RASCI
Retailers Association's
Skill Council of India

Facilitator Guide

Sector
Retail

Sub-Sector
Retail Operations

Occupation
Store Operations

Retail Store Operations Assistant

Reference ID: RAS/Q0101, Version 3.0
NSQF level: 2

> " Skilling is building a better India.
> If we have to move India towards
> development then Skill Development
> should be our mission. "

Shri Narendra Modi
Prime Minister of India

Acknowledgements

About this Guide

The facilitator guide (FG) for Retail Store Operations Assistant is primarily designed to facilitate skill development and training of people, who want to become professional retail store managers in various retail stores. The Facilitator Guide is aligned to the Qualification Pack (QP) and the National Occupational Standards (NOS) as drafted by the Retailers Association's Skill Council of India (RASCI) and ratified by National Skill Development Corporation (NSDC).

It includes the following National Occupational Standards (NOSs)-

1. RAS/N0101: Receive and store goods in retail operations
2. RAS/N0168: Prepare Products for Dispatch or Delivery
3. RAS/N0103: Maintain required levels of stock in back store and distribution Centre
4. RAS/N0104: Monitor and replenish stock on display for sale at retail store
5. RAS/N0121: Maintain Health and Safety -v2
6. DGT/VSQ/N0101: Employability Skills (30 Hours)

Post this training, the participants will be able to perform tasks as professional Retail Store Operations Assistant. We hope that this Facilitator Guide provides a sound learning support to our young friends to build a lucrative career in the Retail Skill Sector of our country.

Symbols Used

Ask	Explain	Elaborate	NOtes	Objectives	Do
Demonstrate	Activity	Team Activity	Facilitation Notes	Practical	Say
Resources	Example	Summary	Role Play	Learning Outcomes	

Table of Contents

Employability Skills is available at the following location :

https://www.skillindiadigital.gov.in/content/list

Scan the QR code below to access the ebook

1. Introduction to Retail

Additional Reading

Key Learning Outcomes

By the end of this module, the trainees will be able to:

1. State the meaning of retail.
2. Distinguish between the traditional and modern retail sectors.
3. Identify the traditional forms of retailing in India.
4. Discuss the features of retail formats.
5. Identify the departments and functions in a modern retailing operation.
6. Identify the components involved in the retail supply chain.
7. List the roles and responsibilities of a Store Operations Assistant (SOA).

Unit 1.1: Introduction to Retail

Unit Objectives

By the end of this unit, the trainees will be able to:

1. State the meaning of retail.
2. List the features and components of retail.
3. Identify the stages in the growth of the retail sector.
4. Discuss the reasons for the growth of retail in India.
5. Differentiate between the traditional and modern retail sectors.

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note

This is the first session of the program.Please introduce yourself, the program, and its purpose in detail. Welcome the trainees cordially to the session. Explainthat you will put them at ease by playing a game. This game is meant to break the ice between everyoneand get the trainees interested in the class.

Say

Good morning, participants, and a very warm welcome to this training program called 'Retail Store Operations assistant

Do

- Start by welcoming all the participants to the training program and conveying a message of encouragement.
- Thank all the participants for joining and being a part of this training program
- Introduce yourself briefly to participants, your name and background, and your role in the training program,
- Explain the rules of the game you will play as an "Ice Breaker."

Note

- Please ensure that while introducing yourself, you share at least one piece of personal information, such asyour hobbies, likes, dislikes, etc., with the participants. This will facilitate participation and exchange in manyways.
- Take a keen interest in understanding the needs and aspirations of the participants before actually conducting the training

Say

Before starting the training, let us introduce ourselves and get to know each other. We shall play a game.

Each of us will tell the class their name, hometown, hobbies, and special quality about themselves,starting with the 1st letter of their name. I will start with mine.

Activity

- Arrange the class in a semi-circle/circle.
- Say your name aloud and start playing the game with your name.
- Say, "Now, each of you shall continue with the game with your names till the last person in the circle/ semi-circle participates."
- Listen to and watch the trainees while they play the game.
- Ask questions and clarify if you cannot understand or hear a trainee.

Remember to:

- Discourage any queries related to one's financial status, genderorientation, or religious bias during the game
- Try recognising each trainee by their name because it is not recommended for a trainer to ask the name of a trainee during every interaction

Activity	Duration	Resources used
Ice Breaker	60 minutes	NA

Say

Did you all enjoy this activity? I hope you all had a good time during this icebreaker session. Now we are all well acquainted with each other. This will help us go ahead with our training session.

Note

Discuss the duties of a Retail Store Operations assistant, their scope of work, and their required qualitie

Say 💬

Good morning and welcome back to this training program, "Retail Store Operations assistant

Ask

Ask the participants the following questions:

• Does anybody know what is the meaning of retail is?
• Have you heard aboutthe barter system?

Write down the participants' answers on a whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

• Meanings of retail, retailing, and retailer
• Features of retailing
• Key components of a retail store
• Growth of Retail Sector
• Barter system
• Retail store- organised v/s unorganised
• Traditional and modern retail sector

Say 💬

Let us participate in a group discussion to explore the unit a little more.

Activity

• Conduct a group discussion in the class on the features of retailing
• Ask the participants what they have learned from this exercise
• Ask if they have any questions related to what they have talked about so far
• Close the discussion by summarising the importance of proper training for a Retail Store Operations assistant
• to comply with the organisational guidelines.

Activity	Duration (in mins)	Resources used

Say

Did you find the activity interesting? I hope you all enjoyed the session thoroughly.

Do

- Conduct a doubt clarification session, if needed.
- Jot down the crucial points on the whiteboard as the trainees speak.

Notes for Facilitation

- Ask the participants if they have any questions.
- Encourage other participants to answer.

Unit 1.2: Traditional and Modern Retail in India

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Describe the traditional retail scene in India.
2. Describe the emerging modern forms of retailing in India.

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note

In this unit, we will discuss the traditional retail scene in India and the emerging modern forms of retailing in India.

Say

Good morning and welcome back to this training program, "Retail Store Operations assistant

". Today we shall learn about the traditional retail scene in India and emerging modern forms of retailing in India.

Ask

Ask the participants the following questions:

• What are the different traditional forms of retailing in India?
• What are the types of markets in the emerging retail trends in India?

Write down the participants' answers on a whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

• Traditional forms of retailing in India
  o Kirana/mom-and-pop stores
  o Weekly bazaars/markets
  o Whole sale markets/mandis
  o Hawkers

- The emerging retail scene in India
  o Malls
  o Non-store retailing

Say

Let us participate in a group activity to explore the unit more.

Activity

- Divide the trainees into four groups
- Two groups will make a list and elaborate on the traditional forms of retailing in India
- The other two groups will make a list of the markets elaborating the emerging retail scene in India
- Each group will get a chart paper where they will write their answers.
- The students can use both texts as well as hand-drawn diagrams to represent their answers
- After the groups complete their work, collect all the charts and evaluate them

Activity	Duration	Resources used
Chart paper activity	60 minutes	Paper, Pen, Notebook, Chart paper, Sketch pens. Participant Handbook, etc.

Do

- Guide the trainees throughout the activity
- Ensure that all trainees participate in the activity.

Notes for Facilitation

- Answer all the queries/doubts raised by the trainees in the class
- Encourage other trainees to answer problems and boost peer learning in the class

Unit 1.3: Retail Formats

Unit Objectives

By the end of this unit, the trainees will be able to:

1. List the different retail formats.
2. Summaries the key features of retail formats.

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note

In this unit, we will identify the different retail formats and their key features of those.

Say

Good morning and welcome back to this training program, "Retail Store Operations assistant

. " Today, we shall learn about the different retail formats and the key features.

Ask

Ask the participants the following questions:

• What are the different types of retail formats?
• What are the features of the different types of retail formats?

Write down the participants' answers on a whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

• Retail format
• Types of retail formats
  o Standalone stores
  o Department stores
  o Discount stores
  o Speciality stores

- o Convenience stores
- o Supermarkets
- o Premium store/Lifestyle stores
- o Hypermarkets
- o Malls

Say

We will perform a role play based activity session to understand the usage of various interactive learning approaches Activity

- • Announce in the class that there will be a Think-Pair-Share activity
- • Give out a few questions to the class
- • Divide the learners into pairs and ask them to discuss the questions and come out with answers.
- • Topics:
    - o Meaning of retail format
    - o Types of retail format
- • Ask each learner pair (after the discussion) to share their answers with the entire class
- • For large classes, choose a certain number of pairs, depending on the time at hand

Activity	Duration	Resources used
Think-Pair-Share	60 minutes	Paper, Pen, Notebook, Chart paper, Sketch pens. Participant Handbook, etc.

Do

- • Ask the students to write the answer attentively
- • Ensure that all the trainees participate in the activity

Notes for Facilitation

- • Encourage peer learning
- • Answer all the doubts raised by the trainees in the class
- • Ensure that all the trainees answer every question listed in the participant handbook

Unit 1.4: Modern Retailing and You

Unit Objectives

By the end of this unit, the trainees will be able to:

1. List the departments and functions in a modern retailing operation.
2. Outline the structure of and roles in a front-end store operation.
3. Summarise the roles and responsibilities of a store operations assistant (SOA).
4. Discuss the challenges faced by an SOA at the workplace.

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note

In this unit, we will discuss the processes of identifying departments and functions in a modern retailing operation, the structure of and roles in a front-end store operation, the roles and responsibilities of an associate, the associate's interaction with other departments, challenges faced by an associate at the workplace.

Say

Good morning and welcome back to this training program, "Retail Store Operations assistant

. " Today, we shall learn about the modern retailing areas and the operations administered in these areas.

Ask

Ask the participants the following questions:

• What are the different departments in modern retailing?

• What are the roles in a store?

Write down the participants' answers on a whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

• Departments in modern retailing
  o Merchandising

- o   Warehousing
- o   Finance
- o   Projects
- o   Marketing
- o   Human resources
- Structure and roles in a store
- Store Operations Assistant- roles and responsibilities
- Challenges in Store Operations Assistant's role

Say

Let us participate in a group activity to explore the unit a little more.

Activity

- Divide the trainees into two groups
- The first group will make a list of departments in modern retailing
- The other group will make a list of the roles in a store
- Each group will get a chart paper where they will write their answers.
- The students can use both texts as well as hand-drawn diagrams to represent their answers
- After the groups complete their work, collect all the charts and evaluate them

Activity	Duration (in mins)	Resources used
Chart paper activity	30 minutes	Paper, Pen, Notebook, Chart paper, Sketch pens. Participant Handbook, etc.

Do

- Ensure that every trainee participates in the activity session
- Show the students the organisational structure of the organisation you are currently working with

Notes for Facilitation

- Ask the participants if they have any questions
- Encourage peer learning in the class

Unit 1.5: Role of Supply Chain System

Unit Objectives

By the end of this unit, the trainees will be able to:

1. State the meaning of supply and retail supply chain.
2. Identify the elements of a typical supply chain.
3. List the features of a supply chain.
4. Identify the factors that influence supply chain management.

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note

In this unit, we will discuss the State of the meaning of supply and retail supply chain, identify the elements of a typical supply chain, list the features of a supply chain, and identify the factors that influence supply chain management.

Say

Good morning and welcome back to this training program, "Retail Store Operations assistant

. " Today, we shall learn about the retail supply chain

Ask

Ask the participants the following questions:

- What are the Features of the supply chain?
- What are the factors that influence the retail supply chain?

Write down the participants' answers on a whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

- A typical retail supply chain
- Features of a supply chain
- Supply chain management
- Factors that influence retail supply chain
    - Technology based systems have raised the level of effectiveness
    - The last vital link—you
    - The store staff is the last vital link in the retail supply chain

Say

Let us participate in a group discussion to explore the unit a little more.

Activity

- Divide the trainees into five groups
- Provide each group with a chart paper
- Ask them to draw a diagram to illustrate four important components of a supply chain
- Ask them to make the diagram informative
- Display the best presentation in the class

Activity	Duration (in mins)	Resources used
Drawing Activity	60 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, chart paper, marker, ruler, pencil, sketch pens, etc.

Do

- Ask the students to raise questions regarding any confusion
- Ensure active participation of each student

Notes for Facilitation

- Ask the trainees if they have any questions
- Answer all the questions/doubts raised by the trainees in the class
- Encourage other trainees to answer queries/questions and boost peer learning in the class

Answers to Exercises for PHB

Answer the following questions by choosing the correct option:

1. French
2. Pop store
3. 500 to 2000
4. Premium store
5. Warehousing

Answer the following:

1. Refer – Unit 1.1: Introduction to retail
   1.1.2: Growth of retail sector

2. Refer – Unit 1.2: Traditional and modern retail in India
   1.2.1: Traditional forms of retailing in India

3. Refer – Unit 1.3: Retail Formats
   1.3.1 Retail Format

4. Refer - UNIT 1.4: Modern Retailing and You
   1.4.1 Departments in Modern Retailing

5. Refer - UNIT 1.5: Role of Supply Chain System
   1.5.2 Factors that Influence Retail Supply Chain

Scan the QR codes or click on the link to watch the related videos

www.youtube.com/watch?v=FXHD-4VPWKrk

Be a successful sales person

www.youtube.com/
watch?v=Gm-agMsfu0s&t=40s

English phrases for sales person

https://www.youtube.com/watch?v=x-OkRogadXqk

Types of Retail Formats

2. Overview of Store Operations

Unit 2.1 - Introduction to Store Operations

Unit 2.2 - Introduction to Product Categories

Unit 2.3 - Key Policies in Receiving and Storing Goods

RAS/N0101

Key Learning Outcomes

By the end of this module, the trainees will be able to:

1. List the functions involved instore operations.
2. Identify the key product categories present in the store.
3. Describe the key policies for receiving and storing the goods

Unit 2.1: Introduction to Store Operations

Unit Objectives

By the end of this unit, the trainees will be able to:

1. State the meaning and importance of store operations.
2. Identify the important store opening functions.
3. List the staff responsibilities towards store opening functions.
4. List the post-store opening activities.
5. Describe the staff responsibilities towards post-store opening activities.
6. List the day-end activities.
7. Describe the staff responsibilities towards day-end activities.
8. Identify the important registers maintained in the store.

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note

In this unit, we will discuss about store operations.

Say

Good morning and welcome back to this training program, "Retail Store Operations assistant

. " Today we shall learn aboutstore operations

Ask

Ask the participants the following questions:

• What do you mean by store operations?
• What are the stages of store operations?

Write down the participants' answers on a whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

- The meaning and importance of store operations
- Stages in store operations
  - Store opening.
  - Post store opening.
  - Store closing.
- Store opening activities and the responsibilities of store staff
- The different post store opening activities intend to provide better customer service
- Important store closing activities
- Important registers maintained in the store
- Recap of store operations

Say

Let us participate in a group activity to explore the unit a little more.

Activity

- Divide the trainees into three groups
- The first group will make a list of the store opening activities and the responsibilities of store staff
- The second group will make a list of the different post store opening activities which intend to provide better customer service
- The third group will make a list of the important store closing activities
- Each group will get a chart paper where they will write their answers.
- The students can use both texts as well as hand-drawn diagrams to represent their answers
- After the groups complete their work, collect all the charts and evaluate them

Activity	Duration (in mins)	Resources used
Chart paper activity	60 minutes	Paper, Pen, Notebook, Chart paper, Sketch pens. Participant Handbook, etc.

Do

- Guide the trainees throughout the activity
- Ensure that all trainees participate in the activity.

Notes for Facilitation

- Answer all the queries/doubts raised by the trainees in the class
- Encourage other trainees to answer problems and boost peer learning in the class

Unit 2.2: Introduction to Product Categories

Unit Objectives 🎯

By the end of this unit, the trainees will be able to:

1. State the meaning of 'product category'.
2. Identify the three important product categories in the retail industry.
3. Outline the product classification.
4. Outline the product classification structure of food, apparel and general merchandise.
5. Discuss the impact of product categories on the business

Note 📝

In this unit, we will discuss about product categories.

Say 💬

Good morning and welcome back to this training program, "Retail Store Operations assistant

. " Today we shall learn aboutstore operations

Note 📝

In this unit, we will discuss about store operations.

Say 💬

Good morning and welcome back to this training program, "Retail Store Operations assistant

". Today we shall learn aboutproduct categories.

Ask 🔲

Ask the participants the following questions:

• What do you mean by product category?
• What are the important product categories?

Write down the participants' answers on a whiteboard/flipchart. Take appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

- Meaning and importance of product category
- Important product categories
- Product Classification
    - Product classification for apparel
    - Product classification—Food
    - Product classification—General merchandising
- Business impacts
    - Increases footfalls
    - Increases sales

Say

Let us participate in a group discussion to explore the unit a little more.

Activity

- Conduct a group discussion in the class on product classification
- Ask the participants what they have learned from this exercise
- Ask if they have any questions related to what they have talked about so far
- Close the discussion by summarising the importance of proper training for a Retail Store Operations assistant
- to comply with the organisational guidelines.

Activity	Duration (in mins)	Resources used
Group discussion	60 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do

- Ensure that all the trainees participate in the group discussion
- Ensure a friendly atmosphere during the group discussion
- Guide the students in identifying key points

Notes for Facilitation

- Encourage peer learning
- Answer all the doubts raised by the trainees in the class
- Discuss the proper commination technique in group discussion

Unit 2.3: Key Policies in Receiving and Storing Goods

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Discuss the overarching policies for receiving and storing each classification of goods.
2. List the administrative procedures for receiving and storing the goods.
3. List the requirements for maintaining security and safety during delivery and storage.

Resources to be Used

Participant handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment and tools, and various communication equipment.

Note

In this unit, we will discuss the key policies in receiving and storing goods.

Ask

Ask the trainees the following questions:

- What are the main policies for receiving goods?
- What do you mean by stock updates?
- What are the few pointers that the escalation policies state?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

- Main policies for receiving
- Life of product policies
- Documentation policies while receiving
- Checking and rejection policies
- Escalation policies
- Presentation and condition policy
- Storing policies

- Storage location policies
- Shortage in storage space
- Documentation policies while storing
- Freebies storage policies
- Maintenance, security, and safety policies while storing
- Examples of storage
- Requirement for maintaining the security
- Requirement for maintaining safety
- Administrative procedures for receiving and storing

Say

Let us participate in a group discussion to explore the unit a little more.

Activity

- Conduct a group discussion in the class on Documentation policies while receiving products
- Ask the participants what they have learned from this exercise
- Ask if they have any questions related to what they have talked about so far
- Close the discussion by summarising the importance of proper training for a Retail Store Operations assistant
- to comply with the organisational guidelines.

Activity	Duration (in mins)	Resources used
Group discussion	30 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do

- Answer all the doubts raised by the trainees in the class
- Guide the students in identifying the pictures

Notes for Facilitation

- Ask the trainees if they have any questions
- Answer all the questions/doubts raised by the trainees in the class
- Encourage other trainees to answer queries/questions and boost peer learning in the class

Answers to Exercises for PHB

Answer the following questions by choosing the correct option:

1. 1st
2. Closing store
3. Food, apparel and general merchandise
4. General merchandise
5. Life of product policies

Answer the following:

1. Refer - UNIT 2.3: Key Policies in Receiving and Storing Goods
   2.3.1 Overarching Policies—Receiving Each Classification of Goods

2. Refer - UNIT 2.3: Key Policies in Receiving and Storing Goods
   2.3.1 Overarching Policies—Receiving Each Classification of Goods

3. Refer - UNIT 2.3: Key Policies in Receiving and Storing Goods
   2.3.1 Overarching Policies—Receiving Each Classification of Goods

4. Refer - UNIT 2.3: Key Policies in Receiving and Storing Goods
   2.3.1 Overarching Policies—Receiving Each Classification of Goods

5. Refer - UNIT 2.3: Key Policies in Receiving and Storing Goods
   2.3.1 Overarching Policies—Receiving Each Classification of Goods

Scan the QR codes or click on the link to watch the related videos

www.bakercommunications.com/sales-training-videos.Htm

Sales training video

3. Receive and Store Goods

Unit 3.1 - Receiving Goods at the Store

Unit 3.2 - Unloading the Goods

Unit 3.3 - Inwarding of Goods at the Store

Unit 3.4 - Storing Material in a Back Store Area

Unit 3.5 - Measures to Maintain Quality Standards of the Stock

RAS/N0101

Key Learning Outcomes

By the end of this module, the trainees will be able to:

1. Describe the process of receiving the goods at the store.
2. Describe the process of unloading the goods from the vehicle.
3. Describe the process of inwarding goods at the store.
4. Describe the process of storing material at the back-store.
5. Describe the measures taken to maintain the quality and quantity of stock.

Unit 3.1: Receiving Goods at the Store

Unit Objectives 🎯

By the end of this unit, the trainees will be able to:

1. Identify the stages involved in the receipt of goods.
2. Identify the key documents involved in the receipt of goods.
3. Demonstrate the steps involved in the document and PO check process
4. Demonstrate the steps involved in the sequencing and docking process

Resources to be Used ⚙️

Participant Handbook, Pen, Writing Pad, Whiteboard, Flipchart, Markers, Laptop, Overhead Projector, Laser Pointer, equipment, and tools

Note 📝

In this unit, we will discuss how goods are received at the store.

Ask 💬

Ask the trainees the following questions:

• What do you understand by pallets?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate ⚙️

In this session, we will discuss the following points:

• Key terminologies relating to storing and receiving goods
• Need to receive and store goods at the store
• Stages in the receipt of material
• Preparing the receiving area
• Size and nature of goods
• Escalate challenges:
• Material handling equipment (MHE) readiness
• IT readiness

- Appropriate stationery
- Required signage
- Examples of preparation pertaining to a particular category of products
- Key documents involved in the receipt of material
- Security seal on the DC/invoice
- Document and purchase order check process
- Steps to be taken in the PO check process
- Importance of document and PO check process
- Sequencing and docking process

Say

Let us participate in a group activity to explore the unit more.

Activity

- Divide the trainees into two groups
- The first group will make a list of key documents involved in the receipt of material
- The other group will make a list of the steps to be taken in the PO check process
- Each group will get a chart paper where they will write their answers.
- The students can use both texts as well as hand-drawn diagrams to represent their answers
- After the groups complete their work, collect all the charts and evaluate them

Activity	Duration (in mins)	Resources used
Chart paper activity	30 minutes	Paper, Pen, Notebook, Chart paper, Sketch pens. Participant Handbook, etc.

Do

- Ensure that all the trainees participate in the activity
- Help the students to understand the need forthe activity

Notes for Facilitation

- Encourage teamwork and active participation
- Answer all the doubts raised by the trainees in the class

Unit 3.2: Unloading the Goods

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Describe the steps involved in the unloading process.
2. Identify the different kinds of goods to be unloaded.
3. Identify appropriate tools for unloading material, its importance, and exceptions.
4. Explain the process of vehicle release

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note

In this unit, we will discuss the processes of unloading goods.

Say

Good morning and welcome back to this training program, "Retail Store Operations assistant

". Today we will discuss the processes involved in unloading goods.

Ask

Ask the trainees the following questions:

• What are some of the steps involved in the unloading process?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

- Steps involved in the unloading process
  - Prepare unloading bay
  - Arrange tools and resources
  - Unload
  - Material tagging
- Types of material to be unloaded
  - Pallet
  - Carton
  - Barrel
  - Bags
  - Crates
- Classification of goods
- Equipment for unloading and movement of materials
- MHE or Material Handling Equipment
- Factors to be considered while unloading
- Six levels in fault finding procedure
- Reporting requirements
- Steps involved in the acknowledgement and vehicle release process

Say

Let us participate in a group discussion to explore the unit more.

Activity

- Conduct a group discussion in the class on the factors to be considered while unloading
- Ask the participants what they have learned from this exercise
- Ask if they have any questions related to what they have talked about so far
- Close the discussion by summarising the importance of proper training for a Retail Store Operations assistant
- to comply with the organisational guidelines.

Activity	Duration (in mins)	Resources used
Group discussion	20 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do ☑

- Conduct a doubt clarification session, if needed
- Ensure that all the trainees participate in the activity

Notes for Facilitation 📝

- Ensure that all the trainees answer every question listed in the participant handbook
- Encourage peer learning in the class.

Unit 3.3: Inwarding of Goods at the Store

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Explain the process of inwarding the goods
2. Explain the importance of visual inspection and quality check process
3. List the steps involved in the quality check process and their importance.
4. List the steps involved in the updation of material status in the system and its importance.

Resources to be Used

Participant Handbook, Pen, Writing Pad, Whiteboard, Flipchart, Markers, Laptop, Overhead Projector, Laser Pointer, equipment, and tools

Note

In this unit, we will discuss the process of in warding goods at the store.

Ask

Ask the trainees the following questions:

• Why is a visual inspection done?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

• Procedures involved in visual inspection of goods which is done before generating a Goods Receipt Note (GRN)
  o Checking packaging condition
  o Checking leakages
  o Inspecting damages
  o Analysing Pilferage
• Procedures followed in rejection of goods that are delivered
• o Reject goods based on the reasons provided in the receiving policies of the company.
• o Escalate or clarify with superiors in case of doubt in receiving or rejecting.

- o Once a decision is taken to reject articles, do not receive the goods.
  - o Segregate the rejected goods of the vendor and receive the balance.
  - o Once they are moved into the storing area, create a Non-returnable Gate Pass (NRGP), giving details
  - o of the article description, article number, UOM, MRP, and a number of pieces.
  - o Reason for rejection should be mentioned.
  - o Get the vendors representative to sign the NRGP
- Steps involved in the quantity check process
  - o Quantity check
  - o Types of counts
- Steps involved in the quantity check process
- Process of reporting shortage and over supplies
- Processes in inwarding the material
  - o Document filing
- Steps involved in the quality check process
  - o Quality check
  - o Quality report
  - o Tagging
  - o Segregation
  - o Isolation of rejected material
- Importance of quality check
- Steps involved in the updation of material status
  - o Generate lot status from system
  - o Confirm quantities accepted and rejected
  - o Move confirm quantities to the right location
- Importance of data accuracy
- Consequences of inaccurate reporting

Say 💬

Let us participate in a mock drill activity to explore the unit a little more.

Activity ⚙️

- Divide the trainees into 2different teams
- Each team has to check the steps involved in the quantity check process
- Provide each group with samples of goods
- Ask them to perform a quantity check of goods
- The activity will analyse the decision making skills of students
- Allocate marks based on the performance of each group

- The final marks will be awarded based on the performance of individual groups

Activity	Duration (in mins)	Resources used
Mock drill session	75 minutes	Sample goods, Measuring apparatus, Paper, Pen, Notebook, Chart paper, and Sketch pens. Participant Handbook, etc.

Do ☑

- Ensure that all the trainees participate in the activity
- Help the students to understand the need for the activity

Notes for Facilitation 📝

- Encourage teamwork and active participation
- Answer all the doubts raised by the trainees in the class

Unit 3.4: Storing Material in a Back Store Area

Unit Objectives 🎯

By the end of this unit, the trainees will be able to:

1. List the steps involved in the material movement and storing process.
2. Explain the components of a storage location master and its usage.
3. Identify different kinds of materials and their standard storage conditions in the store.

Resources to be Used ⚙

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note 📝

In this unit, we will discuss how materials are stored in a back storage area.

Say 💬

Good morning and welcome back to this training program, "Retail Store Operations assistant

. "Today, we will discuss the process of storing material in the aback store area.

Ask 🗨

Ask the trainees the following questions:

• Why is the process of storage necessary?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate ⚙

In this session, we will discuss the following points:

• Various factors are involved in deciding the type of storage
• Steps involved in storing materials in the storage area
• Storage location master
• Shortage in the storage of space
• Categories of goods in a store
• Different types of storage

Say

Let us participate in a group discussion to explore the unit a little more.

Activity

- Conduct a group discussion in the class on the steps involved in storing materials in the storage area
- Ask the participants what they have learned from this exercise
- Ask if they have any questions related to what they have talked about so far
- Close the discussion by summarising the importance of proper training for a Retail Store Operations assistant
- to comply with the organisational guidelines.

Activity	Duration (in mins)	Resources used
Group discussion	20 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do

- Conduct a doubt clarification session, if needed
- Ensure that all the trainees participate in the activity

Notes for Facilitation

- Ensure that all the trainees answer every question listed in the participant handbook
- Encourage peer learning in the class.

Unit 3.5: Measures to Maintain Quality Standards of the Stock

Unit Objectives ⊙

By the end of this unit, the trainees will be able to:

1. Describe the steps to be taken to minimise deterioration of stock quality.
2. Identify the reports that need to be generated during the process of receiving and storing

Resources to be Used ⚙

Participant Handbook, Pen, Writing Pad, Whiteboard, Flipchart, Markers, Laptop, Overhead Projector, Laser Pointer, equipment, and tools

Note 📋

In this unit, we will discuss the measures to maintain the quality standards of the stock.

Ask 🗨

Ask the trainees the following questions:

• What do you mean by quality?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate ⚙

In this session, we will discuss the following points:

• Determining product quality
• Maintaining the stock quality
• Storage methods
• Examples of storage methods
• Examples for maintaining quality
• Minimise deterioration of stock quality
• Periodic reports on aging
• Various procedures are involved towards the protection ofthe product
• Reports during the process of receiving and storing goods

Say

Let us participate in a group discussion to explore the unit a little more.

Activity

- Divide the trainees into two groups
- The first group will make a list of procedures involved towards the protection of the product
- The other group will make a list of reports during the process of receiving and storing goods
- Each group will get a chart paper where they will write their answers.
- The students can use both texts as well as hand-drawn diagrams to represent their answers
- After the groups complete their work, collect all the charts and evaluate them

Activity	Duration (in mins)	Resources used
Chart paper activity	30 minutes	Paper, Pen, Notebook, Chart paper, Sketch pens. Participant Handbook, etc.

Do

- Ensure that all the trainees participate in the activity
- Help the students to understand the need for the activity

Notes for Facilitation

- Encourage teamwork and active participation
- Answer all the doubts raised by the trainees in the class

Answers to Exercises for PHB

Answer the following questions by choosing the correct option:

1. Cross
2. Delivery Challan
3. All of the above
4. Non-food
5. None of the above

Answer the following:

1. Refer - UNIT 3.1: Receiving Goods at the Store
   3.1.1 Key Terminologies
2. Refer - UNIT 3.1: Receiving Goods at the Store
   3.1.1 Key Terminologies
3. Refer - UNIT 3.2: Unloading the Goods
   3.2.1 Steps Involved in the Unloading Process
4. Refer - UNIT 3.2: Unloading the Goods
   3.2.1 Steps Involved in the Unloading Process
5. Refer - UNIT 3.4: Storing Material in a Back Store Area
   3.4.1 Storage

4 . Prepare products for delivery

Unit 4.1   Picking products aligned with orders
Unit 4.2   Packing of products
Unit 4.3   Labeling products

RAS/N0168

Key Learning Outcomes 💡

At the end of this module, the trainee will be able to:

1. Accurately pick products according to customer orders and pick lists, ensuring correct quantity, type, and condition, while addressing any inventory or order discrepancies

2. Efficiently and safely pack products as required, ensuring proper protection for transport and organized storage or dispatch

3. Accurately label products with all necessary information, including SKU, quantity, and special handling instructions, ensuring consistency and traceability throughout the inventory management process

Unit 4.1 Picking Products Aligned with Orders

Unit Objectives 🎯

At the end of this unit, the trainee will be able to:

1. Explain the principles and best practices for accurately picking products according to customer orders and pick lists
2. State the importance of ensuring the correct quantity, type, and condition of products, and determine strategies to address inventory or order discrepancies

Resources to be Used ⚙️

- Whiteboard and markers, projector and screen for visual aids, flipcharts, participant handbook, pen and writing pad, barcode scanner for demonstration, laptop with inventory management software, the sample pick lists and customer orders, and the sample inventory data and reports.

Say 💬

- "Hello everyone! I hope you're all doing well today. In today's session, we will explore the principles and best practices for accurately picking products based on customer orders and pick lists.
- By the end of this session, you'll have a clear understanding of the importance of ensuring the correct quantity, type, and condition of products.
- We'll also discuss strategies to address inventory or order discrepancies effectively."

Do ✓

- Start by discussing principles and best practices for accurately picking products based on customer orders and pick lists.
- Highlight the importance of verifying product quantity, type, and condition, and explore strategies to resolve inventory or order discrepancies.
- Encourage participants to share insights and engage in practical exercises.

Explain

- Explain the following topics-
  - o Principles and Best Practices for Accurately Picking Products According to Customer Orders and Pick Lists
  - o Process Steps for Picking, Packing, and Labeling
  - o Importance of Ensuring Product Accuracy and Managing Inventory Discrepancies in Retail Operations
    - o Strategies to Address Inventory or Order Discrepancies

Ask

- What should a retail store assistant focus on while picking products for customer orders?
- Why should product specifications be matched during picking?
- How does accurate picking affect store profitability?
- What are KPIs like picking accuracy used for?
- Why is compliance important for regulated or perishable products?

Activity

1. **Activity Name:** Accuracy and Inventory Challenge
2. **Objective of the activity:** To emphasize the importance of product accuracy and managing inventory discrepancies in retail operations.
3. **Type of Activity:** Group
4. **Resources:** Mock inventory sheets, product lists, calculators, sticky notes, markers.
5. **Time Duration:** 10-15 minutes
6. **Instructions:**
   - Divide participants into small groups.
   - Provide each group with a mock inventory sheet and a product list that includes intentional discrepancies (e.g., missing items, incorrect quantities).
   - Groups will identify discrepancies, calculate the impact on overall inventory, and propose solutions to address them.
   - Each group will create a brief report summarizing their findings and recommendations.
   - Discuss the role of accuracy and effective inventory management in ensuring smooth retail operations.
7. **Outcome:** Participants will understand how inventory discrepancies can affect retail efficiency and learn techniques for improving product accuracy and inventory management.

Notes for Facilitation

- Encourage collaboration and critical thinking as groups identify discrepancies and calculate their impact.
- Guide participants in proposing practical solutions for inventory accuracy.
- Promote discussion on the importance of accurate inventory management for retail efficiency and customer satisfaction.
- Ensure each group presents their findings and solutions clearly.
- Highlight how attention to detail and effective inventory practices lead to smoother operations and reduced costs.

Summarize

- Summarize the session.
- Prepare a list of participant's doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Unit 4.2 Packing of Products

Unit Objectives

At the end of this unit, the trainee will be able to:

1. List the techniques and guidelines for efficiently and safely packing products
2. Discuss the requirements for providing proper protection during transport and maintaining organized storage or dispatch procedures

Resources to be Used

- Whiteboard and markers, projector and screen for visual aids, flipcharts, participant handbook, pen and writing pad, laptop for presentation, laser pointer, packing materials (e.g., boxes, bubble wrap, packing tape, labels), sample products for demonstration, and the storage and transport equipment (e.g., shelving, pallets, straps)

Say

- Good morning everyone! In today's session, we'll dive into the techniques and guidelines for efficiently and safely packing products.
- We'll also discuss the requirements for providing proper protection during transport and maintaining organized storage or dispatch procedures.
- Let's explore these concepts in more detail."

Do

- Introduce techniques and guidelines for packing products efficiently and safely.
- Discuss the importance of ensuring proper protection during transport and maintaining organized storage and dispatch procedures.
- Engage participants with practical tips and examples to reinforce best practices.

Elaborate ✦

- Elaborate the following topics:
o Key Techniques and Guidelines for Efficiently and Safely Packing Products
o Requirements for Protection During Transport and Efficient Storage and Dispatch Procedures
    o Requirement for Protection During Transport
    o Requirement for Organized Storage
    o Requirement for Organized Dispatch Procedures
    o Safety Considerations

Ask 🗨

- Why is proper packing important during transportation?
- What safety measures should be followed while packing products?
- Why is labeling important in organized storage?
- How does organized dispatch ensure smooth operations?

Notes for Facilitation 📝

- Examine participants about their expectations from this program.
- Inquire about participants if they have any doubts. Then, encourage them to ask questions.
- Answer their queries.

Activity ⚙

1. **Activity Name:** Perfect Packing Drill
2. **Objective of the activity:** To practice efficient and safe product packing techniques in retail operations.
3. **Type of Activity:** Group
4. **Resources:** Mock products (fragile, heavy, irregularly shaped), packing materials (bubble wrap, boxes, tape, labels), scissors, markers.
5. **Time Duration:** 10-15 minutes
6. **Instructions:**
   - Divide participants into small groups and provide them with a set of mock products and packing materials.
   - Each group must pack the items, ensuring they are secure, space-efficient, and labeled correctly for handling or shipping.
   - Emphasize guidelines for safety (e.g., weight distribution, proper labeling of fragile items) and efficiency (e.g., minimizing space without compromising protection).
   - Groups will present their packed products and explain their packing process and decisions.
   - Discuss real-world applications and improvements in packing methods.
7. **Outcome:** Participants will develop hands-on experience in efficient and safe packing techniques to minimize damage and maximize operational efficiency.

Notes for Facilitation

- Encourage teamwork and creativity in devising secure and efficient packing solutions.
- Emphasize safety guidelines, such as proper weight distribution and labeling fragile items.
- Provide tips on optimizing space while ensuring product protection during packing.
- Facilitate discussions on real-world packing challenges and possible improvements.
- Ensure each group explains their process clearly and reflects on their methods for operational efficiency.

Summarize

- Summarize the session.
- Prepare a list of participant's doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Unit 4.3 Labeling Products

Unit Objectives

At the end of this unit, the trainee will be able to:

1. Outline the correct methods for labeling products with necessary information such as SKU, quantity, and special handling instructions
2. Discuss the role of consistent labeling in ensuring traceability and accuracy within inventory management processes

Resources to be Used

- Whiteboard and markers, projector and screen for visual aids, flipcharts, participant handbook, pen and writing pad, laptop, laser pointer, labeling equipment (e.g., label printers, barcode scanners), and the sample labels with SKU, quantity, and handling instructions.

Say

- In today's session, we will explore the correct methods for labeling products with necessary information such as SKU, quantity, and special handling instructions.
- We will also discuss the role of consistent labeling in ensuring traceability and accuracy within inventory management processes.

Do

- Start by outlining the correct methods for labeling products with essential details like SKU, quantity, and special handling instructions.
- Discuss the role of consistent labeling in maintaining traceability and accuracy in inventory management.
- Encourage participants to share experiences and engage in practical labeling exercises.

Explain

- Explain the following topics-
  - o Methods for Labeling Products in Retail Store Operations
  - o Role of Consistent Labeling in Ensuring Traceability and Accuracy Within Inventory Management Processes
    - o Key Aspects of Consistent Labeling for Inventory Management
    - o Ways in which Consistent Labeling Contributes to Traceability
    - o Responsibilities of a Retail Store Operations Assistant Related to Labeling
    - o Benefits of Consistent Labeling
  - o Expanded Evaluation: Understanding KPIs

Ask

- How should fragile items be labeled?
- Why should labels include storage or handling instructions?
- What key information should always be present on a product label?
- What is the importance of SKU on a product label?
- How does consistent labeling support customer service?

Activity

1. **Activity Name:** Label It Right
2. **Objective of the activity:** To practice effective methods for labeling products in retail store operations.
3. **Type of Activity:** Group
4. **Resources:** Mock products, blank labels, barcode stickers, markers, printers, sample retail tags, price lists.
5. **Time Duration:** 10-15 minutes
6. **Instructions:**
   - Divide participants into small groups and provide each group with a set of mock products and labeling supplies.
   - Groups will create accurate and clear labels for each product, including key details such as product name, price, SKU/barcode, and category.
   - Emphasize consistency in format and placement to ensure clarity for both staff and customers.
   - Each group will present their labeled products and discuss the techniques they used.
   - Reflect on the importance of accurate labeling for inventory management and customer experience.
7. **Outcome:** Participants will gain insights into the critical role of product labeling in retail operations and learn practical techniques for effective labeling.

Elaborate

- Elaborate the following topics:
    - o Pick and Pass System Workflow & Packaging Techniques Workflow
        - o Key Steps in a "Pick and Pass" System Workflow and Key Steps in the Packaging Process
    - o Labeling Placements and Protective Packing Methods
    - o Regulatory Focus
    - o Future Trends

Ask

- What is the first step in the packaging process?
- Why is sealing and labeling important in packaging?
- How did a Bengaluru startup improve sustainability in packaging?
- What does FSSAI mandate for perishable item labels?
- How are IoT devices used for perishable items?

Notes for Facilitation

- Encourage teamwork in designing clear and consistent product labels.
- Highlight the importance of including essential details like product name, price, SKU/barcode, and category.
- Emphasize the role of labeling in improving inventory management and enhancing customer experience.
- Guide participants to maintain uniformity in label format and placement for easy readability.
- Facilitate group presentations to share labeling techniques and key takeaways.

Summarize

- Summarize the session.
- Prepare a list of participant's doubts if they have any. Encourage them to ask questions.
- Answer their queries.

Exercise

Multiple Choice Questions:

1. B. To ensure items are correctly picked and minimize errors

2. B. FIFO (First In, First Out)

3: B. Bubble wrap

4: B. To ensure accurate stock management and easy identification

5: B. Use inventory management software for real-time updates

Descriptive Questions:

1. Unit 4.1 Picking Products Aligned with Orders

   4.1.2 Importance of Ensuring Product Accuracy and Managing Inventory Discrepancies in Retail Operations

2. Unit 4.1 Picking Products Aligned with Orders

   4.1.1 Principles and Best Practices for Accurately Picking Products According to Customer Orders and Pick Lists

3. Unit 4.2 Packing of Products

   4.2.1 Key Techniques and Guidelines for Efficiently and Safely Packing Products

4. Unit 4.3 Labeling Products

   4.3.1 Methods for Labeling Products in Retail Store Operations

5. Unit 4.1 Picking Products Aligned with Orders

4.1.2 Importance of Ensuring Product Accuracy and Managing Inventory Discrepancies in Retail Operations

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Scan the QR codes or click on the link to watch the related videos

https://www.youtube.com/watch?v=lX4Jfme9gDg

12 Essential Retail Operations Management Best Practices

https://www.youtube.com/watch?v=SvM7fm55bK8

wms - How to do a Simple Pick and Pack

5. Manage Stocks

RAS/N0103 & RAS/N0104

Key Learning Outcomes

By the end of this module, the trainees will be able to:

1. Demonstrate the process of stock verification.
2. Explain the need to maintain the store's required and adequate levels of stock.
3. Describe the role of the store operations assistant in maintaining required and adequate levels of
4. stock in the store.
5. Summarise the process of filling the shelf.
6. Describe the process of clearing expired, perishable and un-saleable stock.
7. Describe the process of ordering goods at the store.

Unit 5.1: Manage Stocks

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Explain the need for stock checking.
2. Identify the reasons for deviation in stock levels.
3. Identify how a stock verification system is planned.
4. Describe the components involved in the stock verification system.
5. Explain the stock verification process.

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note

In this unit, we will discuss the deal of stock checking

Say

Good morning and welcome back to this training program, "Retail Store Operations assistant

. "Today, we shall learn an important unit on stock checking

Ask

Ask the trainees the following questions:

• Why is stock-keeping important?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

- Importance of stock-taking
- Deviations in stock levels
- Planning of stock verification systems
- Stock taking planning and processing
- Components of planning
- Stock verification process

Say

Let us participate in a role-play to understand the stock verification process.

Activity

- This session will be a role-play activity
- Take the trainees to a spacious room/ open space
- Divide the class into groups where the trainees make demonstrations of verification systems, verifying samples provided
- The trainee will demonstrate the correctverification systems
- Assign a hypothetical situation of identifying and checking deviations in stock levels
- Allot 10-15 minutes for each team to complete the task.
- You will inspect the work of each group.
- The group showcasing the best work will be appreciated

Activity	Duration (in mins)	Resources used
Role Play	60 minutes	Product samples, cordless Microphones (If Required), Pen, Notebook, Participant Handbook, Whiteboard, Markers (Red, Blue and Black), Tools and products as per industry standards, Etc.

Do

- Provide each trainee with constructive feedback
- Ensure that each role-play meets the session objectives

Notes for Facilitation

- Ask the trainees if they have any questions
- Answer all the questions/doubts raised by the trainees in the class
- Encourage other trainees to answer queries/questions and boost peer learning in the class

Unit 5.2: Stock Checking (contd.)

Unit Objectives 🎯

By the end of this unit, the trainees will be able to:

1. Describe the elements of the typical stock verification process in the store
2. Identify the steps to perform stock updates and related documentation
3. Describe the reports that need to be produced after carrying out stock checks and system updation

Resources to be Used ⚙️

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note 📝

In this unit, we will discuss the stock checking process

Ask 💬

Ask the trainees the following questions:

• What is the importance of updating stock records?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate ⚙️

In this session, we will discuss the following points:

• Process of stock check and updating stock records
• Documentation and updating stock levels in the system
• Maintenance of stock levels in the system
• Role of store operations assistant in maintaining documentation
• Reports produced after stock checks and system updation

Say 💬

Let us participate in an activity to understand this unit better

Activity ⚙️

- Divide the class into three groups
- The trainees will have to provide a broad explanation on these topics.
  - Documentation and updating stock levels in the system
  - Maintenance of stock levels in the system
  - Role of store operations assistant in maintaining documentation
- It is important that the trainees present their answers rich in information and supported by hand-drawn diagrams (if possible).
- The group which can present their answers in the best way within 30 minutes will be awarded appreciation and accolades

Activity	Duration (in mins)	Resources used
Chart paper activity	30 minutes	Chair, Table, Notebook, Pen, Pencil, Eraser, Participant Handbook, Chart paper, Sketch Pen, Ruler, Whiteboard, Marker, etc.

Do ✓

- Conduct a doubt clarification session, if needed.
- Note down the crucial points on the whiteboard as the trainees speak.
- Share your inputs and insight to encourage the trainees and add to what they talk about.

Notes for Facilitation 📝

- Ask the participants if they have any questions.
- Encourage other participants to answer.
- Encourage peer learning in the class.

Unit 5.3: Maintaining Stock

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Explain the need for a store to always maintain the required level of stocks in the storage.
2. Explain the need to maintain adequate stock levels for sale.
3. Demonstrate the process of determining the:
   a. Current stock levels.
   b. The stock levels required to be maintained.
   c. Any shortfalls in the stocks by using the stock control system.
4. Discuss the role of store operations assistants in maintaining the required level of stocks.
5. Demonstrate the process of filling the shelves.

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note

In this unit, we will discuss how the stock is maintained.

Ask

Ask the trainees the following questions:

• Why is it important to maintain stock?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

• Terminologies relating to maintenance of stock
• Need to maintain the required level of stocks
• Maintaining adequate stock levels for sale
• Determination of current, required, and shortfall in stock using the system
• Role of store operations assistant
• Process of filling the shelves
• Procedure to dispose of waste

Say 🗨

Let us participate in a group discussion to explore the unit a little more.

Activity ⚙

- Conduct a group discussion in the class on the role of the store operations assistant
- Ask the participants what they have learned from this exercise
- Ask if they have any questions related to what they have talked about so far
- Close the discussion by summarising the importance of proper training for Retail Store Operations assistant
- sto comply with the organisational guidelines.

Activity	Duration (in mins)	Resources used
Group discussion	30 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do ✓

- Ensure that all the trainees participate in the activity
- Help the students to understand the need of the activity

Notes for Facilitation 📝

- Encourage teamwork and active participation
- Answer all the doubts raised by the trainees in the class

Unit 5.4: Stock Rotation

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Summarise the process of identifying expired stocks.
2. Identify the action to be taken when stocks with expired dates are identified.
3. Describe the action to be taken when there is an excess of perishable goods with a short life cycle in the stock.
4. Describe the role of the store operations assistant in handling un-saleable stocks.

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note

In this unit, we will discuss the deal of stock rotation

Say

Good morning and welcome to this training program, "Retail Store Operations assistant

". Today we shall learn an important unit on a stock rotation

Ask

Ask the trainees the following questions:

• How are expired stocks identified?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

• Process of identifying expired stocks
• Action to be taken on stocks with expired dates
• Action for excess perishable goods with short life
• Role of SOA in handling un-saleable stocks

Say 💬

Let us participate in an activity to understand this unit better

Activity ⚙️

- Divide the class into three groups
- The trainees will have to provide a broad explanation of these topics.
  - Process of identifying expired stocks
  - Action to be taken on stocks with expired dates
  - Action for excess perishable goods with short life
- It is important that the trainees present their answers rich in information and supported by hand-drawn diagrams (if possible).
- The group which can present their answers in the best way within 30 minutes will be awarded appreciation and accolades

Activity	Duration (in mins)	Resources used
Chart paper activity	30 minutes	Chair, Table, Notebook, Pen, Pencil, Eraser, Participant Handbook, Chart paper, Sketch Pen, Ruler, Whiteboard, Marker, etc.

Do ✓

- Conduct a doubt clarification session, if needed.
- Note down the crucial points on the whiteboard as the trainees speak.
- Share your inputs and insight to encourage the trainees and add to what they talk about.

Notes for Facilitation 📝

- Ask the participants if they have any questions.
- Encourage other participants to answer.
- Encourage peer learning in the class.

Unit 5.5: Ordering Stock

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Identify the quantity of stocks that needs to be ordered
2. Prepare and send order documents to procure stocks
3. List the factors that can affect the demand for stocks.

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note

In this unit, we will discuss the process of ordering stock

Ask

Ask the trainees the following questions:

• Why is ordering stock needed?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

• Need to order stocks
• Process to determine the quantity to order
• Process of preparing and sending orders accurately and at the right time
• Factors that can affect the demand for stocks

Say

Let us participate in a group discussion to explore the unit more.

Activity

- Conduct a group discussion in the class on theprocess of preparing and sending orders accurately and at the right time
- Ask the participants what they have learned from this exercise
- Ask if they have any questions related to what they have talked about so far
- Close the discussion by summarising the importance of proper Retail Store Operations assistant
- trainingto comply with the organisational guidelines.

Activity	Duration (in mins)	Resources used
Group discussion	30 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do

- Ensure that all the trainees participate in the activity
- Help the students to understand the need for the activity

Notes for Facilitation

- Encourage teamwork and active participation
- Answer all the doubts raised by the trainees in the class

Answers to Exercises for PHB

Answer the following questions by choosing the correct option:

1. Proper Inventory
2. CEO
3. Gaps
4. Manufacturing date
5. Season

Answer the following:

1. Refer - UNIT 4.1: Stock Checking

   4.1.1 Need for Stock Check

2. 2 Refer - UNIT 4.2: Stock Checking (contd.)

   4.2.1 Process of Stock Check and Updating Stock Records

3. Refer - UNIT 4.3: Maintaining Stock

   4.3.1 Terminologies

4. Refer - UNIT 4.3: Maintaining Stock

   4.3.1 Terminologies

5. Refer - UNIT 4.4: Stock Rotation

   4.5.1 Need to Order Stocks

Scan the QR codes or click on the link to watch the related videos

https://www.youtube.com/watch?v=-jxCG9MxIoK0&t=44s

https://www.youtube.com/watch?v=r-7FoV4XoAaw

https://www.youtube.com/watch?v=7Ls47gOpNOA

Stock management(FIFO/LIFO)

Maintain stock in the retail store RFID

Rotation of stock

6. Health and Safety in the Retail Sector

Unit 6.1 - Hazards and Accidents in the Store and Safe Practices

Unit 6.2 - Safety Practices

Unit 6.3 - Procedures for Dealing with Emergencies

RAS/N0121

Key Learning Outcomes

By the end of this module, the trainees will be able to:

1. Identify the importance of health and safety in the store
2. Identify the safety risks, hazards and accidents that occur in the store.
3. Describe the safety practices followed in the store.
4. Describe the importance of housekeeping.
5. State the procedures for dealing with emergencies

Unit 6.1: Hazards and Accidents in the Store and Safe Practices

Unit Objectives

By the end of this unit, the trainees will be able to:

1. Identify the importance of health and safety in the store
2. Identify the hazards that may occur in a store.
3. Identify the commonly occurring accidents due to the hazards
4. Identify how effective store maintenance helps in preventing accidents and maintaining a safe environment.

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note

In this unit, we will discuss managing hazards and accidents in the store and safe practices.

Say

Good morning, and welcome back to "Retail Store Operations assistant

." Today we shall learn about managing hazards and accidents in the store and safe practices.

Ask

Ask the trainees the following questions:

• Why is ensuring health and safety important?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

• Hazards that may occur in a store.
• Commonly occurring accidents due to the hazards
• How effective store maintenance helps in preventing accidents and maintaining a safe environment

Say 💬

Let us participate in an activity to understand this unit better.

Activity ⚙️

- Conduct a group discussion on the Commonly occurring accidents due to the hazards
- Ask the participants what they have learned from this exercise
- Ask if they have any questions related to what they have talked about so far
- Close the discussion by summarising reporting hazards

Activity	Duration (in mins)	Resources used
Group discussion	20 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do ✓

- Share your inputs and insight to encourage the trainees and add into what they talk about.
- Ensure that all trainees participate in the class.

Notes for Facilitation 📝

- Ask the participants if they have any questions
- Encourage other participants to answer it and encourage peer learning in the class

Unit 6.2: Safety Practices

Unit Objectives 🎯

By the end of this unit, the trainees will be able to:

1. Identify the importance of securing customer records.
2. Identify the importance of safe guarding store equipment.
3. Identify the importance of protecting staff and customer belongings and store products.
4. Identify the personal protective or safety equipment used in the store.
5. Describe the key safety procedures followed in the store.
6. Describe the importance of housekeeping and cleanliness in the store.

Resources to be Used ⚙️

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note 📋

In this unit, we will discuss safety practices in a retail workplace.

Ask 🗨️

Ask the trainees the following question:

• Why are safety practices important?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate ⚙️

In this session, we will discuss the following points:

• Importance of securing customer records.
• Importance of safe guarding store equipment.
• Importance of protecting staff and customer belongings and store products.
• Personal protective or safety equipment used in the store.
• Key safety procedures were followed in the store.
• Importance of housekeeping and cleanliness in the store.

Say 💬

Let us participate in an extempore activity to understand this unit better.

Activity ⚙️

- This activity will be based on individual performance.
- In this activity, you will give two topics to the trainees.
- The first topic in this session will be the importance of securing customer records
- The second topic on which the trainees will prepare their extempore will be on the key safety procedures which are followed in the store
- You will randomly pick up trainees and separate them into two groups.
- Ensure that the trainees are equal in number.
- Allot the trainees 2 minutes to prepare the topic that you will give them.
- After the time is up, you will call out any trainee and ask him or her to speak on the topic for 5 minutes.
- The trainee with a simple explanation but rich in content will be appreciated with accolades.

Activity	Duration (in mins)	Resources used
Extempore	40 minutes	Participant Handbook, Whiteboard, Notebook, Writing Pad, Pen, Pencil, Marker, etc.

Do ✓

- Conduct a doubt clarification session, if needed.
- Encourage the non-participating trainees to open up and speak

Notes for Facilitation 📝

- Encourage other participants to answer it and encourage peer learning in the class
- Answer all the doubts raised in the class

Unit 6.3: Procedures for Dealing with Emergencies

Unit Objectives

At the end of this unit, the trainees will be able to:

1. Identify when to raise the alarm.
2. Identify the importance of contacting emergency services.
3. Understand the procedure of evacuation.
4. Identify the purpose of drills.
5. Understand how to handle accidents.
6. Know the first-aid procedure (in line with store policy)

Resources to be Used

Participant Handbook, pen, writing pad, whiteboard, flipchart, markers, laptop, overhead projector, laser pointer, equipment, and tools

Note

In this unit, we will discuss how to develop effective work habits

Ask

Ask the trainees the following question:

• Why is it important to contact emergency services?

Write down the trainees' answers on the whiteboard/flipchart. Draw appropriate cues from the answers and start teaching the lesson.

Elaborate

In this session, we will discuss the following points:

• Raising the alarm.
• Importance of contacting emergency services.
• Procedure of evacuation.
• Purpose of drills.
• Handling accidents.
• First aid procedure (in line with store policy)

Say 💬

Let us participate in an activity to understand this unit better.

Activity ⚙️

- Conduct a group discussion on accident handling practices
- Ask the participants what they have learned from this exercise
- Ask if they have any questions related to what they have talked about so far
- Close the discussion by summarising reporting hazards

Activity	Duration (in mins)	Resources used
Group discussion	20 minutes	Participant Handbook, Wide Screen or Laptop, overhead Screen, Projector, Internet Connection, etc.

Do ✓

- Conduct a doubt clarification session, if needed.
- Share your inputs and insight to encourage the trainees and add to what they talk about

Notes for Facilitation 📝

- Encourage peer learning
- Use references from different sources for a better explanation

Answers to Exercises for PHB

Answer the following questions by choosing the correct option:

1. Electrical hazards
2. True
3. House keeping
4. Entry and exit
5. 5S

Answer the following:

1. Refer - UNIT 7.1: Hazards and Accidents in the Store and Safe Practices7.1.1 Importance of Health and Safety
2. Refer - UNIT 7.2: Safety Practices

   7.2.1 Securing Customer Records
3. Refer - UNIT 7.2: Safety Practices

   7.2.1 Securing Customer Records
4. Refer - UNIT 7.3: Procedures for Dealing with Emergencies

   7.3.1 Raising the Alarm
5. Refer - UNIT 7.3: Procedures for Dealing with Emergencies

   7.3.1 Raising the Alarm

Scan the QR codes or click on the link to watch the related videos

https://www.youtube.com/watch?v=1umJD13FexA

Prevent accidents in the store

7. Employability Skills

(DGT/VSQ/N0101)

Employability Skills is available at the following location

https://www.skillindiadigital.gov.in/content/list

Employability Skills

8. Annexures

Annexure I: Training Delivery Plan

Annexure II: Assessment Criteria

Annexure III: List of QR Codes Used in PHB

Annexure I

Training Delivery Plan
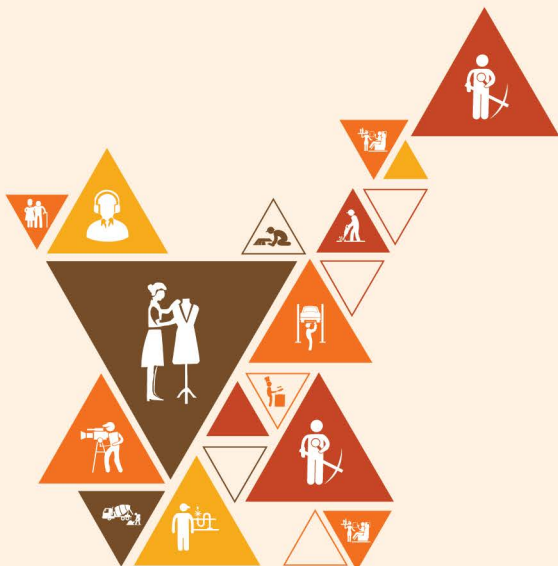
Training Delivery Plan			
Program Name:	Retail Store Operations Assistant		
Qualification Pack Name & Ref. ID	Retail Store Operations Assistant RAS/Q0101		
Version No.	3.0	**Version Update Date**	22/10/2024
Pre-requisites to Training (if any)	Nil		
Training Outcomes	**By the end of this program, the participants will be able to:** 1. Receive and store goods in retail operations 2. Prepare Products for Dispatch or Delivery 3. Maintain required levels of stock in back store and Distribution Centre 4. Monitor and replenish stock on display for sale at retail store 5. Maintain health and safety 6. Employability Skills		

S. No	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
1.	Introduction to Retail	Introduction to Retail	• State the meaning of retail • List the features and components of retail • Identify the stages in the growth of the retail sector • Discuss the reasons for the growth of retail in India • Differentiate between the traditional and modern retail sector	Bridge Module (Additional Reading)	Self study	Participants Handbook	0 Theory 00:00 Practical 00:00
		Traditional and modern Retail in India	• Describe the traditional retail scene in India • Describe the emerging modern forms of retailing in India				
		Retail Formats	• List the different retail formats • Summarise the key features of retail formats				
		Modern Retailing and You	• List the departments and functions in a modern retailing operation • Outline the structure of and roles in a front end store operation • Summarise the roles and responsibility of a store operations assistant (SOA) • Discuss the challenges faced by a SOA at workplace				
		Role of Supply Chain System	• State the meaning of supply and retail supply chain • Identify the elements of a typical supply chain • List the features of a supply chain • Identify the factors that influence supply chain management				

S. No	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
2.	Overview of Store Operations	Introduction to Store Operations	• State the meaning and importance of store operations • Identify the important store opening functions • List the staff responsibilities towards store opening functions • List the post store opening activities	RAS/ N0101	Classroom lecture/ PowerPoint Presentation/ Question & Answer/ Group Discussion	Display Racks Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags, VM elements (Mannequins ull/Half Bust, Danglers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/ Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/ Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)	3 Theory 02:00 Practical 01:00
		Introduction to Store Operations (Contd..)	• Describe the staff responsibilities towards post store opening activities • List the day-end activities • Describe the staff responsibilities towards day-end activities • Identify the important registers maintained in the store				3 Theory 02:00 Practical 01:00
		Introduction to Product Categories	• State the meaning of 'product category' • Identify the three important product categories in the retail industry • Outline the product classification	RAS/ N0101			3 Theory 02:00 Practical 01:00
		Introduction to Product Categories (Contd...)	• Outline the product classification structure of food, apparel and general merchandise • Discuss the impact of product categories on the business	RAS/ N0101			3 Theory 02:00 Practical 01:00
		Key Policies in Receiving and Storing Goods	• Discuss the overarching policies for receiving and storing each classification of goods • List the administrative procedures for receiving and storing the goods • List the requirements for maintaining security and safety during delivery and storage.	RAS/ N0101			3 Theory 02:00 Practical 01:00

S. No	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
3.	Receive and Store Goods	Receiving Goods at the Store	• Identify the stages involved in the receipt of goods • Identify the key documents involved in the receipt of goods • Demonstrate the steps involved in the document and PO check process • Demonstrate the steps involved in the sequencing and docking process	RAS/ N0101	Classroom lecture/ PowerPoint Presentation/ Question & Answer/ Group Discussion	Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags, VM elements (Mannequins - Full/Half Bust, Danglers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/ Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/ Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)	5 Theory 02:00 Practical 03:00
		Unloading the Goods	• Describe the steps involved in the unloading process • Identify the different kinds of goods to be unloaded • Identify appropriate tools for unloading material, its importance and exceptions • Explain the process of vehicle release	RAS/ N0101			4 Theory 01:00 Practical 03:00
		Unloading the Goods (Contd...)					4 Theory 01:00 Practical 03:00
		Inwarding of Goods at the Store	• Explain the process of inwarding the goods • Explain the importance of visual inspection and quality check process • List the steps involved in the quality check process and its importance. • List the steps involved in the updation of material status in the system and its importance.	RAS/ N0101			4 Theory 01:00 Practical 03:00
		Inwarding of Goods at the Store (Contd...)		RAS/ N0101			4 Theory 01:00 Practical 03:00
		Storing Material in a Back Store Area (Contd...)	• List the steps involved in material movement and storing process • Explain the components of a storage location master and its usage • Identify different kinds of materials and their standard storage conditions in the store	RAS/ N0101			5 Theory 02:00 Practical 03:00

S. No	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Measures to Maintain Quality Standards of the Stock (Contd..)	• Describe the steps to be taken to minimise deterioration of stock quality • Identify the reports that need to be generated during the process of receiving and storing	RAS/ N0101			4 Theory 02:00 Practical 02:00
4.	Prepare Products for Dispatch or Delivery	Picking products aligned with orders	• Explain the principles and best practices for accurately picking products according to customer orders and pick lists	RAS/ N0168	Classroom lecture/ PowerPoint Presentation/ Question & Answer/ Group Discussion	Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags, VM elements (Mannequins - Full/Half Bust, Danglers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/ Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/ Stock Outward register, Register	7 Theory 03:00 Practical 04:00
		Picking products aligned with orders (Contd..)					7 Theory 03:00 Practical 04:00
		Picking products aligned with orders (Contd..)					7 Theory 03:00 Practical 04:00
		Picking products aligned with orders (Contd..)	• State the importance of ensuring the correct quantity, type, and condition of products, and determine strategies to address inventory or order discrepancies	RAS/ N0168			7 Theory 03:00 Practical 04:00
		Picking products aligned with orders (Contd..)					7 Theory 03:00 Practical 04:00
		Packing of Products Contd…)	• List the techniques and guidelines for efficiently and safely packing products				7 Theory 03:00 Practical 04:00

S. No	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Packing of Products (Contd…)	• Discuss the requirements for providing proper protection during transport and maintaining organized storage or dispatch procedures			to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)	7 Theory 03:00 Practical 04:00
		Planning the Delivery of Products to Customers					7 Theory 03:00 Practical 04:00
		Labeling Products	• Outline the correct methods for labeling products with necessary information such as SKU, quantity, and special handling instruction	RAS/ N0168			7 Theory 03:00 Practical 04:00
		Labeling Products (Contd..)	• Discuss the role of consistent labeling in ensuring traceability and accuracy within inventor				7 Theory 03:00 Practical 04:00
5.	Manage Stocks	Stock Checking	• Explain the need for stock checking • Identify the reasons for deviation in stock levels • Identify how a stock verification system is planned	RAS/ N0103 & RAS/ N0104	Classroom lecture/ PowerPoint Presentation/ Question & Answer/ Group Discussion	Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags, VM elements (Mannequins - Full/Half Bust, Danglers, Wobblers, Hangers,	6 Theory 03:00 Practical 03:00
		Stock Checking (Contd..)					7 Theory 03:00 Practical 04:00
		Stock Checking (Contd..)	• Describe the components involved in stock verification system • Explain the stock verification process	RAS/ N0103 & RAS/ N0104			7 Theory 03:00 Practical 04:00

S. No	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
					Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/ Shopping Cart, Carry bags of different dimensions,		7 Theory 03:00 Practical 04:00
		Stock Checking (Contd..)	• Describe the elements of typical stock verification process in the store • Identify the steps to perform stock updates and related documentation	RAS/ N0103 & RAS/ N0104	Dummy Fire Extinguishers, Stock Inward/ Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)		7 Theory 03:00 Practical 04:00
		Stock Checking (Contd..)	• Describe the reports that need to be produced after carrying out stock checks and system updation • Explain the need for a store to always maintain the required level of stocks in the storage				6 Theory 02:00 Practical 04:00
		Maintaining Stock	• Explain the need to maintain the adequate stock levels for sale • Demonstrate the process of determining the: a. Current stock levels				6 Theory 02:00 Practical 04:00
		Maintaining Stock (Contd..)	b. The stock levels required to be maintained c. Any short falls in the stocks by using the stock control system				7 Theory 03:00 Practical 04:00
		Maintaining Stock (Contd..)	• Discuss the role of store operations assistant in maintaining the required level of stocks • Demonstrate the process of filling the shelves	RAS/ N0103 & RAS/ N0104			7 Theory 03:00 Practical 04:00
		Maintaining Stock (Contd..)					6 Theory 03:00 Practical 03:00

S. No	Module Name	Session Name	Session Objectives	NOS		Training Tools/Aids	Duration (hours)
		Stock Rotation	• Summarise the process of identifying expired stocks • Identify the action to be taken when stocks with expired dates are identified • Describe the action to be taken when there is excess of perishable goods with short life cycle in the stock • Describe the role of the store operations assistant in handling un-saleable stocks				6 Theory 03:00 Practical 03:00
		Stock Rotation (Contd..)					6 Theory 03:00 Practical 03:00
		Ordering Stock (Contd..)	• Identify the quantity of stocks that needs to be ordered • Prepare and send order documents to procure stocks • List the factors that can affect the demand of stocks	RAS/ N0103 & RAS/ N0104			6 Theory 03:00 Practical 03:00
		Ordering Stock (Contd..)					6 Theory 03:00 Practical 03:00
6.	Health and Safety in Retail Sector	Hazards and Accidents in the Store and Safe Practices	• Identify the importance of health and safety in the store • Identify the hazards that may occur in a store • Identify the commonly occurring accidents due to the hazards • Identify how effective store maintenance helps in preventing accidents and maintaining a safe environment	RAS/ N0121	Classroom lecture/ PowerPoint Presentation/ Question & Answer/ Group Discussion	Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags, VM elements (Mannequins - Full/ Half Bust, Danglers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage),	5 Theory 02:00 Practical 03:00
		Safety Practices	• Identify the importance of securing customer records • Identify the importance of safe guarding store equipment • Identify the importance of protecting staff and customer belongings and store products	RAS/ N0121			5 Theory 02:00 Practical 03:00

S. No	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Safety Practices (Contd…)	• Identify the personal protective or safety equipment used in the store • Describe the key safety procedures followed in the store • Describe the importance of housekeeping and cleanliness in the store	RAS/ N0121		Shopping Basket/ Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/ Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)	5 Theory 02:00 Practical 03:00
		Procedures for Dealing with Emergencies	• Identify when to raise the alarm • Identify the importance of contacting emergency services • Understand the procedure of evacuation	RAS/ N0121			5 Theory 02:00 Practical 03:00
		Procedures for Dealing with Emergencies (Contd..)	• Identify the purpose of drills • Understand how to handle accidents • Know the first aid procedure (in line with store policy)	RAS/ N0121			5 Theory 02:00 Practical 03:00
10.	Employ-ability Skills	Introduc-tion to Em-ployability Skills	• Discuss the importance of Employability Skills in meeting the job requirements	DGT/ VSQ/ N0101	Classroom lecture/ PowerPoint Presentation/ Question & Answer and Group Discussion	LCD Projec- tor, Laptop/ Computer with inter- net, White Board, Flip Chart, Markers, Trainer Chair & Table, Demon- stration Table, Pin Up Boards, Display Racks - Gondola / Shelves, Display/ Boards/ Standees for product categories and offers(- Different Types), Calcula- tor, Stock	1 Hour
		Consti-tutional values - Citizenship	• Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society that are required to become a responsible citizen • Show how to practice different environmentally sustainable practices	DGT/ VSQ/ N0101			1

S. No	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Becoming a Profes- sional in the 21st Century	• Discuss 21st century skills. • Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations.	DGT/ VSQ/ N0101		Amirah, Sale (POS) Terminal (Computer, Cash draw- er, Receipt printer, Barcode scanner, Card swiping machine), Dummy Products (Products with ad – on acces- sories such as mobile handsets with ear phones etc.)	1 Hour
		Basic En- glish Skills	• Use appropriate basic English sentences/phrases while speaking	DGT/ VSQ/ N0101			2 Hours
		Commu- nication Skills	• Demonstrate how to communicate in a well -mannered way with others. • Demonstrate working with others in a team	DGT/ VSQ/ N0101			4 Hours
		Diversity & Inclusion	• Show how to conduct oneself appropriately with all genders and PwD • Discuss the significance of reporting sexual harassment issues in time.	DGT/ VSQ/ N0101			1 Hour
		Financial and Legal Literacy	• Discuss the significance of using financial products and services safely and securely. • Explain the importance of managing expenses, income, and savings. • Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws	DGT/ VSQ/ N0101			4 Hours
		Essential Digital Skills	• Show how to operate digital devices and use the associated applications and features, safely and securely • Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely	DGT/ VSQ/ N0101			3 Hours

S. No	Module Name	Session Name	Session Objectives	NOS	Methodology	Training Tools/Aids	Duration (hours)
		Entrepre-neurship	• Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges.	DGT/ VSQ/ N0101			7 Hours
		Customer Service	• Differentiate between types of customers • Explain the significance of identifying customer needs and addressing them • Discuss the significance of maintaining hygiene and dressing appropriately	DGT/ VSQ/ N0101			4 Hours
		Getting Ready for appren-ticeship & Jobs	• Create a biodata • Use various sources to search and apply for jobs • Discuss the significance of dressing up neatly and maintaining hygiene for an interview • Discuss how to search and register for apprenticeship opportunities	DGT/ VSQ/ N0101			2 Hours
Total							**Theory 112:00 Practical 148:00**
OJT							**70:00**
Total Duration							**Theory + Practical + OJT + ES = 330:00**

Annexure II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for Retail Cashier	
Job Role	Retail Store Operations Assistant
Qualification Pack	RAS/Q0101 V3.0
Sector Skill Council	Retailers Association's Skill Council of India

S. No.	Guidelines for Assessment
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.	Individual NCVET recognised assessment agencies will prepare the theory and practical question papers
5.	The assessments will be conducted by individual NCVET recognised assessment agencies as per the SOP.
6.	Every learner/ candidate appearing for the assessment must possess the OJT completion certificate from the employer to undertake the assessments under this qualification.
7.	Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/ option NOS/set of NOS.
8.	To pass the Qualification Pack assessment, every trainee should score a minimum of 50% aggregate passing percentage recommended at QP Level.
9.	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.
10.	For detailed guidelines SOP on assessments can be referred to on the RASCI website.

Assessment Outcomes	Assessment Criteria for Outcomes	Marks Allocation	
		Theory	Skills Practical
RAS/Q0101: Receive and store goods in retail	**Prepare to Receive Goods**	**14.5**	**14.5**
	PC1. Use the stock control system to identify and address stock level discrepancies.	3	3
	PC2. Confirm availability of appropriate storage space for different types of goods.	3	3
	PC3. Ensure all equipment for receiving and handling is operational and suitable for the goods.	3	3
	PC4. Maintain a clean and obstruction-free receiving area with necessary safety equipment.	3	3
	PC5. Report space or equipment issues to the supervisor promptly.	2.5	2.5
	Receive and Inspect Goods	**12**	**12**
	PC6. Receive packages in the designated bay and verify against the delivery note.	3	3
	PC7. Inspect received goods for damages, errors, or discrepancies and report issues.	3	3
	PC8. Update stock control systems with details of received goods and handling requirements.	3	3
	PC9. Record refusals accurately according to organizational procedures	3	3
	Store Goods	**12**	**12**
	PC10. Ensure pre-packing of items according to organizational procedures and handling requirements.	3	3
	PC11. Confirm and implement storage conditions based on the type of goods (e.g., temperature, security).	3	3
	PC12. Locate and move packages to the correct storage bays based on the pick list.	3	3
	PC13. Bin products accurately and ensure proper labeling and placement	3	3
	Report and Maintain Inventory Status	**11.5**	**11.5**
	PC14. Report inventory status and any discrepancies to the supervisor	3	3
	PC15. Maintain accurate records of received pre- packed, binned, and stored goods.	3	3
	PC16. Follow all relevant legislation and organizational policies for handling various product types	3	3
	PC17. Complete administrative procedures for stock rotation and compliance	2.5	2.5
	NOS Total	**50**	**50**

Assessment Outcomes	Assessment Criteria for Outcomes	Marks Allocation	
		Theory	Skills Practical
RAS/N0168: Prepare Products for Dispatch or Delivery	**Picking products aligned with orders**	**19.5**	**19.5**
	PC1. Receive and review the pick list/ customer orders and task schedule accurately upon arrival	2	2
	PC2. Obtain and verify details on item labels from the inventory management system or designated sources	2	2
	PC3. Locate and access the appropriate storage bays according to the task schedule and pick List/ customer orders	2	2
	PC4. Pick items and packages according to the specifications detailed in the pick list/ customer orders	2.5	2.5
	PC5. Check picked items for errors, ensuring accuracy in quantity, type, and condition	2	2
	PC6. Identify items that require additional packing or special handling based on pick list/ customer order instructions	2	2
	PC7. Report the status of inventory picked, including any issues or discrepancies, to the supervisor promptl	2.5	2.5
	PC8. Address any issues with the pick list/ orders or storage locations and escalate to supervisors if necessary	2	2
	PC9. Maintain accurate records of pick list completion and picking activities	2.5	2.5
	Packing of products	**17.5**	**17.5**
	PC10. Receive all goods from pickers or binners efficiently and accurately	2	2
	PC11. Inspect received goods for any damage, spills, or errors and report anomalies	2.5	2.5
	PC12. Review packaging requirements for each product type, including SKU specifications	2	2
	PC13. Prepare and pack identified items that need extra packing to ensure proper protection during transport	2.5	2.5
	PC14. Follow safety protocols to handle goods properly and maintain security	2	2
	PC15. Pack goods according to the specified packaging requirements to ensure safe transport	2.5	2.5
	PC16. Assist with loading picked items onto transport vehicles or conveyors as per standard procedures.	2	2
	PC17. Organize packed goods for efficient storage or dispatch to minimize delays	2	2
	Labeling products	**13**	**13**

Assessment Outcomes	Assessment Criteria for Outcomes	Marks Allocation	
		Theory	Skills Practical
	PC18. Accurately label each packed item with product information, including SKU and quantity	2.5	2.5
	PC19. Ensure labels are securely attached and correctly aligned on all packages	2.5	2.5
	PC20. Include special handling instructions and compliance details where necessary	2	2
	PC21. Use barcode or RFID labels for efficient tracking and inventory management	2	2
	PC22. Cross-check labels against the pick list to ensure accuracy and consistency	2	2
	PC23. Maintain records of all labeled items for tracking and audit purposes	2	2
	NOS Total	**50**	**50**
RAS/N0103: Maintain required levels of stock in back store and distribution Centre	**Check stock levels**	**21**	**21**
	PC1. Use the stock control system to accurately identify current stock levels, required stock, and any shortfalls	4	4
	PC2. Seek clarification from the appropriate person if instructions for checking stock are unclear	4	4
	PC3. Identify unsaleable stock and report it promptly to the relevant authority	4	4
	PC4. Conduct stock checks with minimal disruption to store operations and staff	5	5
	PC5. Update stock records accurately and in accordance with company procedures.	4	4
	Fill shelves	**29**	**29**
	PC6. Follow specific instructions for stock positioning to ensure optimal display and accessibility	5	5
	PC7. Consult with the relevant person if instructions for positioning stock are unclear or missing	5	5
	PC8. Handle stock safely to prevent injury to yourself and others	5	5
	PC9. Manage stock handling to avoid damage to stock, equipment, and premises	4	4
	PC10. Restock shelves efficiently with minimal disruption to store operations and staff.	5	5
	PC11. Maintain a clean and organized work area after completing the restocking tasks.	5	5
	NOS Total	**50**	**50**

Assessment Outcomes	Assessment Criteria for Outcomes	Marks Allocation	
		Theory	Skills Practical
RAS/N0104: Monitor and replenish stock on display for sale at retail store	**Check the level of stock on sale**	**20**	**20**
	PC1. Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.	4	4
	PC2. Monitor stock levels proactively to ensure timely replenishment before stock runs out	5	5
	PC3. Perform stock checks at appropriate intervals to maintain inventory accuracy	4	4
	PC4. Notify relevant personnel promptly when stock needs replenishment.	3	3
	PC5. Identify expired stock, remove it from sale, and update the stock control system accordingly.	4	4
	Replenish stock on sale	**30**	**30**
	PC6. Order sufficient stock to maintain desired inventory levels	5	5
	PC7. Prepare and present stock for sale within the designated timeframe.	4	4
	PC8. Coordinate stock movement to the sales floor as needed	4	4
	PC9. Rotate stock effectively to minimize disruption and ensure freshness	4	4
	PC10. Dispose of packaging waste following company procedures.	4	4
	PC11. Update the stock control system promptly and accurately	5	5
	PC12. Assess changes in stock demand and adjust stock levels accordingly.	4	4
	NOS Total	**50**	**50**
RAS/N0121: Maintain Health and Safety -v2	**Identify and report accidents and emergencies**	**15**	**15**
	PC1. notice and correctly identify accidents and emergencies.	2.5	2.5
	PC2. get help promptly and in the most suitable way.	2.5	2.5
	PC3. follow company policy and procedures for preventing further injury while waiting for help to arrive.	2.5	2.5
	PC4. act within the limits of his/her responsibility and authority when accidents and emergencies arise.	2.5	2.5
	PC5. promptly follow instructions given by senior staff and the emergency services.	5	5
	Protect health and safety as you work	**17.5**	**17.5**
	PC6. follow company procedures and legal requirements for reducing health and safety risks as far as possible while working.	5	5
	PC7. use safety equipment correctly and in the right situations.	2.5	2.5

Assessment Outcomes	Assessment Criteria for Outcomes	Marks Allocation	
		Theory	Skills Practical
	PC8. get advice and help from the right people when he/she concerned about his ability to work safely.	5	5
	PC9. take suitable safety measures before lifting to protect himself/herself and other people.	5	5
	Lift and handle goods safely	**17.5**	**17.5**
	PC10. use approved lifting and handling techniques.	5	5
	PC11. check that any equipment he/she needs to use is fit for use.	2.5	2.5
	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**
DGT/VSQ/ N0101: Employability Skills (30 Hours)	**Introduction to Employability Skills**	**1**	**1**
	PC1. understand the significance of employability skills in meeting the job requirements	-	-
	Constitutional values – Citizenship	**1**	**1**
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-
	Becoming a Professional in the 21st Century	**1**	**3**
	PC3. explain 21st Century Skills such as Self- Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-
	Basic English Skills	**2**	**3**
	PC4. speak with others using some basic English phrases or sentences	-	-
	Communication Skills	**1**	**1**
	PC5. follow good manners while communicating with others	-	-
	PC6. work with others in a team	-	-
	Diversity & Inclusion	**1**	**1**
	PC7. communicate and behave appropriately with all genders and PwD	-	-
	PC8. report any issues related to sexual harassment	-	-
	Financial and Legal Literacy	**3**	**4**

Assessment Outcomes	Assessment Criteria for Outcomes	Marks Allocation	
		Theory	Skills Practical
	PC9. use various financial products and services safely and securely	-	-
	PC10. calculate income, expenses, savings etc.	-	-
	PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-
	Essential Digital Skills	**4**	**6**
	PC12. operate digital devices and use its features and applications securely and safely	-	-
	PC13. use internet and social media platforms securely and safely	-	-
	Entrepreneurship	**3**	**5**
	PC14. identify and assess opportunities for potential business	-	-
	PC15. identify sources for arranging money and associated financial and legal challenges	-	-
	Customer Service	**2**	**2**
	PC16. identify different types of customers	-	-
	PC17. identify customer needs and address them appropriately	-	-
	PC18. follow appropriate hygiene and grooming standards	-	-
	Getting ready for apprenticeship & Jobs	**1**	**3**
	PC19. create a basic biodata	-	-
	PC20. search for suitable jobs and apply	-	-
	PC21. identify and register apprenticeship opportunities as per requirement	-	-
	NOS Total	**20**	**20**

Annexure III

List of QR Codes Used in PHB

Chapter 1 - Introduction to Retail	Unit 1.1 - Introduction to Retail	1.1.1 Retail	15	www.youtube.com/ watch?v=FXHD4VPWKrk	Be a successful sales person
	Unit 1.1 - Introduction to Retail	1.1.1 Retail	15	www.youtube.com/ watch?v=Gm-agMsfu0s&t=40s	English phrases for sales person
	Unit 1.3: Retail Formats	1.3.1 retail Format	15	https://www.youtube.com/ watch?v=xOkRogadXqk	Types of Retail Formats
Chapter 2 - Overview of Store Operations	Unit 2.2 - Introduction to Product Categories	2.2.1 Product category	26	www.bakercommunications. com/sales-training-videos.Htm	Sales training video
Chapter 4 - Prepare products for delivery	Unit 4.1 - Picking products aligned with orders	12 Essential Retail Operations Management Best Practices .	54	www.youtube.com/ watch?v=lX4Jfme9gDg	12 Essential Retail Operations Management Best Practices

	Unit 4.2 - Packing of products	wms - How to do a Simple Pick and Pack	54	www.youtube.com/ watch?v=SvM7fm55bK8	wms - How to do a Simple Pick and Pack
5. Manage Stocks	Unit 5.1: Stock Checking	5.1.1 Need for Stock Check	68	https://www.youtube.com/ watch?v=jxCG9MxIoK0&t=44s	Stock manage-ment(FIFO/LIFO)
	Unit 5.1: Stock Checking	5.1.1 Need for Stock Check		https://www.youtube.com/ watch?v=r7FoV4XoAaw	Maintain stock in the retail store RFID
	Unit 5.4: Stock Rotation	5.4.1 Process of Identifying Expired Stocks		https://www.youtube.com/ watch?v=7Ls47gOpNOA	Rotation of stock
6. Health and Safety in Retail Sector	Unit 6.2: Safety Practices	6.2.1 Securing Customer Records	78	https://www.youtube.com/ watch?v=1umJD13FexA	Prevent acci-dents in the store

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