

Qualification Pack



Retail Store Ops Assistant

QP Code: RAS/Q0101

Version: 2.0

NSQF Level: 1

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RAS/Q0101: Retail Store Ops Assistant

Brief Job Description

Individuals in this position receive, move, store and deliver products 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.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [RAS/N0101: To receive and store goods in retail operations](#)
2. [RAS/N0102: To deliver products to customers](#)
3. [RAS/N0103: To maintain required levels of stock in retail operations](#)
4. [RAS/N0104: To maintain adequate stocks levels for sale](#)
5. [RAS/N0121: To Maintain Health and Safety](#)
6. [RAS/N0130: To create a positive image of self & organisation in the customer's mind](#)
7. [RAS/N0137: To work effectively in a retail team](#)
8. [RAS/N0138: To work effectively in an organisation](#)

Qualification Pack (QP) Parameters

Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
Country	India
NSQF Level	1

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Aligned to NCO/ISCO/ISIC Code	NCO-2015/4321.0501
Minimum Educational Qualification & Experience	8th Class
Minimum Level of Education for Training in School	
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/04673
NQR Version	1

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RAS/N0101: To receive and store goods in retail operations

Description

This OS describes the skills and knowledge required to effectively prepare, receive and store goods in retail operations.

Scope

The scope covers the following :

- The scope covers the following :
 - • prepare to receive goods
 - • receive goods
 - • store goods

Elements and Performance Criteria

Prepare to receive goods

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

- PC1.** Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.
- PC2.** confirm appropriate storage space availability.
- PC3.** check and confirm that all equipment required for receipt and movement of goods is available and in good working order.
- PC4.** complete required paperwork , checking for accuracy and completeness.
- PC5.** ensure that the area for receiving goods is clean, tidy and free from obstruction and perils.
- PC6.** report any shortfall in space or malfunction with equipment to supervisor

Receive Goods

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

- PC7.** check that all goods as detailed in the delivery note have been received.
- PC8.** record refusals accurately following organisational standard operating procedures.
- PC9.** accurately update stock control systems to reflect receipt of goods.

Store goods

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

- PC10.** confirm storage requirements and conditions for the incoming goods.
- PC11.** ensure appropriate handling procedures for perishable and non-perishable goods is in place.
- PC12.** follow all relevant legislation and organisation policies and procedures.
- PC13.** complete all administrative procedures to ensure appropriate rotation of goods.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** requirements for maintaining security and safety during delivery and storage of goods.
- KU2.** policies for receiving and storing a range of products including perishable goods.
- KU3.** administrative procedures required for receiving and storing goods.
- KU4.** refusal procedures in relation to type of goods being delivered.
- KU5.** supervisors for reporting product shortages or over supply.
- KU6.** supervisors for reporting malfunctioning or hazardous handling equipment
- KU7.** the need to thoroughly prepare for receipt and storage of goods.
- KU8.** the scope of information required on quantity and type of goods.
- KU9.** the storage requirements for a range of products types including perishable goods.
- KU10.** the lifecycle of perishable products in storage (if applicable).
- KU11.** reporting requirements for shortage of storage space.
- KU12.** consequences of inaccurate recording and reporting of goods in receipt and storage.
- KU13.** what equipment is required for the delivery and movement of goods into storage.
- KU14.** the operations and function of the handling equipment.
- KU15.** fault finding procedures and reporting requirements.
- KU16.** work health and safety requirements in the delivery and storage areas.
- KU17.** security systems in place for loss prevention.

Generic Skills (GS)

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

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare to receive goods</i>	20	20	-	-
PC1. Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.	5	5	-	-
PC2. confirm appropriate storage space availability.	2.5	2.5	-	-
PC3. check and confirm that all equipment required for receipt and movement of goods is available and in good working order.	2.5	2.5	-	-
PC4. complete required paperwork , checking for accuracy and completeness.	5	5	-	-
PC5. ensure that the area for receiving goods is clean, tidy and free from obstruction and perils.	2.5	2.5	-	-
PC6. report any shortfall in space or malfunction with equipment to supervisor	2.5	2.5	-	-
<i>Receive Goods</i>	10	10	-	-
PC7. check that all goods as detailed in the delivery note have been received.	2.5	2.5	-	-
PC8. record refusals accurately following organisational standard operating procedures.	5	5	-	-
PC9. accurately update stock control systems to reflect receipt of goods.	2.5	2.5	-	-
<i>Store goods</i>	20	20	-	-
PC10. confirm storage requirements and conditions for the incoming goods.	5	5	-	-
PC11. ensure appropriate handling procedures for perishable and non-perishable goods is in place.	5	5	-	-
PC12. follow all relevant legislation and organisation policies and procedures.	5	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. complete all administrative procedures to ensure appropriate rotation of goods.	5	5	-	-
NOS Total	50	50	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0101
NOS Name	To receive and store goods in retail operations
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	1
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/N0102: To deliver products to customers

Description

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

Scope

The scope covers the following :

- The scope covers the following :
- Delivery of products to customers

Elements and Performance Criteria

Delivery of products to customers

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

- PC1.** Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.
- PC2.** check that he/she has the equipment and paperwork needed for the delivery.
- PC3.** check that he/she has all the delivery details needed and that he/she knows how to get to the delivery address.
- PC4.** plan a schedule of deliveries which makes the best use of time and other resources.
- PC5.** check that he/she has enough fuel for the delivery schedule and follow company procedures for getting more fuel if needed.
- PC6.** transport products and equipment safely and securely.
- PC7.** deliver products at the times agreed with the customer.
- PC8.** take action in line with company procedures if you expect to arrive at the customers premises early or late.
- PC9.** follow company procedures for ensuring that deliveries are left only with individuals who may legally receive them.
- PC10.** take action in line with company procedures if no one is available who can receive the delivery or if the customer rejects the delivery.
- PC11.** unload orders safely and in ways which protect the orders from damage.
- PC12.** treat the customer courteously throughout the delivery process.
- PC13.** update records of delivery and nondelivery promptly and in line with company procedures.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to check that he/she has all the products that are due to deliver.
- KU2.** how to check that he/she has enough fuel for the delivery schedule, and company procedures for getting more fuel if needed.
- KU3.** why it is important to deliver products at the times agreed with customers.

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- KU4.** the company procedures to follow if he/she expects to arrive at the customers premises early or late.
- KU5.** relevant legal restrictions on who can receive delivery.
- KU6.** the company procedures to follow when no one is available who can receive the delivery and when the customer rejects the delivery.
- KU7.** why it is important to treat customers courteously, and how to do this.
- KU8.** the records to keep of deliveries and nondeliveries and company procedures for completing these
- KU9.** how to transport products and equipment safely and securely.
- KU10.** the importance of planning an efficient delivery schedule and how to do this.
- KU11.** how to unload goods safely and in ways which protect goods from damage.

Generic Skills (GS)

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

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Delivery of products to customers</i>	50	50	-	-
PC1. Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.	2.5	2.5	-	-
PC2. check that he/she has the equipment and paperwork needed for the delivery.	2.5	2.5	-	-
PC3. check that he/she has all the delivery details needed and that he/she knows how to get to the delivery address.	2.5	2.5	-	-
PC4. plan a schedule of deliveries which makes the best use of time and other resources.	2.5	2.5	-	-
PC5. check that he/she has enough fuel for the delivery schedule and follow company procedures for getting more fuel if needed.	5	5	-	-
PC6. transport products and equipment safely and securely.	2.5	2.5	-	-
PC7. deliver products at the times agreed with the customer.	2.5	2.5	-	-
PC8. take action in line with company procedures if you expect to arrive at the customers premises early or late.	5	5	-	-
PC9. follow company procedures for ensuring that deliveries are left only with individuals who may legally receive them.	5	5	-	-
PC10. take action in line with company procedures if no one is available who can receive the delivery or if the customer rejects the delivery.	5	5	-	-
PC11. unload orders safely and in ways which protect the orders from damage.	5	5	-	-
PC12. treat the customer courteously throughout the delivery process.	5	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. update records of delivery and nondelivery promptly and in line with company procedures.	5	5	-	-
NOS Total	50	50	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0102
NOS Name	To deliver products to customers
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	1
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/N0103: To maintain required levels of stock in retail operations

Description

This OS describes the skills and knowledge required to effectively maintain required levels of stock in retail operations.

Scope

The scope covers the following :

- The scope covers the following :
- • Check stock levels
- • Fill shelves

Elements and Performance Criteria

Check stock levels

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

- PC1.** Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.
- PC2.** ask the right person for advice if instructions for checking stock are not clear.
- PC3.** spot unsaleable stock and promptly tell the right person.
- PC4.** check stock levels in ways that do not disturb other people any more than needed.
- PC5.** update stock records accurately and in line with company procedures.

Fill shelves

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

- PC6.** follow instructions for positioning stock.
- PC7.** promptly ask the right person for advice if instructions for positioning stock are not clear.
- PC8.** handle stock in ways that protect own and other peoples safety.
- PC9.** handle stock in ways that protect stock, equipment and premises from being damaged.
- PC10.** fill shelves in ways that do not disturb other people any more than needed.
- PC11.** promptly clean and tidy the work area when he/she has finished.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company procedures for updating stock records.
- KU2.** company procedures for checking stock levels.
- KU3.** instructions and procedures for checking stock levels.
- KU4.** the importance for maintaining accurate and up-to-date stock checks and records.
- KU5.** how to check stock accurately.
- KU6.** how to recognise unsaleable stock when checking stock levels.

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- KU7.** how to position stock needs accurately.
- KU8.** safety risks of handling stocks.
- KU9.** how to handle stock without risking own or other peoples safety.
- KU10.** ways of handling stock so that stock, premises and equipment are not damaged.
- KU11.** the lifecycle of perishable products in storage (if applicable).
- KU12.** reporting requirements for shortage of storage space.
- KU13.** the operations and function of handling equipment.
- KU14.** fault finding procedures and reporting requirements.
- KU15.** health, safety & environmental requirement.
- KU16.** security systems in place for loss prevention.

Generic Skills (GS)

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

- GS1.** complete receiving and storage documentation accurately.
- GS2.** write simple reports when required
- GS3.** read delivery information in order to set up the correct receiving structures and storage requirements.
- GS4.** read and interpret data safety sheets for perishable products.
- 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 receipt and movement of goods
- GS11.** build relationships with internal and external customers
- GS12.** respond to over or under supply of goods.
- GS13.** respond to multiple deliveries at the same time
- GS14.** respond to breakdowns and malfunction of equipment.
- GS15.** respond to unsafe and hazardous working conditions.
- GS16.** respond to security breaches.
- GS17.** calculate totals of goods accurately to determine over or under goods.
- GS18.** determine the impact of any discrepancy and action as appropriate.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check stock levels</i>	20	20	-	-
PC1. Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.	5	5	-	-
PC2. ask the right person for advice if instructions for checking stock are not clear.	2.5	2.5	-	-
PC3. spot unsaleable stock and promptly tell the right person.	2.5	2.5	-	-
PC4. check stock levels in ways that do not disturb other people any more than needed.	5	5	-	-
PC5. update stock records accurately and in line with company procedures.	5	5	-	-
<i>Fill shelves</i>	30	30	-	-
PC6. follow instructions for positioning stock.	5	5	-	-
PC7. promptly ask the right person for advice if instructions for positioning stock are not clear.	5	5	-	-
PC8. handle stock in ways that protect own and other peoples safety.	5	5	-	-
PC9. handle stock in ways that protect stock, equipment and premises from being damaged.	5	5	-	-
PC10. fill shelves in ways that do not disturb other people any more than needed.	5	5	-	-
PC11. promptly clean and tidy the work area when he/she has finished.	5	5	-	-
NOS Total	50	50	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0103
NOS Name	To maintain required levels of stock in retail operations
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	1
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/N0104: To maintain adequate stocks levels for sale

Description

This OS describes the skills and knowledge required to effectively maintain adequate stocks levels for sale.

Elements and Performance Criteria

Check the level of stock on sale

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

- PC1.** Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.
- PC2.** Check stock so that there will be enough time to replace stocks before they run out.
- PC3.** Check stock levels at suitable intervals.
- PC4.** Inform promptly when stock needs replacing.
- PC5.** Notice when stock has passed its expiry date and promptly remove it from sale and update the stock control system.

Replenish stock on sale

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

- PC6.** Order enough stock to maintain the correct levels.
- PC7.** Prepare stock for sale within the time allowed.
- PC8.** Arrange for stock to be moved to the sales floor when it is needed.
- PC9.** Rotate stock correctly and with the least possible disturbance to other people.
- PC10.** Follow company procedures for getting rid of packaging waste.
- PC11.** Update the stock control system promptly, accurately and completely.
- PC12.** Notice changes in demand for stock and decide what stock levels are suitable.
- PC13.** Suggest realistic changes and give reasons for your recommendations.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** factors that can affect demand for stock, and how to work out how often to check stock levels.
- KU2.** how to use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.
- KU3.** how to identify stock with expired date codes.
- KU4.** how to update the stock control system to reflect changes in stock levels.
- KU5.** company procedures for getting rid of packaging waste.
- KU6.** how to regularly check demand for stock.
- KU7.** how to use the stock control system to identify the types and quantities of stock to order.
- KU8.** how to prepare and send orders for stock accurately and at the right times.

Generic Skills (GS)

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

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read delivery information in order to set up the correct receiving structures and storage requirements.
- GS4.** read and interpret data safety sheets for perishable products.
- 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 receipt and movement of goods.
- GS11.** build relationships with internal and external customers
- GS12.** respond to over or under supply of goods.
- GS13.** respond to multiple deliveries at the same time
- GS14.** respond to breakdowns and malfunction of equipment.
- GS15.** respond to unsafe and hazardous working conditions.
- GS16.** respond to security breaches.
- GS17.** calculate totals of goods accurately to determine over or under goods.
- GS18.** determine the impact of any discrepancy and action as appropriate.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check the level of stock on sale</i>	15	15	-	-
PC1. Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.	2.5	2.5	-	-
PC2. Check stock so that there will be enough time to replace stocks before they run out.	2.5	2.5	-	-
PC3. Check stock levels at suitable intervals.	2.5	2.5	-	-
PC4. Inform promptly when stock needs replacing.	2.5	2.5	-	-
PC5. Notice when stock has passed its expiry date and promptly remove it from sale and update the stock control system.	5	5	-	-
<i>Replenish stock on sale</i>	35	35	-	-
PC6. Order enough stock to maintain the correct levels.	2.5	2.5	-	-
PC7. Prepare stock for sale within the time allowed.	5	5	-	-
PC8. Arrange for stock to be moved to the sales floor when it is needed.	5	5	-	-
PC9. Rotate stock correctly and with the least possible disturbance to other people.	5	5	-	-
PC10. Follow company procedures for getting rid of packaging waste.	5	5	-	-
PC11. Update the stock control system promptly, accurately and completely.	2.5	2.5	-	-
PC12. Notice changes in demand for stock and decide what stock levels are suitable.	5	5	-	-
PC13. Suggest realistic changes and give reasons for your recommendations.	5	5	-	-
NOS Total	50	50	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0104
NOS Name	To maintain adequate stocks levels for sale
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	1
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/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

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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

Qualification Pack

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	-	-

Qualification Pack

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

Qualification Pack

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	-	-

Qualification Pack

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	-	-

Qualification Pack

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/N0101.To receive and store goods in retail operations	50	50	-	-	100	14
RAS/N0102.To deliver products to customers	50	50	-	-	100	14
RAS/N0103.To maintain required levels of stock in retail operations	50	50	-	-	100	14
RAS/N0104.To maintain adequate stocks levels for sale	50	50	-	-	100	14
RAS/N0121.To Maintain Health and Safety	50	50	-	-	100	12
RAS/N0130.To create a positive image of self & organisation in the customer's mind	50	50	-	-	100	12
RAS/N0137.To work effectively in a retail team	50	50	-	-	100	10
RAS/N0138.To work effectively in an organisation	50	50	-	-	100	10
Total	400	400	-	-	800	100

Acronyms

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

Qualification Pack

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.