

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RETAIL

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Contents

1. Introduction and Contacts.....Page 1
2. Qualifications Pack.....Page 2
3. OS Units..... Page 6
4. Glossary of Key Terms Page 4
5. Annexure: Nomenclature for QP & OS. Page 5

Introduction

Qualifications Pack – Store Ops Assistant

SECTOR: RETAIL

SUB-SECTOR: B2B & B2C

OCCUPATION: Store Operations

REFERENCE ID: RAS / Q0101


Store Ops Assistant: Individuals in this position service internal and external customers in a retail environment with respect to product receiving, movement, storage and delivery.

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.

Job Details

Qualifications Pack Code	RAS / Q0101		
Job Role	Store Ops Assistant * *[Applicable in National environment and known as Retail Bagger in the International Environment]		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1
Sector	Retail	Drafted on	20/04/13
Sub-sector	B2B & B2C	Last reviewed on	20/04/13
Occupation	Store Operations	Next review date	27/06/13



Job Role	Store Ops Assistant
Role Description	Individuals in this position receive, move, store and deliver products whilst working cordially within the team and retail organisation.
NVEQF/NVQF level	Level 1
Minimum Educational Qualifications*	Not Applicable
Maximum Educational Qualifications*	Not Applicable
Training	Store Ops Assistant Training
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> RAS / N0101 To receive goods into storage RAS / N0102 Delivery of Products RAS / N0103 To maintain required levels of stock RAS / N0104 To maintain adequate stocks levels for sale RAS / N0121 To maintain health and safety RAS / N0130 To create a positive image of self & organisation in the customers mind RAS / N0137 To work effectively in your team RAS / N0138 To work effectively in your organisation
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Core / Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to perform activities and tasks defined for the job role.
National Occupational Standards	NOS are Occupational Standards which have been endorsed and agreed to by the Industry Leaders for various roles.
Description	Description is a short summary of the relevant content
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization
Knowledge & Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry
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 they need to meet that standard consistently. They are applicable in the Indian and global context.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task
Qualification Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualification Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests
Technical Knowledge	Technical Knowledge is the specialized knowledge needed to accomplish specific designated responsibilities.

Acronyms

Keywords /Terms	Description
Ops	Operations
POS	Point of Sale
EDC Terminal	Electronic Data Capture Terminal (Card Swipe Machine)
SOP	Standard Operating Process

Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters
[ABC]/ Q 0101

[Insert 3 letter code for SSC]

QP number (2 numbers)

Q denoting Qualifications Pack

Occupation (2 numbers)

Occupational Standard

An example of NOS with 'N'

9 characters
[ABC] / N 0101

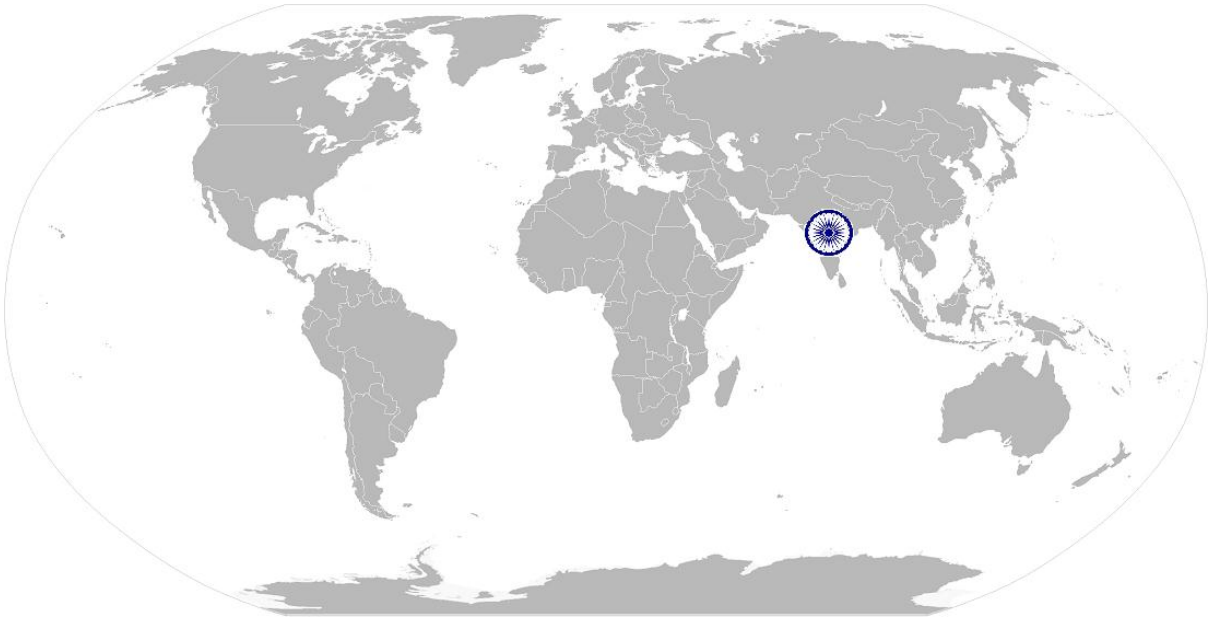
[Insert 3 letter code for SSC]

OS number (2 numbers)

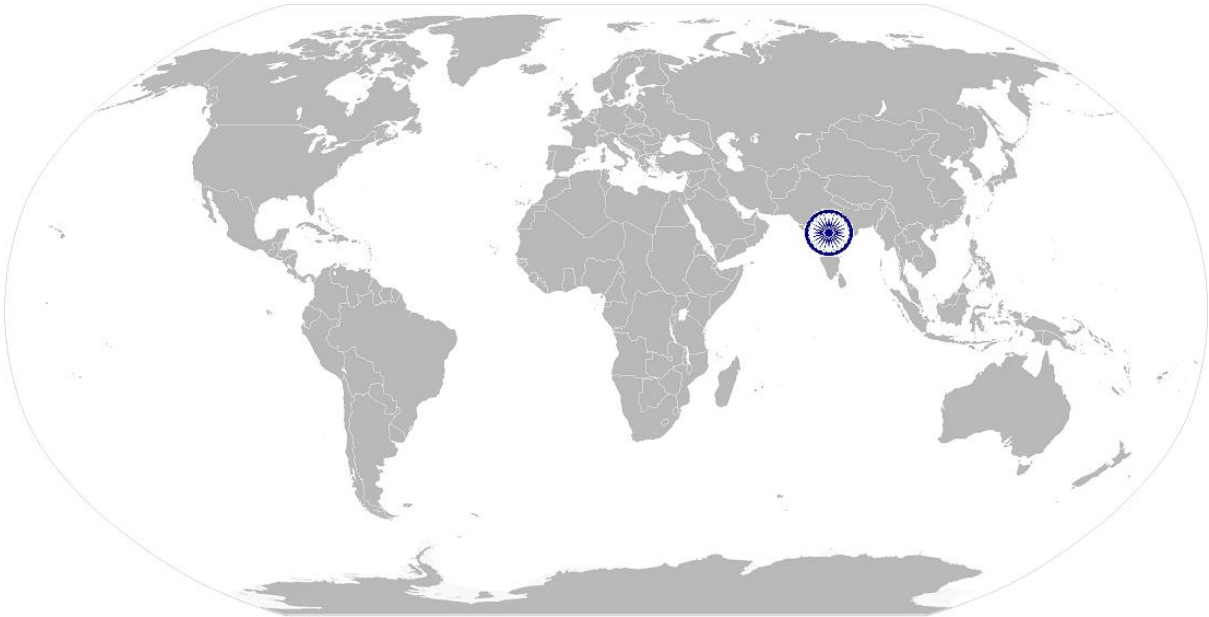
N denoting National Occupational Standard

Occupation (2 numbers)

Sequence	Description	Example
Three letters	Industry name	RAS
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01





National Occupational Standard



Overview

This NOS covers the skills and knowledge for an individual to be proficient in receiving and storing goods in retail operations.

National Occupational Standard	Unit Code	RAS / N0101
	Unit Title (Task)	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	<p>This unit applies to individuals in a Retail environment who receive and move stock into a storage area.</p> <p>Duties performed:</p> <ul style="list-style-type: none"> • receive and process incoming goods, • store goods • report discrepancies in stock to relevant personnel. <p>The role may be performed in a range of Retail Operations</p> <ul style="list-style-type: none"> • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores 
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Prepare to receive goods	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify quantity and nature of goods to be received.</p> <p>PC2. Confirm appropriate storage space availability.</p> <p>PC3. Check and confirm that all equipment required for receipt and movement of goods is available and in good working order.</p> <p>PC4. Complete required paperwork , checking for accuracy and completeness.</p> <p>PC5. Ensure that the area for receiving goods is clean, tidy and free from obstruction and perils.</p> <p>PC6. Report any shortfall in space or malfunction with equipment to supervisor.</p>	

<p>Receive Goods</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check that all goods as detailed in the delivery note have been received.</p> <p>PC2. Record refusals accurately following organisational standard operating procedures.</p> <p>PC3. Accurately update stock control systems to reflect receipt of goods.</p>
<p>Store goods</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Confirm storage requirements and conditions for the incoming goods.</p> <p>PC2. Ensure appropriate handling procedures for perishable and non-perishable goods is in place.</p> <p>PC3. Follow all relevant legislation and organisation policies and procedures.</p> <p>PC4. Complete all administrative procedures to ensure appropriate rotation of goods.</p> 
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>On the job the individual needs to apply organisational knowledge of:</p> <p>KA1. Requirements for maintaining security and safety during delivery and storage of goods.</p> <p>KA2. Policies for receiving and storing a range of products including perishable goods.</p> <p>KA3. Administrative procedures required for receiving and storing goods.</p> <p>KA4. Refusal procedures in relation to type of goods being delivered.</p> <p>KA5. Supervisors for reporting product shortages or over supply.</p> <p>KA6. Supervisors for reporting malfunctioning or hazardous handling equipment.</p>
<p>B. Technical Knowledge</p>	<p>On the job the individual needs to apply technical knowledge of</p> <p>KB1. The need to thoroughly prepare for receipt and storage of goods.</p> <p>KB2. The scope of information required on quantity and type of goods.</p> <p>KB3. The storage requirements for a range of products types including perishable goods.</p> <p>KB4. The lifecycle of perishable products in storage (if applicable).</p>

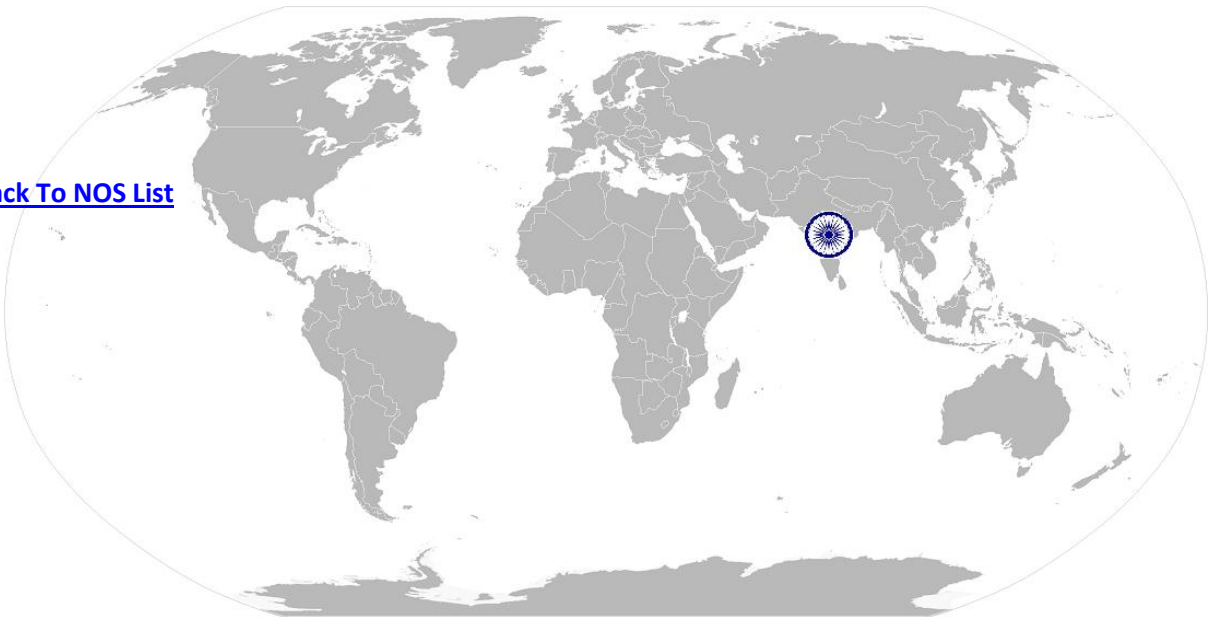
	<p>KB5. Reporting requirements for shortage of storage space.</p> <p>KB6. Consequences of inaccurate recording and reporting of goods in receipt and storage.</p> <p>KB7. What equipment is required for the delivery and movement of goods into storage.</p> <p>KB8. The operations and function of the handling equipment.</p> <p>KB9. Fault finding procedures and reporting requirements.</p> <p>KB10. Work health and safety requirements in the delivery and storage areas.</p> <p>KB11. Security systems in place for loss prevention.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills,
	<p>On the job the individual needs to be able to:</p> <p>SA1. Complete documentation accurately.</p> <p>SA2. Write simple reports when required.</p>
	Reading Skills
	<p>On the job the individual needs to be able to:</p> <p>SA3. Read information accurately.</p> <p>SA4. Read and interpret data sheets.</p>
	Oral Communication (Listening and Speaking skills)
B. Professional Skills	Decision Making
	<p>On the job the individual needs to be able to:</p> <p>SB1. Make appropriate decisions regarding the responsibilities of the job role.</p>

	Plan and Organize
	On the job the individual needs to be able to:
	SB2. Plan and schedule routines.
	Customer Centricity
	On the job the individual needs to be able to:
	SB3. Build relationships with internal and external customers.
	Problem Solving
	On the job the individual needs to be able to identify and respond to:
	SB4. Breakdowns and malfunction of equipment.
	SB5. Unsafe and hazardous working conditions.
SB6. Security breaches	
Analytical Thinking	
Not Applicable	
Critical Thinking	
Not Applicable	

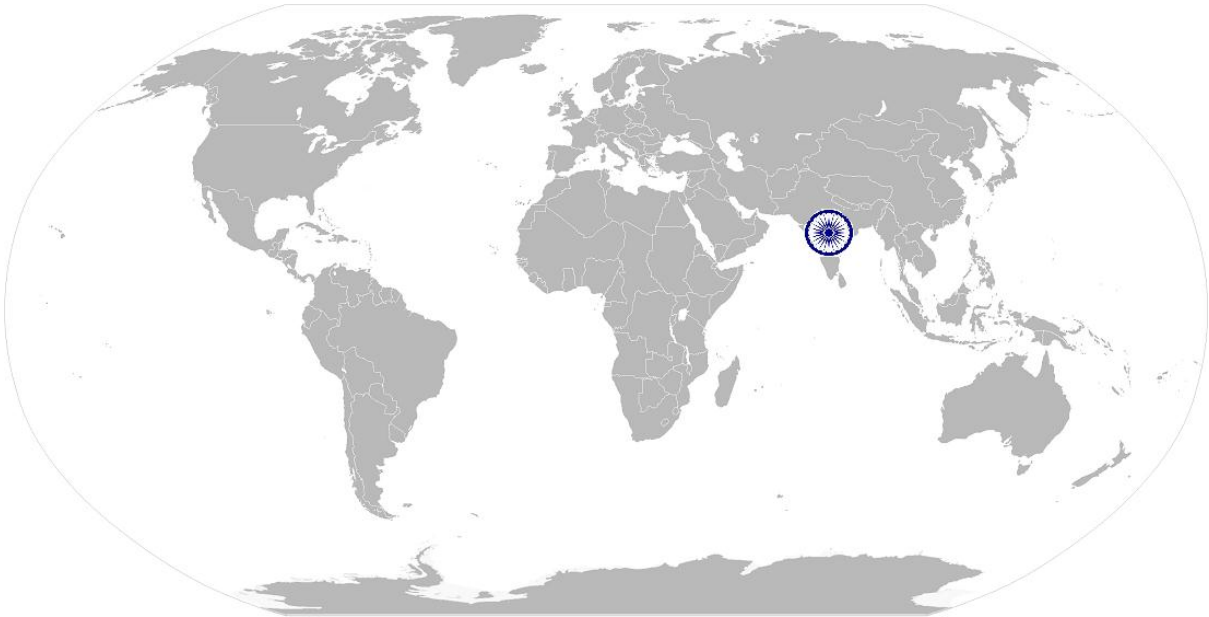
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NOS Code	RAS / N0101		
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Industry Sub-sector	B2B & B2C	Last reviewed on	27/06/13
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[Back To NOS List](#)



National Occupational Standard



Overview

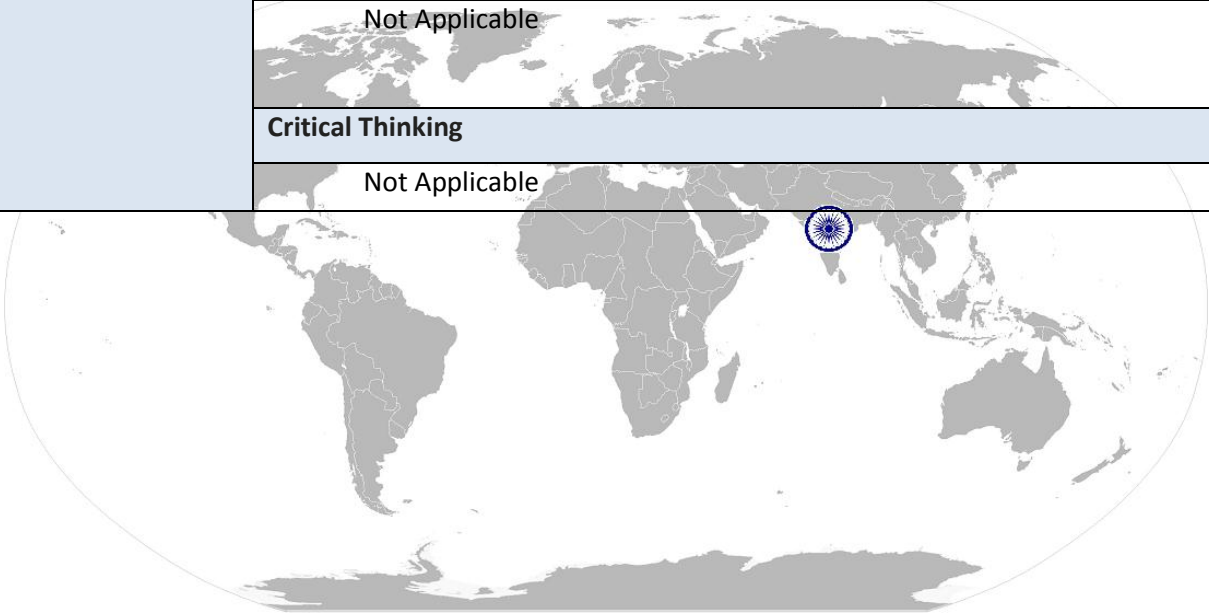
This NOS covers the skills and knowledge for an individual to deliver products to customers.

National Occupational Standard

Unit Code	RAS / N0102
Unit Title (Task)	Delivery of products to customers
Description	This OS describes the skills and knowledge required to deliver products to customers.
Scope	<p>This unit applies to individuals to deliver products to customers in retail operations.</p> <ul style="list-style-type: none"> • Delivery of products to customers. <p>The role may be performed in a range of Retail Operations</p> <ul style="list-style-type: none"> • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Delivery of products to customers.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check that you have all the products you are due to deliver.</p> <p>PC2. Check you have the equipment and paperwork needed for the delivery.</p> <p>PC3. Check that you have all the delivery details you need and that you know how to get to the delivery address.</p> <p>PC4. Plan a schedule of deliveries which makes the best use of time and other resources.</p> <p>PC5. Check that you have enough fuel for your delivery schedule and follow company procedures for getting more fuel if needed.</p> <p>PC6. Transport products and equipment safely and securely.</p> <p>PC7. Deliver products at the times agreed with the customer.</p> <p>PC8. Take action in line with company procedures if you expect to arrive at the customer's premises early or late.</p> <p>PC9. Follow company procedures for ensuring that deliveries are left only with individuals who may legally receive them.</p> <p>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.</p> <p>PC11. Unload orders safely and in ways which protect the orders from damage.</p> <p>PC12. Treat the customer courteously throughout the delivery process.</p> <p>PC13. Update records of delivery and non-delivery promptly and in line with company procedures.</p>

Knowledge and Understanding (K)	
B. Organizational Context (Knowledge of the company / organization and its processes)	<p>On the job the individual needs to apply knowledge of:</p> <p>KA1. How to check that you have all the products you are due to deliver.</p> <p>KA2. How to check that you have enough fuel for your delivery schedule, and company procedures for getting more fuel if needed.</p> <p>KA3. Why it is important to deliver products at the times agreed with customers.</p> <p>KA4. The company procedures to follow if you expect to arrive at the customer's premises early or late.</p> <p>KA5. Relevant legal restrictions on who can receive delivery.</p> <p>KA6. The company procedures to follow when no one is available who can receive the delivery and when the customer rejects the delivery.</p> <p>KA7. Why it is important to treat customers courteously, and how to do this.</p> <p>KA8. The records to keep of deliveries and non-deliveries and company procedures for completing these.</p>
B. Technical Knowledge	<p>On the job the individual needs to apply knowledge of:</p> <p>KB1. How to transport products and equipment safely and securely.</p> <p>KB2. The importance of planning an efficient delivery schedule and how to do this.</p> <p>KB3. How to unload goods safely and in ways which protect goods from damage.</p>
Skills (S)	
C. Core Skills/ Generic Skills	Writing Skills,
	<p>On the job the individual needs to be able to:</p> <p>SA1. Complete documentation accurately.</p> <p>SA2. Write simple reports when required.</p>
	Reading Skills
	<p>On the job the individual needs to be able to:</p> <p>SA3. Read information accurately.</p> <p>SA4. Read and interpret data sheets.</p>
	Oral Communication (Listening and Speaking skills)
	<p>On the job the individual needs to be able to:</p> <p>SA5. Follow instructions accurately.</p> <p>SA6. Use gestures or simple words to communicate where language barriers exist.</p> <p>SA7. Use questioning to minimise misunderstandings.</p> <p>SA8. Display courteous and helpful behaviour at all times.</p>
D. Professional Skills	Decision Making
	<p>On the job the individual needs to be able to:</p> <p>SB1. Make appropriate decisions regarding the responsibilities of the job role.</p>

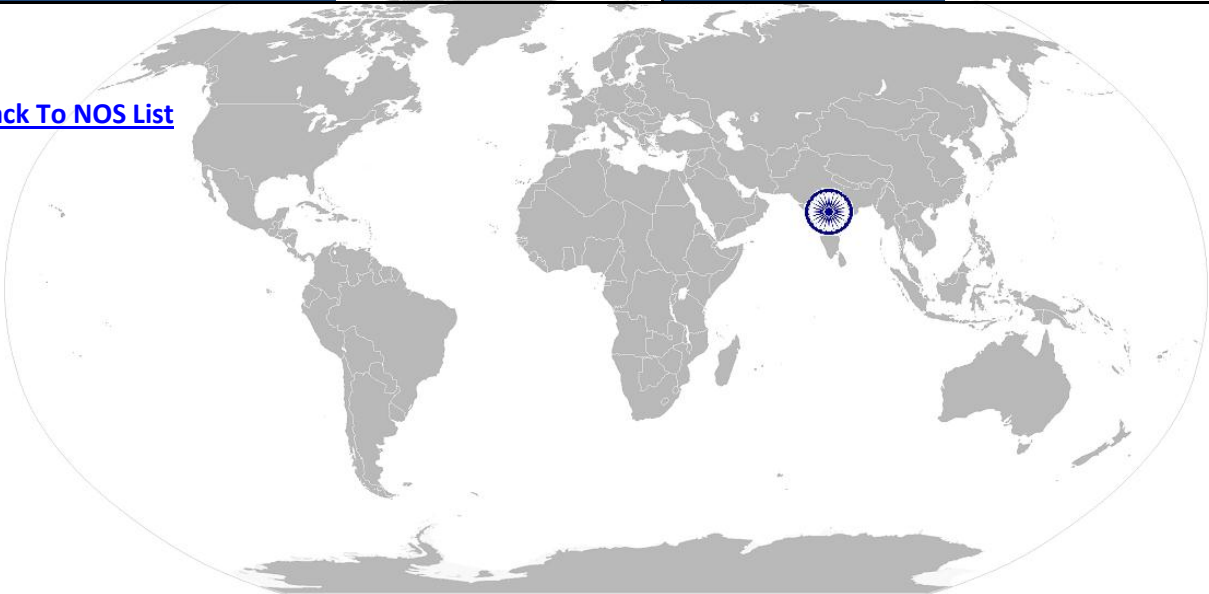
	Plan and Organize
	On the job the individual needs to be able to: SB2. Plan and schedule routines.
	Customer Centricity
	On the job the individual needs to be able to: SB3. Build relationships with internal and external customers.
	Problem Solving
	On the job the individual needs to be able to identify and respond to: SB4. Breakdowns and malfunction of equipment. SB5. Unsafe and hazardous working conditions. SB6. Security breaches.
	Analytical Thinking
	Not Applicable
	Critical Thinking
	Not Applicable



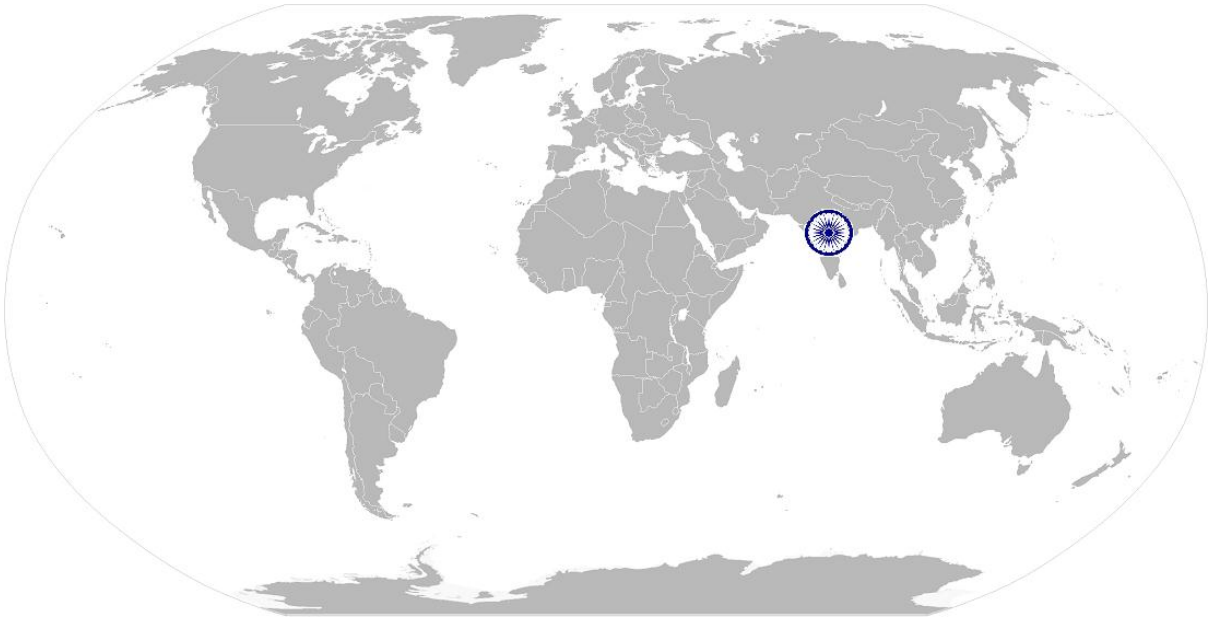
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Industry Sub-sector	B2B & B2C	Last reviewed on	27/06/13
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[Back To NOS List](#)




National Occupational Standard



Overview


This NOS covers the skills and knowledge for an individual to be proficient in maintaining required levels of stock in retail operations.

National Occupational Standard	Unit Code	RAS / N0103
	Unit Title (Task)	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	<p>This unit applies to individuals to maintain required levels of stock in retail operations.</p> <ul style="list-style-type: none"> • Check Stock Levels • Fill shelves <p>The role may be performed in a range of Retail Operations</p> <ul style="list-style-type: none"> • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores 
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Check Stock Levels	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check existing stock levels accurately and in line with instructions and company procedures.</p> <p>PC2. Ask the right person for advice if instructions for checking stock are not clear.</p> <p>PC3. Spot unsaleable stock and promptly tell the right person.</p> <p>PC4. Check stock levels in ways that do not disturb other people any more than needed.</p> <p>PC5. Update stock records accurately and in line with company procedures.</p>	

Fill shelves	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow instructions for positioning stock. PC2. Promptly ask the right person for advice if instructions for positioning stock are not clear. PC3. Handle stock in ways that protect your own and other people's safety. PC4. Handle stock in ways that protect stock, equipment and premises from being damaged. PC5. Fill shelves in ways that do not disturb other people any more than needed. PC6. promptly clean and tidy your work area when you have finished.</p>
Knowledge and Understanding (K)	
C. Organizational Context (Knowledge of the company / organization and its processes)	<p>On the job the individual needs to apply organisational knowledge of:</p> <p>KA1. Company procedures for updating stock records. KA2. Company procedures for checking stock levels. KA3. Instructions and procedures for checking stock levels. KA4. Accurate and up-to-date stock checks and records are important. KA5. Check stock accurately. KA6. Recognise unsaleable stock when you are checking stock levels. KA7. Stock needs positioning accurately. KA8. Safety risks of handling stocks.</p>
B. Technical Knowledge	<p>On the job the individual needs to apply technical knowledge of</p> <p>KB1. Handle stock without risking your own or other people's safety. KB2. Ways of handling stock so that stock, premises and equipment are not damaged. KB3. The lifecycle of perishable products in storage (if applicable). KB4. Reporting requirements for shortage of storage space. KB5. The operations and function of the handling equipment. KB6. Fault finding procedures and reporting requirements. KB7. Health, Safety & Environmental requirement. KB8. Security systems in place for loss prevention.</p>
Skills (S)	
E. Core Skills/ Generic Skills	<p>Writing Skills,</p> <p>On the job the individual needs to be able to:</p> <p>SA1. Complete receiving and storage documentation accurately. SA2. Write simple reports when required.</p>

	<p>Reading Skills</p> <p>On the job the individual needs to be able to:</p> <p>SA3. Read delivery information in order to set up the correct receiving structures and storage requirements.</p> <p>SA4. Read and interpret data safety sheets for perishable products.</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>On the job the individual needs to be able to:</p> <p>SA5. Follow instructions accurately.</p> <p>SA6. Use gestures or simple words to communicate where language barriers exist.</p> <p>SA7. Use questioning to minimise misunderstandings.</p> <p>SA8. Display courteous and helpful behaviour at all times.</p>
F. Professional Skills	<p>Decision Making</p> <p>On the job the individual needs to be able to:</p> <p>SB1. Make appropriate decisions regarding the responsibilities of the job role.</p>
	<p>Plan and Organize</p> <p>On the job the individual needs to be able to:</p> <p>SB2. Plan and schedule receipt and movement of goods.</p>
	<p>Customer Centricity</p> <p>On the job the individual needs to be able to:</p> <p>SB3. Build relationships with internal and external customers.</p>
	<p>Problem Solving</p> <p>On the job the individual needs to be able to identify and respond to:</p> <p>SB4. Over or under supply of goods.</p> <p>SB5. Multiple deliveries at the same time.</p> <p>SB6. Breakdowns and malfunction of equipment.</p> <p>SB7. Unsafe and hazardous working conditions.</p> <p>SB8. Security breaches.</p>
	<p>Analytical Thinking</p> <p>On the job the individual needs to be able to:</p> <p>SB9. Calculate totals of goods accurately to determine over or under goods.</p>
	<p>Critical Thinking</p> <p>On the job the individual needs to be able to:</p> <p>SB10. Determine the impact of any discrepancy and action as appropriate.</p>

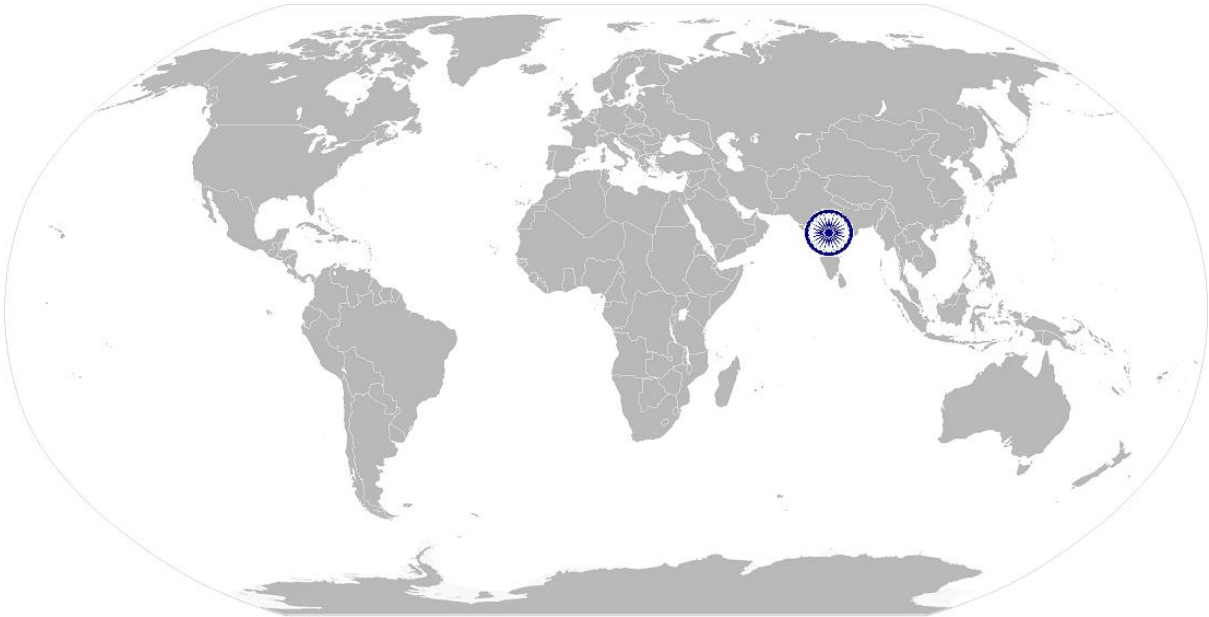
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[Back To NOS List](#)

National Occupational Standard



Overview

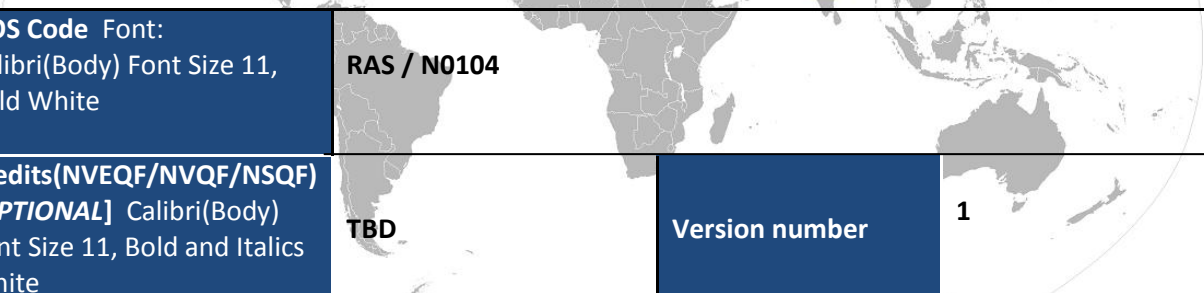
This NOS covers the skills and knowledge for an individual to maintain adequate stocks levels for sale.

National Occupational Standard	Unit Code	RAS / N0104
	Unit Title (Task)	Maintain adequate stocks levels for sale.
	Description	This OS describes the skills and knowledge required to effectively maintain adequate stocks levels for sale.
	Scope	<p>This unit applies to individuals to maintain adequate stocks levels for sale in retail operations.</p> <ul style="list-style-type: none"> • Check the level of stock on sale • Replenish stock on sale <p>The role may be performed in a range of Retail Operations</p> <ul style="list-style-type: none"> • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores 
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Check the level of stock on sale	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.</p> <p>PC2. Check stock so that there will be enough time to replace stocks before they run out.</p> <p>PC3. Check stock levels at suitable intervals.</p> <p>PC4. Inform promptly when stock needs replacing.</p> <p>PC5. Notice when stock has passed its expiry date and promptly remove it from sale and update the stock control system.</p>	
Replenish stock on sale	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Order enough stock to maintain the correct levels promptly clean and tidy your work area when you have finished.</p> <p>PC2. Prepare stock for sale within the time allowed.</p> <p>PC3. Arrange for stock to be moved to the sales floor when it is needed.</p> <p>PC4. Rotate stock correctly and with the least possible disturbance to other people.</p> <p>PC5. Follow company procedures for getting rid of packaging waste.</p> <p>PC6. Update the stock control system promptly, accurately and completely.</p> <p>PC7. Notice changes in demand for stock and decide what stock levels are suitable.</p> <p>PC8. Suggest realistic changes and give reasons for your recommendations.</p>	

Knowledge and Understanding (K)	
D. Organizational Context (Knowledge of the company / organization and its processes)	<p>On the job the individual needs to apply organisational knowledge of:</p> <p>KA1. Factors that can affect demand for stock, and how to work out how often to check stock levels.</p> <p>KA2. Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.</p> <p>KA3. Identify stock with expired date codes.</p> <p>KA4. Update the stock control system to reflect changes in stock levels.</p> <p>KA5. Company procedures for getting rid of packaging waste.</p> <p>KA6. Regularly check demand for stock.</p>
B. Technical Knowledge	<p>On the job the individual needs to apply technical knowledge of</p> <p>KB1. How to use the stock control system to identify the types and quantities of stock to order.</p> <p>KB2. Prepare and send orders for stock accurately and at the right times.</p>
Skills (S)	
G. Core Skills/ Generic Skills	Writing Skills,
	<p>On the job the individual needs to be able to:</p> <p>SA1. Complete receiving and storage documentation accurately.</p> <p>SA2. Write simple reports when required.</p>
	Reading Skills
	<p>On the job the individual needs to be able to:</p> <p>SA3. Read delivery information in order to set up the correct receiving structures and storage requirements.</p> <p>SA4. Read and interpret data safety sheets for perishable products.</p>
H. Professional Skills	Oral Communication (Listening and Speaking skills)
	<p>On the job the individual needs to be able to:</p> <p>SA5. Follow instructions accurately.</p> <p>SA6. Use gestures or simple words to communicate where language barriers exist.</p> <p>SA7. Use questioning to minimise misunderstandings.</p> <p>SA8. Display courteous and helpful behaviour at all times.</p>
H. Professional Skills	Decision Making
	<p>On the job the individual needs to be able to:</p> <p>SB1. Make appropriate decisions regarding the responsibilities of the job role.</p>
	Plan and Organize
	<p>On the job the individual needs to be able to:</p> <p>SB2. Plan and schedule receipt and movement of goods.</p>
	Customer Centricity
	<p>On the job the individual needs to be able to:</p> <p>SB3. Build relationships with internal and external customers.</p>

	Problem Solving
	On the job the individual needs to be able to identify and respond to: SB4. Over or under supply of goods. SB5. Multiple deliveries at the same time. SB6. Breakdowns and malfunction of equipment. SB7. Unsafe and hazardous working conditions. SB8. Security breaches.
	Analytical Thinking
	On the job the individual needs to be able to: SB9. Calculate totals of goods accurately to determine over or under goods.
	Critical Thinking
	On the job the individual needs to be able to: SB10. Determine the impact of any discrepancy and action as appropriate.

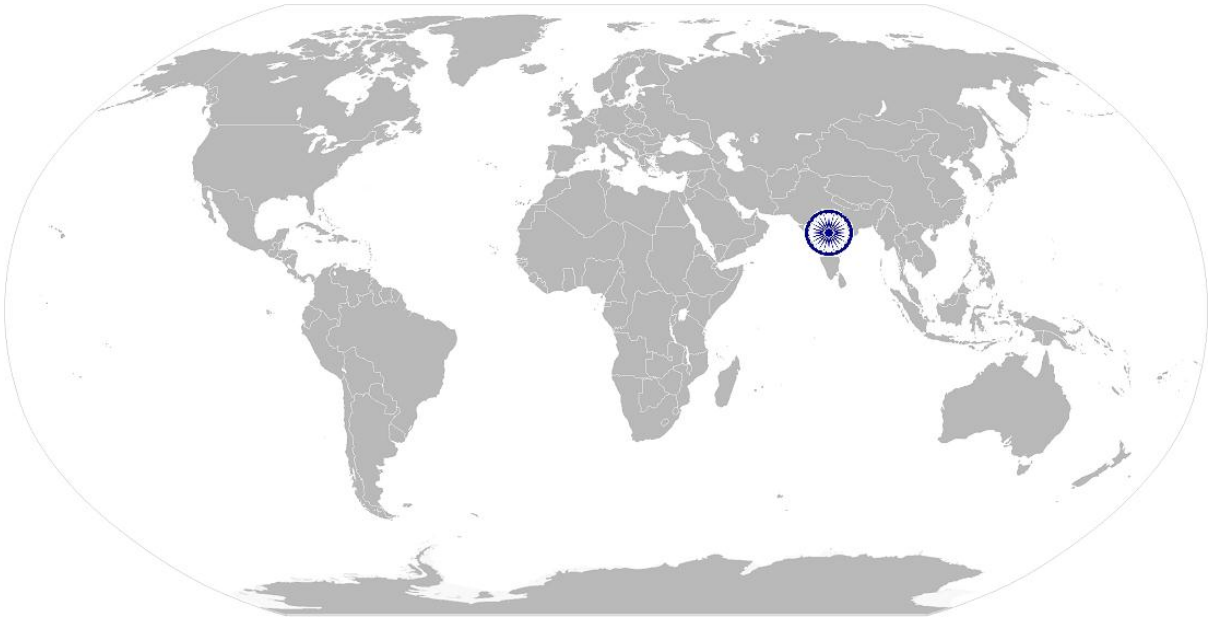
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[Back To NOS List](#)

National Occupational Standard



Overview

This NOS covers the skills and knowledge for an individual to maintain health and safety.

National Occupational Standard	Unit Code	RAS / N0121
	Unit Title (Task)	Maintain health and safety
	Description	This OS describes the skills and knowledge required to to maintain health and safety.
	Scope	<p>This unit applies to individuals to maintain health and safety in retail operations.</p> <ul style="list-style-type: none"> Identify and report accidents and emergencies Protect health and safety as you work Lift and handle goods safely <p>The role may be performed in a range of Retail Operations</p> <ul style="list-style-type: none"> Department Store Supermarket Specialty Store Fresh Food stores Quick Service Food Stores
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Identify and report accidents and emergencies	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Notice and correctly identify accidents and emergencies.</p> <p>PC2. Get help promptly and in the most suitable way.</p> <p>PC3. Follow company policy and procedures for preventing further injury while waiting for help to arrive.</p> <p>PC4. Act within the limits of your responsibility and authority when accidents and emergencies arise.</p> <p>PC5. Promptly follow instructions given by senior staff and the emergency services.</p>	
Protect health and safety as you work	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow company procedures and legal requirements for reducing health and safety risks as far as possible while you work.</p> <p>PC2. Use safety equipment correctly and in the right situations.</p> <p>PC3. Get advice and help from the right people when you are concerned about your ability to work safely.</p>	

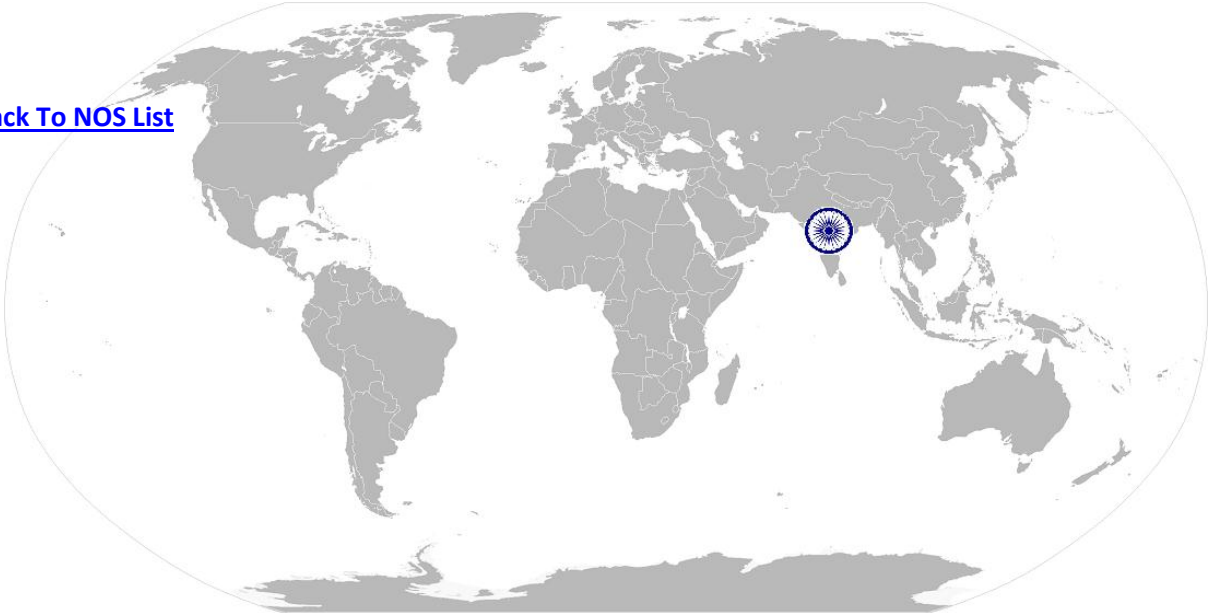
Lift and handle goods safely	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Take suitable safety measures before lifting to protect yourself and other people.</p> <p>PC2. Use approved lifting and handling techniques.</p> <p>PC3. Check that any equipment you need to use is fit for use.</p> <p>PC4. Use lifting and handling equipment in line with company guidelines and manufacturers' instructions.</p> <p>PC5. Plan a safe and efficient route for moving goods.</p> <p>PC6. Make sure that you understand your responsibilities when you ask others to help in lifting and handling operations.</p>
Knowledge and Understanding (K)	
<p>E. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>On the job the individual needs to apply knowledge of:</p> <p>KA1. The types of accident and emergency that tend to happen in stores and why they happen.</p> <p>KA2. Getting help in the event of an accident or emergency.</p> <p>KA3. Action you can safely and usefully take while waiting for help to arrive.</p> <p>KA4. Health and safety risk that can arise in a store environment.</p> <p>KA5. Company procedures and legal requirements for reducing health and safety risks as far as possible while you work.</p> <p>KA6. Following health and safety procedures.</p> <p>KA7. Safety equipment you need to use and why you need to use it.</p> <p>KA8. What you can lift safely.</p> <p>KA9. Weight of the loads you are asked to lift.</p> <p>KA10. Company guidelines for not lifting more than safe loads.</p> <p>KA11. Planning your route when moving goods including the types of obstacles to look for and how to remove or avoid them.</p> <p>KA12. Company guidelines and manufacturers' instructions for using lifting and handling equipment.</p>
<p>B. Technical Knowledge</p>	<p>On the job the individual needs to apply technical knowledge of</p> <p>KB1. Approved techniques for safe handling and lifting.</p> <p>KB2. Approved procedures for using safety equipment.</p>
Skills (S)	
<p>I. Core Skills/ Generic Skills</p>	<p>Writing Skills,</p> <p>On the job the individual needs to be able to:</p> <p>SA1. Complete documentation accurately.</p> <p>SA2. Write simple reports when required.</p> <hr/> <p>Reading Skills</p> <p>On the job the individual needs to be able to:</p> <p>SA3. Read information accurately.</p> <p>SA4. Read and interpret data sheets.</p>

	Oral Communication (Listening and Speaking skills)
	On the job the individual needs to be able to: SA5. Follow instructions accurately. SA6. Use gestures or simple words to communicate where language barriers exist. SA7. Use questioning to minimise misunderstandings. SA8. Display courteous and helpful behaviour at all times.
J. Professional Skills	Decision Making
	On the job the individual needs to be able to: SB9. Make appropriate decisions regarding the responsibilities of the job role.
	Plan and Organize
	On the job the individual needs to be able to: SB10. Plan and schedule routines.
	Customer Centricity
	On the job the individual needs to be able to: SB11. Build relationships with internal and external customers.
	Problem Solving
	On the job the individual needs to be able to identify and respond to: SB12. Breakdowns and malfunction of equipment. SB13. Unsafe and hazardous working conditions. SB14. Security breaches.
	Analytical Thinking
	Not Applicable
Critical Thinking	
Not Applicable	

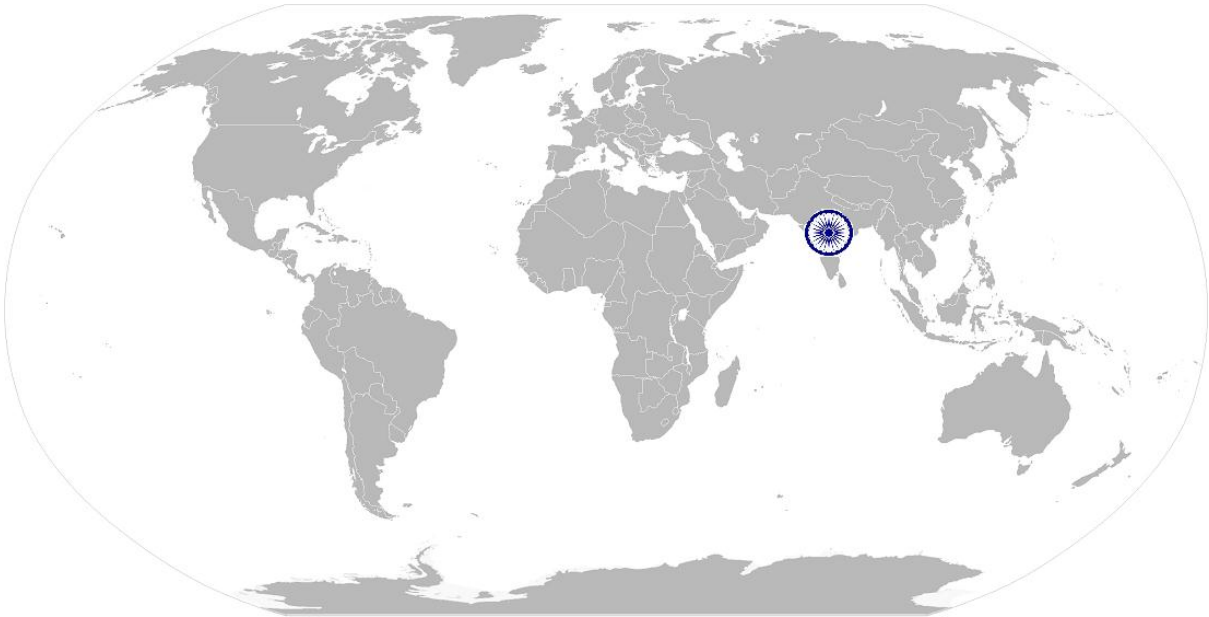
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Credits(NVEQF/NVQF/NSQF) [<i>OPTIONAL</i>] Calibri(Body) Font Size 11, Bold and Italics White	TBD	Version number	1
Industry	Retail	Drafted on	20/04/13
Industry Sub-sector	B2B & B2C	Last reviewed on	27/06/13
		Next review date	27/06/14

[Back To NOS List](#)



National Occupational Standard



Overview

This NOS covers the skills and knowledge for an individual to create a positive image of self & organisation in the customers mind.

National Occupational Standard	Unit Code	RAS / N0130
	Unit Title (Task)	Create a positive image of self & organisation in the customers mind
	Description	This OS describes the skills and knowledge required to create a positive image of self & organisation in the customers mind.
	Scope	<p>This unit applies to individuals to create a positive image of self & organisation in the customers mind in retail operations.</p> <ul style="list-style-type: none"> • Establish effective rapport with customers • Respond appropriately to customers • Communicate information to customers <p>The role may be performed in a range of Retail Operations</p> <ul style="list-style-type: none"> • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Establish effective rapport with customers	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Meet your organisation's standards of appearance and behaviour.</p> <p>PC2. Greet your customer respectfully and in a friendly manner.</p> <p>PC3. Communicate with your customer in a way that makes them feel valued and respected.</p> <p>PC4. Identify and confirm your customer's expectations.</p> <p>PC5. Treat your customer courteously and helpfully at all times.</p> <p>PC6. Keep your customer informed and reassured.</p> <p>PC7. Adapt your behaviour to respond effectively to different customer behaviour.</p>	

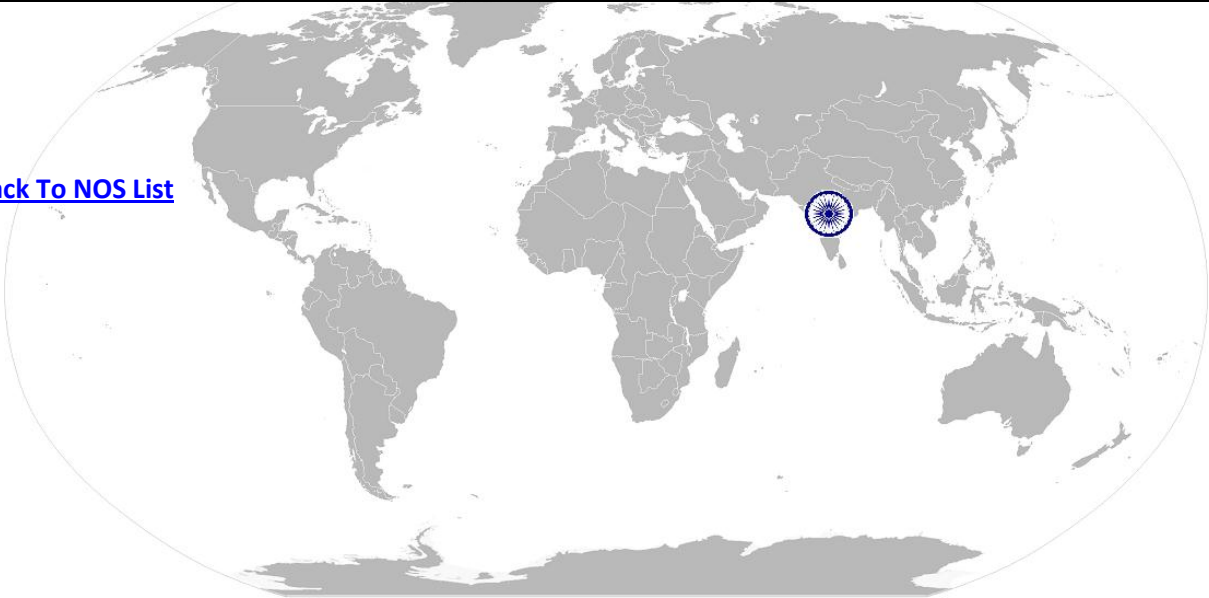
Respond appropriately to customers	To be competent, the user/individual on the job must be able to: PC1. Respond promptly to a customer seeking assistance. PC2. Select the most appropriate way of communicating with your customer. PC3. Check with your customer that you have fully understood their expectations. PC4. Respond promptly and positively to your customers' questions and comments. PC5. Allow your customer time to consider your response and give further explanation when appropriate.
Communicate information to customers	To be competent, the user/individual on the job must be able to: PC1. Quickly locate information that will help your customer. PC2. Give your customer the information they need about the services or products offered by your organisation. PC3. Recognise information that your customer might find complicated and check whether they fully understand. PC4. Explain clearly to your customers any reasons why their needs or expectations cannot be met.
Knowledge and Understanding (K)	
F. Organizational Context (Knowledge of the company / organization and its processes)	On the job the individual needs to apply knowledge of: KA1. Organisation's standards for appearance and behaviour. KA2. Organisation's guidelines for how to recognise what your customer wants and respond appropriately. KA3. Organisation's rules and procedures regarding the methods of communication you use. KA4. Recognising when a customer is angry or confused. KA5. Organisation's standards for timeliness in responding to customer questions and requests for information.
B. Technical Knowledge	Not Applicable
Skills (S)	
K. Core Skills/ Generic Skills	Writing Skills, On the job the individual needs to be able to: SA1. Complete documentation accurately. SA2. Write simple reports when required.

	Reading Skills
	On the job the individual needs to be able to: SA3. Read information accurately. SA4. Read and interpret data sheets.
	Oral Communication (Listening and Speaking skills)
	On the job the individual needs to be able to: SA5. Follow instructions accurately. SA6. Use gestures or simple words to communicate where language barriers exist. SA7. Use questioning to minimise misunderstandings. SA8. Display courteous and helpful behaviour at all times.
L. Professional Skills	Decision Making
	On the job the individual needs to be able to: SB1. Make appropriate decisions regarding the responsibilities of the job role.
	Plan and Organize
	On the job the individual needs to be able to: SB2. Plan and schedule routines.
	Customer Centricity
	On the job the individual needs to be able to: SB3. Build relationships with internal and external customers.
	Problem Solving
	On the job the individual needs to be able to identify and respond to: SB4. Breakdowns and malfunction of equipment. SB5. Unsafe and hazardous working conditions. SB6. Security breaches.
	Analytical Thinking
	Not Applicable
Critical Thinking	
Not Applicable	

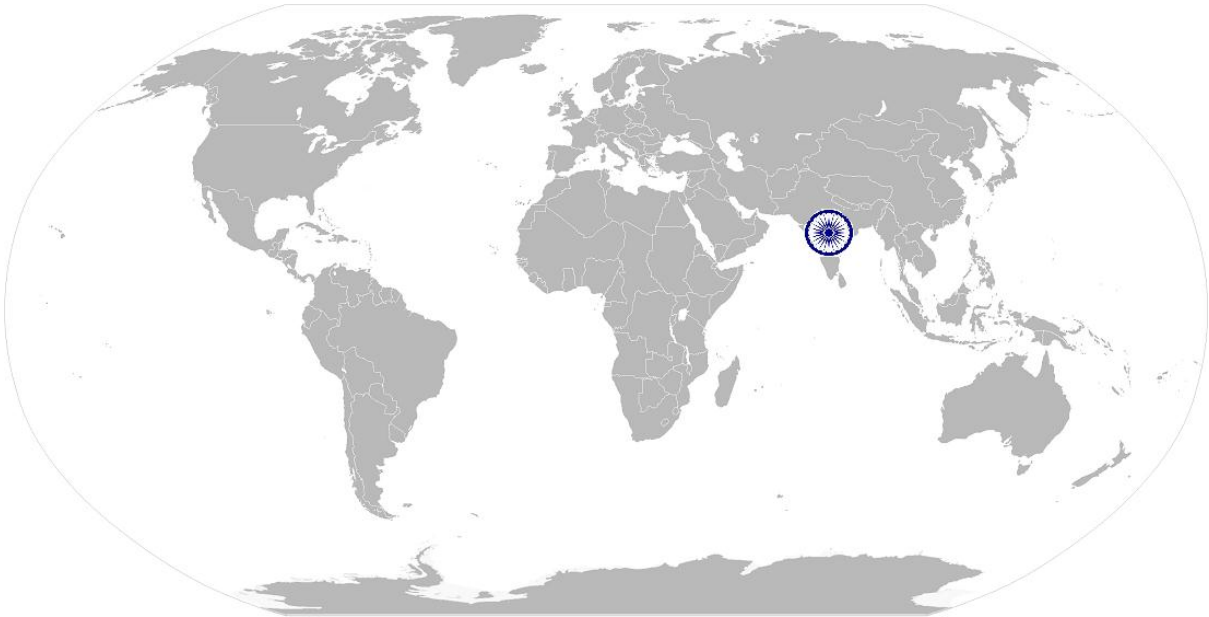
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Credits(NVEQF/NVQF/NSQF) [OPTIONAL] Calibri(Body) Font Size 11, Bold and Italics White	TBD	Version number	1
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[Back To NOS List](#)



National Occupational Standard



Overview

This NOS covers the skills and knowledge for an individual to be proficient to work effectively in a Retail Team.

National Occupational Standard	Unit Code	RAS / N0137
	Unit Title (Task)	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	<p>This unit applies to individuals in a Retail environment who are required within their job role to work as part of a team or to work cooperatively with other teams where no reporting relationship is in place.</p> <p>Requirement of this role would include but not be limited to:</p> <ul style="list-style-type: none"> • Interaction with team members • Cooperation with other teams • Supporting and guiding team activities <p>The role may be performed in a range of Retail Environments such as:</p> <ul style="list-style-type: none"> • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores • Distribution Centre • Shopping Mall
Performance Criteria		
Element	Performance Criteria	
Support the work team	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Display courteous and helpful behaviour at all times.</p> <p>PC2. Take opportunities to enhance the level of assistance offered to colleagues.</p> <p>PC3. Meet all reasonable requests for assistance within acceptable workplace timeframes.</p> <p>PC4. Complete allocated tasks as required.</p> <p>PC5. Seek assistance when difficulties arise.</p> <p>PC6. Use questioning techniques to clarify instructions or responsibilities.</p> <p>PC7. Identify and display a non discriminatory attitude in all contacts with customers and other staff members.</p>	

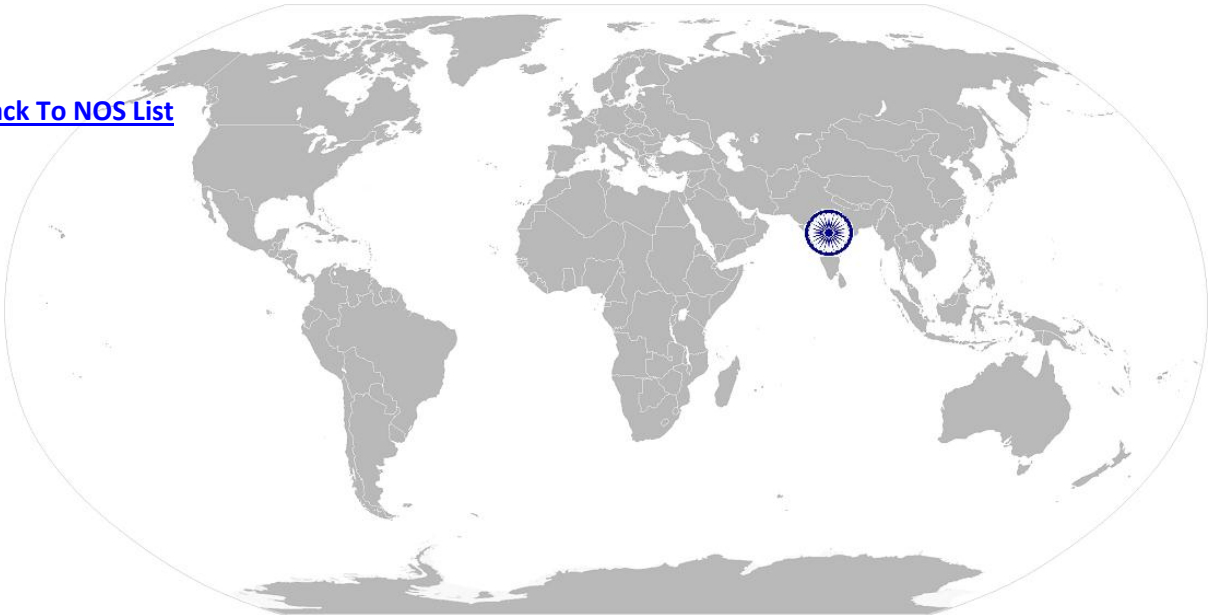
<p>Maintain personal presentation</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.</p> <p>PC2. Follow personal hygiene procedures according to organisational policy.</p>
<p>Develop effective work habits</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.</p> <p>PC2. Interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying.</p> <p>PC3. Ask questions to seek and clarify workplace information.</p> <p>PC4. Plan and organise daily work routine within the scope of the job role.</p> <p>PC5. Prioritise and complete tasks according to required timeframes.</p> <p>PC6. Identify work and personal priorities and achieve a balance between competing priorities.</p>
<p>Knowledge and Understanding (K)</p>	
<p>G. Organizational Context</p>	<p>On the job the individual needs to apply organisational knowledge of:</p> <p>KA1. The policies and procedures relating to the job role.</p> <p>KA2. The value system of the organisation.</p> <p>KA3. Employee rights and obligations.</p> <p>KA4. The reporting hierarchy and escalation matrix.</p>
<p>B. Technical Knowledge</p>	<p>On the job the individual needs to apply technical knowledge of communication and interpersonal skills to:</p> <p>KB1. Ask questions to identify and confirm requirements.</p> <p>KB2. Follow routine instructions through clear and direct communication.</p> <p>KB3. Use language and concepts appropriate to cultural differences.</p> <p>KB4. Use and interpret non-verbal communication.</p> <p>KB5. The scope of information or materials required within the parameters of the job role.</p> <p>KB6. Consequences of poor team participation on job outcomes.</p> <p>KB7. Work health and safety requirements.</p>
<p>Skills (S)</p>	
<p>M. Core Skills/ Generic Skills</p>	<p>Writing Skills,</p> <p>On the job the individual needs to be able to:</p> <p>SA1. Complete workplace documentation accurately.</p> <p>Reading Skills</p>

	<p>On the job the individual needs to be able to:</p> <p>SA2. Read and interpret workplace documentation.</p> <p>SA3. Read and interpret organisational policies and procedures.</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>On the job the individual needs to be able to:</p> <p>SA4. Follow instructions accurately.</p> <p>SA5. Use gestures or simple words to communicate where language barriers exist.</p> <p>SA6. Use questioning to minimise misunderstandings.</p> <p>SA7. Display courteous and helpful behaviour at all times.</p>
N. Professional Skills	Decision Making
	N/A
	Plan and Organize
	<p>On the job the individual needs to be able to:</p> <p>SB1. Plan and schedule time personal management.</p>
	Customer Centricity
	<p>On the job the individual needs to be able to:</p> <p>SB2. Build relationships with internal and external team members.</p>
	Problem Solving
	<p>On the job the individual needs to be able to identify and respond to:</p> <p>SB3. Ambiguity in directions and instructions.</p> <p>SB4. Breakdown in relationships within the team.</p> <p>SB5. Breakdowns in communications with other teams.</p>
	Analytical Thinking
	<p>On the job the individual needs to be able to:</p> <p>N/A</p>
Critical Thinking	
<p>On the job the individual needs to be able to:</p> <p>N/A</p>	

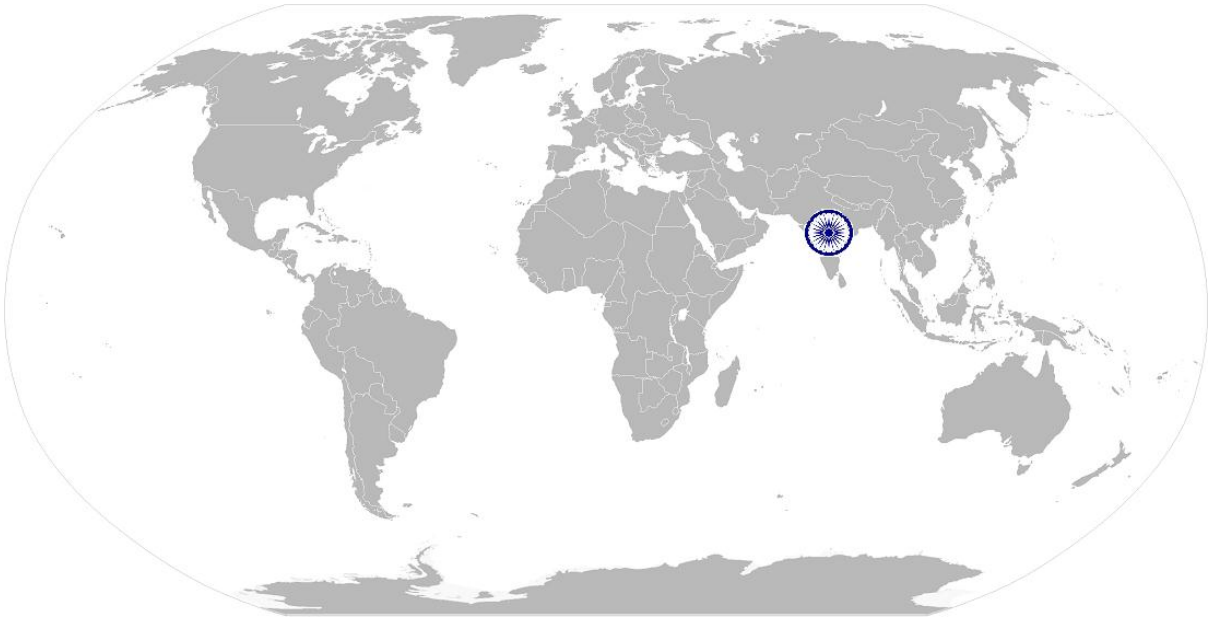
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[Back To NOS List](#)



National Occupational Standard




Overview

This NOS covers the skills and knowledge for an individual to work effectively in an organisation.

National Occupational Standard	Unit Code	RAS / N0138
	Unit Title (Task)	Work effectively in your organisation
	Description	This OS describes the skills and knowledge required to work effectively in an organisation.
	Scope	<p>This unit applies to individuals to work effectively in an organisation in retail operations.</p> <ul style="list-style-type: none"> • Support effective team working • Help plan and organise own learning • Help others learn <p>The role may be performed in a range of Retail Operations</p> <ul style="list-style-type: none"> • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Support effective team working	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Share work fairly with colleagues, taking account of your own and others' preferences, skills and time available.</p> <p>PC2. Make realistic commitments to colleagues and do what you have promised you will do.</p> <p>PC3. Let colleagues know promptly if you will not be able to do what you have promised and suggest suitable alternatives.</p> <p>PC4. Encourage and support colleagues when working conditions are difficult.</p> <p>PC5. Encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect.</p> <p>PC6. Follow the company's health and safety procedures as you work.</p>	

<p>Help plan and organise own learning</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Discuss and agree with the right people goals that are relevant, realistic and clear.</p> <p>PC2. Identify the knowledge and skills you will need to achieve your goals.</p> <p>PC3. Agree action points and deadlines that are realistic, taking account of your past learning experiences and the time and resources available for learning.</p> <p>PC4. Regularly check your progress and, when necessary, change the way you work.</p> <p>PC5. Ask for feedback on your progress from those in a position to give it, and use their feedback to improve your performance.</p>
<p>Help others learn</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Encourage colleagues to ask you for work-related information or advice that you are likely to be able to provide.</p> <p>PC2. Notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice.</p> <p>PC3. Give clear, accurate and relevant information and advice relating to tasks and procedures.</p> <p>PC4. Explain and demonstrate procedures clearly, accurately and in a logical sequence.</p> <p>PC5. Encourage colleagues to ask questions if they don't understand the information and advice you give them.</p> <p>PC6. Give colleagues opportunities to practise new skills, and give constructive feedback.</p> <p>PC7. Check that health, safety and security are not compromised when you are helping others to learn.</p> <p>PC8. Check that health, safety and security are not compromised when you are helping others to learn.</p>
<p>Knowledge and Understanding (K)</p>	
<p>H. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>On the job the individual needs to apply knowledge of:</p> <p>KA1. Team's purpose, aims and targets.</p> <p>KA2. Responsibility for contributing to the team's success.</p> <p>KA3. Colleagues' roles and main responsibilities.</p> <p>KA4. The importance of sharing work fairly with colleagues.</p> <p>KA5. Factors that can affect your own and colleagues' willingness to carry out work, including skills and existing workload.</p> <p>KA6. The importance of being a reliable team member.</p> <p>KA7. 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.</p> <p>KA8. 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.</p> <p>KA9. The importance of good working relations, and techniques for removing tension between colleagues.</p> <p>KA10. The importance of following the company's policies and procedures for health and safety, including setting a good example to colleagues.</p> <p>KA11. Who can help you set goals, help you plan your learning, and give you</p>

	<p>feedback about your progress.</p> <p>KA12. Identifying the knowledge and skills you will need to achieve your goals.</p> <p>KA13. Checking your progress.</p> <p>KA14. Adjusting plans as needed to meet goals.</p> <p>KA15. Asking for feedback on progress.</p> <p>KA16. Responding positively.</p> <p>KA17. Helping others to learn in the workplace.</p> <p>KA18. Working out what skills and knowledge you can usefully share with others.</p> <p>KA19. Health, safety and security risks that are likely to arise when people are learning on the job, and how to reduce these risks.</p>
B. Technical Knowledge	Not Applicable
Skills (S)	
O. Core Skills/ Generic Skills	Writing Skills,
	On the job the individual needs to be able to: SA1. Complete documentation accurately. SA2. Write simple reports when required. 
	Reading Skills
	On the job the individual needs to be able to: SA3. Read information accurately. SA4. Read and interpret data sheets.
	Oral Communication (Listening and Speaking skills)
	On the job the individual needs to be able to: SA5. Follow instructions accurately. SA6. Use gestures or simple words to communicate where language barriers exist. SA7. Use questioning to minimise misunderstandings. SA8. Display courteous and helpful behaviour at all times.
P. Professional Skills	Decision Making
	On the job the individual needs to be able to: SB1. Make appropriate decisions regarding the responsibilities of the job role.
	Plan and Organize
	On the job the individual needs to be able to: SB2. Plan and schedule routines.

	Customer Centricity
	On the job the individual needs to be able to: SB3. Build relationships with internal and external customers.
	Problem Solving
	On the job the individual needs to be able to identify and respond to: SB4. Breakdowns and malfunction of equipment. SB5. Unsafe and hazardous working conditions. SB6. Security breaches
	Analytical Thinking
	Not Applicable
Critical Thinking	
Not Applicable	



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Industry Sub-sector	B2B & B2C	Last reviewed on	27/06/13
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[Back To NOS List](#)

