

Qualification Pack



Retail Cashier

QP Code: RAS/Q0102

Version: 4.0

NSQF Level: 3

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Qualification Pack

Contents

RAS/Q0102: Retail Cashier	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
RAS/N0110: Service cash point / POS	5
RAS/N0111: Follow point-of-sale procedures for age-restricted products	9
RAS/N0112: Process customer orders for goods	14
RAS/N0113: Process part exchange sale transactions	19
RAS/N0115: Process payments	24
RAS/N0116: Process cash and credit transactions	28
RAS/N0117: Process returned goods	34
DGT/VSQ/N0102: Employability Skills (60 Hours)	38
Assessment Guidelines and Weightage	45
<i>Assessment Guidelines</i>	45
<i>Assessment Weightage</i>	46
Acronyms	47
Glossary	48

Qualification Pack

RAS/Q0102: Retail Cashier

Brief Job Description

Individuals in this position service and process all customer transactions for payments made towards sales done whilst adhering to accounting principles and working cordially within the team and retail organization.

Personal Attributes

The individual needs to be physically fit to withstand working in a retail environment whilst being customer responsive towards service delivery and processing payments accurately with speed.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [RAS/N0110: Service cash point / POS](#)
2. [RAS/N0111: Follow point-of-sale procedures for age-restricted products](#)
3. [RAS/N0112: Process customer orders for goods](#)
4. [RAS/N0113: Process part exchange sale transactions](#)
5. [RAS/N0115: Process payments](#)
6. [RAS/N0116: Process cash and credit transactions](#)
7. [RAS/N0117: Process returned goods](#)
8. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
Country	India
NSQF Level	3

Qualification Pack

Credits	12
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4211.0301
Minimum Educational Qualification & Experience	10th Class OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years of experience relevant experience in store operations OR Previous relevant Qualification of NSQF Level 2 with 3 Years of experience relevant experience in store operations
Minimum Level of Education for Training in School	9th Class
Pre-Requisite License or Training	Nil
Minimum Job Entry Age	14 Years
Last Reviewed On	NA
Next Review Date	22/10/2027
NSQC Approval Date	22/10/2024
Version	4.0
Reference code on NQR	QG-03-OR-03321-2024-V2-RASCI
NQR Version	2.0

Qualification Pack

RAS/N0110: Service cash point / POS

Description

This OS describes the skills and knowledge required to service cash point / POS.

Scope

The scope covers the following :

- Monitor receipt practices and processes at the cash point / POS

Elements and Performance Criteria

Monitor receipt practices and processes at the cash point / POS

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

- PC1.** check at suitable times that staff are setting up and operating cash points correctly.
- PC2.** look into and promptly sort out any problems with routine cash point operations and transactions.
- PC3.** check that staff are handling cash and cash equivalents efficiently and in line with approved procedures.
- PC4.** accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation.
- PC5.** correctly follow cash point security procedures.
- PC6.** develop effective plans to cope with unexpected problems at the cash point.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** modes of payment that are accepted in the store.
- KU2.** problems that can arise in routine cash point operations and transactions with resolution.
- KU3.** companys approved procedures for handling cash and cash equivalents, and how to follow these efficiently.
- KU4.** the types of refund, cheque payment and credit card payment he/she had to authorise.
- KU5.** companys cash point security procedures.
- KU6.** how to cope with unexpected problems at the cash point.
- KU7.** how to check that cash points are being correctly set up and operated

Generic Skills (GS)

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

- GS1.** complete documentation accurately.
- GS2.** write simple reports when required.

Qualification Pack

- GS3.** read information accurately.
- GS4.** read and interpret data sheets.
- GS5.** follow instructions accurately.
- GS6.** use gestures or simple words to communicate where language barriers exist.
- GS7.** use questioning to minimise misunderstandings.
- GS8.** display courteous and helpful behaviour at all times.
- GS9.** make appropriate decisions regarding the responsibilities of the job role.
- GS10.** plan and schedule routines.
- GS11.** build relationships with internal and external customers.
- GS12.** respond to breakdowns and malfunction of equipment.
- GS13.** respond to unsafe and hazardous working conditions.
- GS14.** respond to security breaches.
- GS15.** calculate amounts, discounts, refunds and fractions (may also include currency conversions)

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor receipt practices and processes at the cash point / POS</i>	50	50	-	-
PC1. check at suitable times that staff are setting up and operating cash points correctly.	8	8	-	-
PC2. look into and promptly sort out any problems with routine cash point operations and transactions.	8	8	-	-
PC3. check that staff are handling cash and cash equivalents efficiently and in line with approved procedures.	8	8	-	-
PC4. accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation.	8	8	-	-
PC5. correctly follow cash point security procedures.	10	10	-	-
PC6. develop effective plans to cope with unexpected problems at the cash point.	8	8	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0110
NOS Name	Service cash point / POS
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	2
Version	8.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

Qualification Pack

RAS/N0111: Follow point-of-sale procedures for age-restricted products

Description

This OS describes the skills and knowledge required to follow point-of-sale procedures for age-restricted products.

Scope

The scope covers the following :

- Follow procedures for sale of age-restricted products
- Provide service at point of sale

Elements and Performance Criteria

Follow procedures for sales of age-restricted products

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

- PC1.** follow legal requirements and company policies and procedures for asking for proof of age.
- PC2.** make the sale only if customers provide age proof and it meets legal and company conditions, while selling age-restricted products.
- PC3.** follow legal requirements and company policies and procedures for refusing sales.
- PC4.** refuse politely and firmly to make sales that are against the law or any procedures and policies he/she must follow.
- PC5.** explain clearly and accurately to customers what proof of age is acceptable.
- PC6.** follow company procedures for telling customers how to get proof of age.

Provide service at point of sale

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

- PC7.** tell customers the correct amount to be paid.
- PC8.** check accurately the amount and means of payment offered by the customer.
- PC9.** process the payment in line with company procedures, where the payment is acceptable.
- PC10.** tell the customer tactfully when payment cannot be approved.
- PC11.** record payments accurately.
- PC12.** store payments securely and protect them from theft.
- PC13.** offer additional services to the customer where these are available.
- PC14.** treat customers politely throughout the payment process.
- PC15.** balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** age-restricted products he/she is authorised to sell.

Qualification Pack

- KU2.** age restrictions on the products he/she is authorised to sell, and what can happen to him/her and the company if he/she does not keep within these restrictions.
- KU3.** company policies and procedures for asking for proof of age, including the types of acceptable proof.
- KU4.** company policies and procedures for refusing sales of age-restricted products.
- KU5.** how to keep cash and other payments secure.
- KU6.** the types of payment that he/she is authorised to receive.
- KU7.** the procedures for authorising non-cash transactions.
- KU8.** how to deal with customers offering suspect payments.
- KU9.** relevant rights, duties and responsibilities of customer and self.
- KU10.** company procedures for taking payments.
- KU11.** company procedures for dealing with suspected fraud.
- KU12.** how to check for and identify counterfeit payments.
- KU13.** how to check for stolen cheques, credit cards, charge cards or debit cards.

Generic Skills (GS)

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

- GS1.** complete documentation accurately.
- GS2.** write simple reports when required.
- GS3.** read information accurately.
- GS4.** read and interpret data sheets.
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist.
- GS7.** use questioning to minimise misunderstandings.
- GS8.** display courteous and helpful behaviour at all times.
- GS9.** make appropriate decisions regarding the responsibilities of the job role.
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers.
- GS12.** respond to breakdowns and malfunction of equipment.
- GS13.** respond to unsafe and hazardous working conditions.
- GS14.** respond to security breaches.
- GS15.** calculate totals, fractions, discounts, refunds and rebates accurately.
- GS16.** determine the impact of accepting counterfeit.
- GS17.** determine impact of not collecting prescribed proof.
- GS18.** determine impact of sales made to underage.

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0111
NOS Name	Follow point-of-sale procedures for age-restricted products
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

Qualification Pack

RAS/N0112: Process customer orders for goods

Description

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

Scope

The scope covers the following :

- Check the availability of goods for orders.
- Process orders for customers

Elements and Performance Criteria

Check the availability

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

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

Process orders for customers

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to ask the right questions to find out exactly what customers want.
- KU2.** the items in stock.

Qualification Pack

- KU3.** how to check whether there is enough stock to meet the order.
- KU4.** which items are available by order and which suppliers and manufacturers can provide them.
- KU5.** how to check whether external suppliers and manufacturers can provide items, and on what terms.
- KU6.** how to keep customers informed of progress in finding the goods they need.
- KU7.** how to give customers clear, accurate and complete information about the terms of supply.
- KU8.** legal and company procedures for checking the customers identify and credit status.
- KU9.** how to tell the customer promptly about any delays in fulfilling their order.
- KU10.** legal and company requirements relating to customer confidentiality.
- KU11.** who is entitled to see customer information, and in what situations.
- KU12.** how to invoice customers for orders.
- KU13.** how to escalate in case you cannot process an order.
- KU14.** company procedures for storing customer information securely.

Generic Skills (GS)

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

- GS1.** complete documentation accurately.
- GS2.** write simple reports when required.
- GS3.** read information accurately.
- GS4.** read and interpret data sheets.
- GS5.** follow instructions accurately.
- GS6.** use gestures or simple words to communicate where language barriers exist.
- GS7.** use questioning to minimise misunderstandings.
- GS8.** display courteous and helpful behaviour at all times.
- GS9.** make appropriate decisions regarding the responsibilities of the job role.
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers.
- GS12.** respond to breakdowns and malfunction of equipment.
- GS13.** respond to unsafe and hazardous working conditions.
- GS14.** respond to security breaches.
- GS15.** understand the customer requirement through effective and relevant probing.
- GS16.** determine the impact of not maintaining customer confidentiality.
- GS17.** determine the impact of not being able to deliver as committed.

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0112
NOS Name	Process customer orders for goods
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	1
Version	4.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

Qualification Pack

RAS/N0113: Process part exchange sale transactions

Description

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

Scope

The scope covers the following :

- Decide on the value of items offered in part exchange by customers
- Negotiate part exchange sales transactions with customers

Elements and Performance Criteria

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

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

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

Negotiate part exchange sales transactions with customers

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company policies and procedures for checking who owns the item.
- KU2.** what might happen if you do not check ownership properly.
- KU3.** terms and conditions of sale for items the store buys.

Qualification Pack

- KU4.** how to deal with customer objections.
- KU5.** how to treat customer politely during negotiations.
- KU6.** how to fill paperwork when buying part-exchange items.
- KU7.** types of payment that he/she is authorised to receive.
- KU8.** the procedures for authorising non-cash transactions.
- KU9.** how to deal with customers offering suspect payments.
- KU10.** company procedures for taking payments.
- KU11.** company procedures for dealing with suspected fraud.
- KU12.** how to keep cash and other payments secure.
- KU13.** how to check for and identifying counterfeit payments.
- KU14.** how to check for stolen cheques, credit cards, charge cards or debit cards.

Generic Skills (GS)

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

- GS1.** complete documentation accurately.
- GS2.** write simple reports when required.
- GS3.** read information accurately.
- GS4.** read and interpret data sheets.
- GS5.** follow instructions accurately.
- GS6.** use gestures or simple words to communicate where language barriers exist.
- GS7.** use questioning to minimise misunderstandings.
- GS8.** display courteous and helpful behaviour at all times.
- GS9.** make appropriate decisions regarding the responsibilities of the job role.
- GS10.** plan and schedule routines.
- GS11.** build relationships with internal and external customers.
- GS12.** respond to breakdowns and malfunction of equipment.
- GS13.** respond to unsafe and hazardous working conditions.
- GS14.** respond to security breaches.
- GS15.** evaluate the condition of the exchange.
- GS16.** determine the impact of not capturing all details of the exchange.
- GS17.** determine the impact of erroneous valuation.

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0113
NOS Name	Process part exchange sale transactions
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	2
Version	4.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

Qualification Pack

RAS/N0115: Process payments

Description

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

Scope

The scope covers the following :

- Process payments for customer purchases

Elements and Performance Criteria

Work out the price of customer purchases

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

- GS1.** complete documentation accurately.
- GS2.** write simple reports when required.
- GS3.** read information accurately.
- GS4.** read and interpret data sheets.
- GS5.** follow instructions accurately.
- GS6.** use gestures or simple words to communicate where language barriers exist.

Qualification Pack

- GS7.** use questioning to minimise misunderstandings.
- GS8.** display courteous and helpful behaviour at all times.
- GS9.** make appropriate decisions regarding the responsibilities of the job role.
- GS10.** plan and schedule routines.
- GS11.** build relationships with internal and external customers.
- GS12.** respond to breakdowns and malfunction of equipment.
- GS13.** respond to unsafe and hazardous working conditions.
- GS14.** respond to security breaches
- GS15.** calculate totals, fractions, discounts, refunds and rebates accurately.
- GS16.** determine the impact of accepting counterfeit.
- GS17.** determine impact of incorrect payments received.

Qualification Pack

Assessment Criteria

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0115
NOS Name	Process payments
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	1
Version	5.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

Qualification Pack

RAS/N0116: Process cash and credit transactions

Description

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

Scope

The scope covers the following :

- Process customer credit
- Process payments made to customer accounts
- Reconcile customer accounts

Elements and Performance Criteria

Process customer credit

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

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

Process payments made to customer accounts

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

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

Reconcile customer accounts

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

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

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the risks to the company of offering credit to customers.
- KU2.** company guidelines for setting customer credit limits.
- KU3.** how to check customer accounts effectively, including how to identify overdue payments and customers who have gone over their credit limits.
- KU4.** company guidelines for managing customers who go over their credit limits.
- KU5.** the legal rights and obligations of customers and retailers in relation to credit.
- KU6.** company policies for crediting the cost of returned goods to customer accounts.
- KU7.** acceptable ways for customers to make payments.
- KU8.** company procedures for storing cash and cash equivalents securely.
- KU9.** types of problem that he/she is responsible for sorting out.
- KU10.** escalation matrix for problems that he/she cannot sort.
- KU11.** how to process cash and non-cash payments.
- KU12.** how to find out if a customer is suitable for credit.
- KU13.** legal tender in the country.
- KU14.** how to spot counterfeit payments.
- KU15.** how to perform accurate financial checks.
- KU16.** how to reconcile customer accounts accurately.
- KU17.** the procedures carried out by the automated billing system.

Generic Skills (GS)

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

- GS1.** complete documentation accurately.
- GS2.** write simple reports when required.
- GS3.** read information accurately.
- GS4.** read and interpret data sheets.
- GS5.** follow instructions accurately.
- GS6.** use gestures or simple words to communicate where language barriers exist.
- GS7.** use questioning to minimise misunderstandings.
- GS8.** display courteous and helpful behaviour at all times.
- GS9.** make appropriate decisions regarding the responsibilities of the job role.
- GS10.** plan and schedule routines.
- GS11.** build relationships with internal and external customers.
- GS12.** respond to breakdowns and malfunction of equipment.
- GS13.** respond to unsafe and hazardous working conditions.
- GS14.** respond to security breaches.
- GS15.** calculate totals, fractions, discounts, refunds and rebates accurately.

Qualification Pack

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. check that charges made to customer accounts are correct.	2.5	2.5	-	-
PC14. check that credits made to customer accounts are correct.	2.5	2.5	-	-
PC15. identify and sort out problems with customer accounts.	2.5	2.5	-	-
PC16. tell the right person about problems with customer accounts that he/she cannot sort out or that are beyond his/her responsibility and control.	5	5	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0116
NOS Name	Process cash and credit transactions
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	1
Version	3.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

Qualification Pack

RAS/N0117: Process returned goods

Description

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

Scope

The scope covers the following :

- Help customers who need to return goods.
- Process returns of Goods

Elements and Performance Criteria

Help customers who need to return goods

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

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

Process returns of goods

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the reasons customers might have for returning goods.
- KU2.** customers legal rights to replacements and refunds.
- KU3.** company policies and procedures for replacements and refunds, including proof of purchase.

Qualification Pack

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0117
NOS Name	Process returned goods
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	1
Version	3.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values – Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council.
2. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS.
3. SSC will lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
4. The assessments will be conducted as per the SOP for assessments and AB approved question bank released from time to time.
5. Every learner/ candidate appearing for the assessment must possess the OJT completion certificate from the employer to undertake the assessments under this qualification.
6. The assessment for the theory and practical will be conducted online on a digital assessment platform with comprehensive auditable trails.
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

Qualification Pack

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

Minimum Aggregate Passing % at QP Level : 50

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
RAS/N0110.Service cash point / POS	50	50	0	0	100	15
RAS/N0111.Follow point-of-sale procedures for age-restricted products	50	50	0	0	100	15
RAS/N0112.Process customer orders for goods	50	50	0	0	100	15
RAS/N0113.Process part exchange sale transactions	50	50	0	0	100	15
RAS/N0115.Process payments	50	50	0	0	100	11
RAS/N0116.Process cash and credit transactions	50	50	0	0	100	11
RAS/N0117.Process returned goods	50	50	0	0	100	12
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	6
Total	370	380	-	-	750	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.