeking attention

PC7. respond appropriately to customers when they make comments about the products or services being offered

PC8. alert others to repeated comments made by customers

PC9. take action to improve the reliability of his/her service based on customer comments

PC10. monitor whether the action taken has improved the service given to customers

Use recording systems to maintain reliable customer service

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

PC11. record and store customer service information accurately following organisational guidelines

PC12. select and retrieve customer service information that is relevant, sufficient and in an appropriate format

PC13. quickly locate information that will help solve a customers query

PC14. supply accurate customer service information to others using the most appropriate method of communication

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the importance of having reliable and fast information for customers and the organisation

KU2. organisational procedures and systems for delivering customer service

KU3. how to identify useful customer feedback

KU4. how to communicate feedback from customers to others

KU5. organisational procedures and systems for recording, storing, retrieving and supplying customer service information

KU6. legal and regulatory requirements regarding the storage of data

KU7. how to use CRM software to capture customer feedback and draw analysis

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Plan and organise the delivery of reliable customer service	**7.5**	**7.5**	-	-
PC1. plan, prepare and organise everything that is needed to deliver a variety of services or products to different types of customers	2.5	2.5	-	-
PC2. organise what he/she does to ensure consistency in giving prompt attention to customers.	2.5	2.5	-	-
PC3. reorganise his/her work to respond to unexpected additional workloads	2.5	2.5	-	-
Review and maintain customer service delivery	**27.5**	**27.5**	-	-
PC4. maintain service delivery during very busy periods and unusually quiet periods and when systems, people or resources have let you down	5	5	-	-
PC5. consistently meet customers expectations	5	5	-	-
PC6. balance the time he/she takes with customers with the demands of other customers seeking attention	2.5	2.5	-	-
PC7. respond appropriately to customers when they make comments about the products or services being offered	5	5	-	-
PC8. alert others to repeated comments made by customers	2.5	2.5	-	-
PC9. take action to improve the reliability of his/her service based on customer comments	2.5	2.5	-	-
PC10. monitor whether the action taken has improved the service given to customers	5	5	-	-
Use recording systems to maintain reliable customer service	**15**	**15**	-	-
PC11. record and store customer service information accurately following organisational guidelines	2.5	2.5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. select and retrieve customer service information that is relevant, sufficient and in an appropriate format	5	5	-	-
PC13. quickly locate information that will help solve a customers query	2.5	2.5	-	-
PC14. supply accurate customer service information to others using the most appropriate method of communication	5	5	-	-
NOS Total	**50**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0133
NOS Name	To organise the delivery of reliable service
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	26/07/2017
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

RAS/N0134: To improve customer relationship

Description

This OS describes the skills and knowledge required to improve customer relationship

Scope

This unit applies to individuals to improve customer relationship in retail operations.

- Improve communication with customers
- Balance the needs of customers and the organisation
- Exceed customer expectations to develop the relationship
- The role may be performed in a range of Retail Operations
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Improve communication with customers

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

PC1. select and use the best method of communication to meet customers expectations.

PC2. take the initiative to contact customers to update them when things are not going as per plan or when further information is required.

PC3. adapt appropriate communication to respond to individual customers feelings.

Balance the needs of customers and the organisation

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

PC4. meet customers expectations within the organisations service offer.

PC5. explain the reasons to customers sensitively and positively when their expectations cannot be met.

PC6. identify alternative solutions for customers either within or outside the organisation.

PC7. identify the costs and benefits of these solutions to the organisation and to customers.

PC8. negotiate and agree solutions with customers which satisfy them and are acceptable to the organisation.

PC9. take action to satisfy customers with the agreed solution.

Exceed customer expectations to develop the relationship

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

PC10. make extra efforts to improve his/her relationship with customers.

PC11. recognise opportunities to exceed customers expectations.

PC12. take action to exceed customers expectations within the limits of his/her authority.

PC13. gain the help and support of others to exceed customers expectations.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. how to make best use of the method of communication chosen for dealing with customers.

KU2. how to negotiate effectively with customers.

KU3. how to assess the costs and benefits to customers and the organisation of any unusual agreement made.

KU4. customer loyalty and/or improved internal customer relationships to the organisation

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Improve communication with customers	**12.5**	**12.5**	-	-
PC1. select and use the best method of communication to meet customers expectations.	5	5	-	-
PC2. take the initiative to contact customers to update them when things are not going as per plan or when further information is required.	2.5	2.5	-	-
PC3. adapt appropriate communication to respond to individual customers feelings.	5	5	-	-
Balance the needs of customers and the organisation	**20**	**20**	-	-
PC4. meet customers expectations within the organisations service offer.	2.5	2.5	-	-
PC5. explain the reasons to customers sensitively and positively when their expectations cannot be met.	5	5	-	-
PC6. identify alternative solutions for customers either within or outside the organisation.	2.5	2.5	-	-
PC7. identify the costs and benefits of these solutions to the organisation and to customers.	5	5	-	-
PC8. negotiate and agree solutions with customers which satisfy them and are acceptable to the organisation.	2.5	2.5	-	-
PC9. take action to satisfy customers with the agreed solution.	2.5	2.5	-	-
Exceed customer expectations to develop the relationship	**17.5**	**17.5**	-	-
PC10. make extra efforts to improve his/her relationship with customers.	2.5	2.5	-	-
PC11. recognise opportunities to exceed customers expectations.	5	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. take action to exceed customers expectations within the limits of his/her authority.	5	5	-	-
PC13. gain the help and support of others to exceed customers expectations.	5	5	-	-
NOS Total	**50**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0134
NOS Name	To improve customer relationship
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	26/07/2017
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

RAS/N0135: To monitor and solve service concerns

Description

This OS describes the skills and knowledge required to monitor and solve service concerns

Scope

This unit applies to individuals to monitor and solve service concerns in retail operations.

- Solve immediate customer service problems
- Identify repeated customer service problems and options for solving them
- Take action to avoid the repetition of customer service problems
- The role may be performed in a range of Retail Operations
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Solve immediate customer service problems

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

PC1. respond positively to customer service problems following organisational guidelines.

PC2. solve customer service problems when he/she has sufficient authority

PC3. work with others to solve customer service problems

PC4. keep customers informed of the actions being taken

PC5. check with customers that they are comfortable with the actions being taken

PC6. solve problems with service systems and procedures that might affect customers before they become aware of them

PC7. inform managers and colleagues of the steps taken to solve specific problems

Identify repeated customer service problems and options for solving them

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

PC8. identify repeated customer service problems

PC9. identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option

PC10. work with others to select best options for solving repeated customer service problems, balancing customer expectations with the needs of the organisation

Take action to avoid the repetition of customer service problems

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

PC11. obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated.

PC12. action the agreed solution

PC13. keep customers informed in a positive and clear manner of steps being taken to solve any service problems

PC14. monitor the changes that have been made and adjust them if appropriate

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational procedures and systems for dealing with customer service problems

KU2. organisational procedures and systems for identifying repeated customer service problems.

KU3. how successful resolution of customer service problems contributes to customer loyalty with external customer & improved working relationships with service partners or internal customers.

KU4. how to negotiate with and reassure customers while their problems are being solved

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Solve immediate customer service problems	**22.5**	**22.5**	-	-
PC1. respond positively to customer service problems following organisational guidelines.	5	5	-	-
PC2. solve customer service problems when he/she has sufficient authority	2.5	2.5	-	-
PC3. work with others to solve customer service problems	2.5	2.5	-	-
PC4. keep customers informed of the actions being taken	5	5	-	-
PC5. check with customers that they are comfortable with the actions being taken	2.5	2.5	-	-
PC6. solve problems with service systems and procedures that might affect customers before they become aware of them	2.5	2.5	-	-
PC7. inform managers and colleagues of the steps taken to solve specific problems	2.5	2.5	-	-
Identify repeated customer service problems and options for solving them	**10**	**10**	-	-
PC8. identify repeated customer service problems	2.5	2.5	-	-
PC9. identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option	5	5	-	-
PC10. work with others to select best options for solving repeated customer service problems, balancing customer expectations with the needs of the organisation	2.5	2.5	-	-
Take action to avoid the repetition of customer service problems	**17.5**	**17.5**	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated.	2.5	2.5	-	-
PC12. action the agreed solution	5	5	-	-
PC13. keep customers informed in a positive and clear manner of steps being taken to solve any service problems	5	5	-	-
PC14. monitor the changes that have been made and adjust them if appropriate	5	5	-	-
NOS Total	**50**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0135
NOS Name	To monitor and solve service concerns
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	26/07/2017
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

RAS/N0136: To promote continuous improvement in service

Description

This OS describes the skills and knowledge required to promote continuous improvement in service

Scope

This unit applies to individuals to promote continuous improvement in service in retail operations.

- Plan improvements in customer service based on customer feedback
- Implement changes in customer service
- Review changes that promote continuous improvement in customer service
- The role may be performed in a range of Retail Operations
- Department Store
- Supermarket
- Specialty Store
- Fresh Food stores
- Quick Service Food Stores

Elements and Performance Criteria

Plan improvements in customer service based on customer feedback

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

PC1. gather feedback from customers that will help identify opportunities for customer service improvement

PC2. analyse and interpret feedback to identify opportunities for customer service improvements and propose changes

PC3. discuss with others the potential effects of any proposed changes for customers and the organisation

PC4. negotiate changes in customer service systems & improvements with somebody of sufficient authority to approve trial / full implementation of the change

Implement changes in customer service

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

PC5. organise the implementation of authorised changes

PC6. implement the changes following organisational guidelines

PC7. inform people inside and outside the organisation who need to know of the changes being made and the reasons for them

PC8. monitor early reactions to changes and make appropriate fine-tuning adjustments

Review changes that promote continuous improvement in customer service

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

PC9. collect and record feedback on the effects of changes

PC10. analyse and interpret feedback and share the findings on the effects of changes with others

PC11. summarise the advantages and disadvantages of the changes

PC12. use your analysis and interpretation of changes to identify opportunities for further improvement

PC13. present these opportunities to somebody with sufficient authority to make them happen

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. service improvements affecting the balance between overall customer satisfaction, costs of providing service & regulatory needs

KU2. how customer experience is influenced by the way service is delivered

KU3. how to collect, analyse and present customer feedback

KU4. how to make a business case to others to bring about change in the products or services being offered

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Plan improvements in customer service based on customer feedback	**15**	**15**	-	-
PC1. gather feedback from customers that will help identify opportunities for customer service improvement	5	5	-	-
PC2. analyse and interpret feedback to identify opportunities for customer service improvements and propose changes	2.5	2.5	-	-
PC3. discuss with others the potential effects of any proposed changes for customers and the organisation	2.5	2.5	-	-
PC4. negotiate changes in customer service systems & improvements with somebody of sufficient authority to approve trial / full implementation of the change	5	5	-	-
Implement changes in customer service	**12.5**	**12.5**	-	-
PC5. organise the implementation of authorised changes	2.5	2.5	-	-
PC6. implement the changes following organisational guidelines	2.5	2.5	-	-
PC7. inform people inside and outside the organisation who need to know of the changes being made and the reasons for them	5	5	-	-
PC8. monitor early reactions to changes and make appropriate fine-tuning adjustments	2.5	2.5	-	-
Review changes that promote continuous improvement in customer service	**22.5**	**22.5**	-	-
PC9. collect and record feedback on the effects of changes	5	5	-	-
PC10. analyse and interpret feedback and share the findings on the effects of changes with others	2.5	2.5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. summarise the advantages and disadvantages of the changes	5	5	-	-
PC12. use your analysis and interpretation of changes to identify opportunities for further improvement	5	5	-	-
PC13. present these opportunities to somebody with sufficient authority to make them happen	5	5	-	-
NOS Total	**50**	**50**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0136
NOS Name	To promote continuous improvement in service
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	26/07/2017
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

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:

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

GS12. respond to breakdowns in communications with other teams

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

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

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

PC15. explain and demonstrate procedures clearly, accurately and in a logical sequence

PC16. encourage colleagues to ask questions if they dont 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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Support effective team working	**15**	**15**	**-**	**-**
PC1. share work fairly with colleagues, taking account of own and others preferences, skills and time available	2.5	2.5	-	-
PC2. make realistic commitments to colleagues and do what has been promised	2.5	2.5	-	-
PC3. 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	-	-
PC4. encourage and support colleagues when working conditions are difficult	2.5	2.5	-	-
PC5. encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect	2.5	2.5	-	-
PC6. follow the companys health and safety procedures while working	2.5	2.5	-	-
Help plan and organise own learning	**12.5**	**12.5**	**-**	**-**
PC7. discuss and agree with the right people goals that are relevant, realistic and clear	2.5	2.5	-	-
PC8. identify the knowledge and skills needed to achieve his/her goals	2.5	2.5	-	-
PC9. 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	-	-
PC10. regularly check his/her progress and, when necessary, change the way of working	2.5	2.5	-	-
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	2.5	2.5	-	-
Help others learn	**22.5**	**22.5**	**-**	**-**

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

National Occupational Standards (NOS) Parameters

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

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/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/N0114.To process credit applications for purchases	50	50	-	-	100	3
RAS/N0115.To process payments	50	50	-	-	100	6
RAS/N0116.To process cash and credit transactions	50	50	-	-	100	6
RAS/N0117.To process returned goods	50	50	-	-	100	6
RAS/N0120.To help keep the store secure	50	50	-	-	100	3
RAS/N0121.To Maintain Health and Safety	50	50	-	-	100	4

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
RAS/N0125.To demonstrate products to customers	50	50	-	-	100	4
RAS/N0126. To help customers choose right products	50	50	-	-	100	4
RAS/N0127.To provide specialist support to customers facilitating purchases	50	50	-	-	100	4
RAS/N0128.To maximise sales of goods & services	50	50	-	-	100	4
RAS/N0129.To provide personalised sales & post-sales service support	50	50	-	-	100	4
RAS/N0130.To create a positive image of self & organisation in the customer's mind	50	50	-	-	100	3
RAS/N0132.To resolve customer concerns	50	50	-	-	100	4
RAS/N0133.To organise the delivery of reliable service	50	50	-	-	100	3
RAS/N0134.To improve customer relationship	50	50	-	-	100	4
RAS/N0135.To monitor and solve service concerns	50	50	-	-	100	4
RAS/N0136.To promote continuous improvement in service	50	50	-	-	100	4
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

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	**1117.5**	**1117.5**	**-**	**-**	**2235**	**100**

Acronyms

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

Glossary

Sector	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.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	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.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	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.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	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.
Scope	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.

Knowledge and Understanding (KU)	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.
Organisational Context	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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	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.
Electives	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.
Options	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.