

Qualification Pack



Retail Cashier

QP Code: RAS/Q0102

Version: 2.0

NSQF Level: 2

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RAS/Q0102: Retail Cashier

Brief Job Description

Individuals in this position service and process all payments made in for sales done within the retail environment whilst working cordially within the team and retail organisation.

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.

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/N0115: To process payments](#)
6. [RAS/N0116: To process cash and credit transactions](#)
7. [RAS/N0117: To process returned goods](#)
8. [RAS/N0121: To Maintain Health and Safety](#)
9. [RAS/N0130: To create a positive image of self & organisation in the customer's mind](#)
10. [RAS/N0137: To work effectively in a retail team](#)
11. [RAS/N0138: To work effectively in an organisation](#)

Qualification Pack (QP) Parameters

Sector	Retail
Sub-Sector	Retail Operations

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Occupation	Store Operations
Country	India
NSQF Level	2
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4211.0301
Minimum Educational Qualification & Experience	10th Class/I.T.I (2 Years after 8th Standard)
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	14 Years
Last Reviewed On	25/11/2021
Next Review Date	25/11/2024
NSQC Approval Date	25/11/2021
Version	2.0
Reference code on NQR	2021/RET/RASCI/04674
NQR Version	1

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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.

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- 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)

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor receipt practices and processes at the cash point / POS</i>	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	-	-

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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

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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.

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- 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.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow procedures for sales of age-restricted products</i>	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	-	-
<i>Provide service at point of sale</i>	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	-	-

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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	-	-

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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

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RAS/N0112: To process customer orders for goods

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Check the availability

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

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

Process orders for customers

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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- 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.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check the availability</i>	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	-	-
<i>Process orders for customers</i>	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	-	-

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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	-	-

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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

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RAS/N0113: To process part exchange sale transactions

Description

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

Elements and Performance Criteria

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

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

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

Negotiate part exchange sales transactions with customers

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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- 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.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Decide on the value of items offered in part exchange by customers</i>	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	-	-
<i>Negotiate part exchange sales transactions with customers</i>	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	-	-

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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	-	-

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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

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RAS/N0115: To process payments

Description

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

Elements and Performance Criteria

Work out the price of customer purchases

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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- 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.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Work out the price of customer purchases</i>	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	-	-

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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

Qualification Pack

RAS/N0116: To process cash and credit transactions

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Process customer credit

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

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

Process payments made to customer accounts

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

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

Reconcile customer accounts

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

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

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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.



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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Process customer credit</i>	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	-	-
<i>Process payments made to customer accounts</i>	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	-	-
<i>Reconcile customer accounts</i>	12.5	12.5	-	-

Qualification Pack

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	-	-

Qualification Pack

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

Qualification Pack

RAS/N0117: To process returned goods

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Help customers who need to return goods

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

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

Process returns of goods

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Help customers who need to return goods</i>	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	-	-
<i>Process returns of goods</i>	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	-	-

Qualification Pack

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

Qualification Pack

RAS/N0121: To Maintain Health and Safety

Description

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

Elements and Performance Criteria

Identify and report accidents and emergencies

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

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

Protect health and safety as you work

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

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

Lift and handle goods safely

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify and report accidents and emergencies</i>	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	-	-
<i>Protect health and safety as you work</i>	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	-	-
<i>Lift and handle goods safely</i>	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	-	-

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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	-	-

Qualification Pack

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

Qualification Pack

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

Description

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

Scope

The scope covers the following :

- Establish effective rapport with customers
- Respond appropriately to customers
- Communicate information to customers

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

Qualification Pack

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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Establish effective rapport with customers</i>	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	-	-
<i>Respond appropriately to customers</i>	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	-	-
<i>Communicate information to customers</i>	12.5	12.5	-	-
PC13. quickly locate information that will help customers	2.5	2.5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-

Qualification Pack

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	3
Credits	TBD
Version	3.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

Qualification Pack

RAS/N0137: To work effectively in a retail team

Description

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

Scope

The scope covers the following :

- Support the work team
- Maintain personal presentation
- Develop effective work habits
- Review changes that promote continuous improvement in customer service

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

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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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support the work team</i>	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	-	-
<i>Maintain personal presentation</i>	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	-	-
<i>Develop effective work habits</i>	5	5	-	-
PC10. interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task	5	5	-	-
<i>Review changes that promote continuous improvement in customer service</i>	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	-	-

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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	-	-

Qualification Pack

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	3
Credits	TBD
Version	3.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQ Clearance Date	25/11/2021

Qualification Pack

RAS/N0138: To work effectively in an organisation

Description

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

Scope

The scope covers the following :

- 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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** teams purpose, aims and targets
- KU2.** responsibility for contributing to the teams success
- KU3.** colleagues roles and main responsibilities
- KU4.** the importance of sharing work fairly with colleagues
- KU5.** the factors that can affect own and colleagues willingness to carry out work, including skills and existing workload
- KU6.** the importance of being a reliable team member
- KU7.** factors to take account of when making commitments, including your existing workload and the degree to which interruptions and changes of plan are within your control
- KU8.** the importance of maintaining team morale, the circumstances when morale is likely to flag, and the kinds of encouragement and support that are likely to be valued by colleagues
- KU9.** the importance of good working relations, and techniques for removing tension between colleagues
- KU10.** the importance of following the company's 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

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support effective team working</i>	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	-	-
<i>Help plan and organise own learning</i>	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	-	-
<i>Help others learn</i>	22.5	22.5	-	-

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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	-	-

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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	3
Credits	TBD
Version	4.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council.
2. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS.
3. SSC will lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
4. The assessments will be conducted as per the assessment blueprint and centralised question bank of the SSC released from time to time
5. The assessment for the theory and practical will be conducted online on a digital assessment platform with comprehensive auditable trails
6. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
7. To pass the Qualification Pack assessment, every trainee should score a minimum of 50% aggregate marks for the QP.
8. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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Minimum Aggregate Passing % at QP Level : 50

(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	10
RAS/N0111.To follow point-of-sale procedures for age-restricted products	50	50	-	-	100	10
RAS/N0112.To process customer orders for goods	50	50	-	-	100	10
RAS/N0113.To process part exchange sale transactions	50	50	-	-	100	10
RAS/N0115.To process payments	50	50	-	-	100	10
RAS/N0116.To process cash and credit transactions	50	50	-	-	100	10
RAS/N0117.To process returned goods	50	50	-	-	100	10
RAS/N0121.To Maintain Health and Safety	50	50	-	-	100	8
RAS/N0130.To create a positive image of self & organisation in the customer's mind	50	50	-	-	100	6
RAS/N0137.To work effectively in a retail team	50	50	-	-	100	8

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
RAS/N0138.To work effectively in an organisation	50	50	-	-	100	8
Total	517.5	517.5	-	-	1035	100

Acronyms

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

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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.

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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.