

## Qualification Pack



# Retail Sales Executive

QP Code: RAS/Q0109

Version: 2.0

NSQF Level: 4

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## Qualification Pack

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## Qualification Pack

### RAS/Q0109: Retail Sales Executive

#### Brief Job Description

Individuals in this position interact with customers by giving specialized service and product demonstrations to maximize business in a retail environment whilst striving for continuous improvements in levels of services rendered. They also provide service at the cashiering point by processing payments towards purchases made by customers.

#### 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. He/she needs to have commercial acumen, excellent product knowledge, interpersonal and listening skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [RAS/N0115: To process payments](#)
2. [RAS/N0111: To follow point-of-sale procedures for age-restricted products](#)
3. [RAS/N0116: To process cash and credit transactions](#)
4. [RAS/N0117: To process returned goods](#)
5. [RAS/N0113: To process part exchange sale transactions](#)
6. [RAS/N0110: To service cash point / POS](#)
7. [RAS/N0126: To help customers choose right products](#)
8. [RAS/N0125: To demonstrate products to customers](#)
9. [RAS/N0128: To maximise sales of goods & services](#)
10. [RAS/N0129: To provide personalised sales & post-sales service support](#)
11. [RAS/N0127: To provide specialist support to customers facilitating purchases](#)
12. [RAS/N0114: To process credit applications for purchases](#)
13. [RAS/N0133: To organise the delivery of reliable service](#)
14. [RAS/N0132: To resolve customer concerns](#)
15. [RAS/N0135: To monitor and solve service concerns](#)

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16. [RAS/N0136: To promote continuous improvement in service](#)
17. [RAS/N0120: To help keep the store secure](#)
18. [RAS/N0121: To Maintain Health and Safety](#)
19. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)
20. [RAS/N0112: To process customer orders for goods](#)

## Qualification Pack (QP) Parameters

Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
Country	India
NSQF Level	4
Credits	16
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5249.0301
Minimum Educational Qualification & Experience	12th grade Pass OR 10th grade pass with 3 Years of experience OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience OR Previous relevant Qualification of NSQF Level (3.5) with 1.5 years of experience
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	27/08/2027
NSQC Approval Date	27/08/2024

## Qualification Pack

Version	2.0
Reference code on NQR	QG-04-OR-02874-2024-V1-RASCI
NQR Version	1.0

## Qualification Pack

### RAS/N0115: To 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.

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

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### Assessment Criteria

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



## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0115
NOS Name	To process payments
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	2
Credits	0.5
Version	4.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### RAS/N0111: To follow point-of-sale procedures for age-restricted products

#### Description

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

#### 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:

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- KU1. age-restricted products he/she is authorised to sell.
- KU2. age restrictions on the products he/she is authorised to sell, and what can happen to him/her and the company if he/she does not keep within these restrictions.
- KU3. company policies and procedures for asking for proof of age, including the types of acceptable proof.
- KU4. company policies and procedures for refusing sales of age-restricted products.
- 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	-	-

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0111
NOS Name	To follow point-of-sale procedures for age-restricted products
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	2
Credits	1
Version	2.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### RAS/N0116: To process cash and credit transactions

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Process customer credit*

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

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

##### *Process payments made to customer accounts*

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

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

##### *Reconcile customer accounts*

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

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

## 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.



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

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### 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	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0116
NOS Name	To process cash and credit transactions
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	2
Credits	0.5
Version	2.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### RAS/N0117: To process returned goods

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Help customers who need to return goods*

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

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

##### *Process returns of goods*

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

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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

## Generic Skills (GS)

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

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

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### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0117
NOS Name	To process returned goods
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	2
Credits	1
Version	2.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024



## Qualification Pack

### RAS/N0113: To 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.

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- 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	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0113
NOS Name	To process part exchange sale transactions
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	2
Credits	1
Version	3.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### RAS/N0110: To 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)

## Qualification Pack

### 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.	10	10	-	-
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.	8	8	-	-
PC6. develop effective plans to cope with unexpected problems at the cash point.	8	8	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	<b>-</b>	<b>-</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0110
NOS Name	To service cash point / POS
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	2
Credits	1
Version	7.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### RAS/N0126: To help customers choose right products

#### Description

This OS describes the skills and knowledge required to help customers choose right products.

#### Scope

The scope covers the following :

- Help customers choose products
- Check the customer's preferences and buying decisions when making sales

#### Elements and Performance Criteria

##### *Help customers choose products*

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

- PC1. find out which product features and benefits interest individual customers and focus on these when discussing products.
- PC2. describe and explain clearly and accurately relevant product features and benefits to customers.
- PC3. compare and contrast products in ways that help customers choose the product that best meets their needs.
- PC4. check customers responses to his/her explanations, and confirm their interest in the product.
- PC5. encourage customers to ask questions & respond to their questions, comments & objections in ways that promote sales & goodwill.
- PC6. identify suitable opportunities to tell the customer about associated or additional products and do so in a way that promotes sales and goodwill.
- PC7. constantly check the store for security, safety and potential sales whilst helping customers.

##### *'Check the customer's preferences and buying decisions when making sales'*

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

- PC8. give customers enough time to evaluate products and ask questions.
- PC9. handle objections and questions in a way that promotes sales and keeps the customers confidence.
- PC10. identify the need for additional and associated products and take the opportunity to increase sales.
- PC11. clearly acknowledge the customers buying decisions.
- PC12. clearly explain any customer rights that apply.
- PC13. clearly explain to the customer where to pay for their purchases.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. how to promote sales and goodwill

## Qualification Pack

- KU2. how to help customers choose products
- KU3. how to explain product features and benefits to customers in ways that they understand and find interesting
- KU4. how to check and interpret customer responses
- KU5. how to adapt explanations and respond to questions and comments in ways that promote sales and goodwill
- KU6. how to encourage customers to ask for clarification and more information
- KU7. the risks of not paying attention to the store, in terms of security, safety and lost sales
- KU8. how to recognise buying signals from customers
- KU9. how to handle objections and questions confidently and effectively
- KU10. legal rights and responsibilities of retailers and customers to do with returning of unsatisfactory goods
- KU11. techniques for closing the sale
- KU12. product features and benefits

## Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Help customers choose products</i>	25	25	-	-
PC1. find out which product features and benefits interest individual customers and focus on these when discussing products.	5	5	-	-
PC2. describe and explain clearly and accurately relevant product features and benefits to customers.	5	5	-	-
PC3. compare and contrast products in ways that help customers choose the product that best meets their needs.	2.5	2.5	-	-
PC4. check customers responses to his/her explanations, and confirm their interest in the product.	2.5	2.5	-	-
PC5. encourage customers to ask questions & respond to their questions, comments & objections in ways that promote sales & goodwill.	2.5	2.5	-	-
PC6. identify suitable opportunities to tell the customer about associated or additional products and do so in a way that promotes sales and goodwill.	2.5	2.5	-	-
PC7. constantly check the store for security, safety and potential sales whilst helping customers.	5	5	-	-
<i>'Check the customer's preferences and buying decisions when making sales'</i>	25	25	-	-
PC8. give customers enough time to evaluate products and ask questions.	5	5	-	-
PC9. handle objections and questions in a way that promotes sales and keeps the customers confidence.	5	5	-	-
PC10. identify the need for additional and associated products and take the opportunity to increase sales.	5	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. clearly acknowledge the customers buying decisions.	5	5	-	-
PC12. clearly explain any customer rights that apply.	2.5	2.5	-	-
PC13. clearly explain to the customer where to pay for their purchases.	2.5	2.5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0126
NOS Name	To help customers choose right products
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	1
Version	3.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### RAS/N0125: To demonstrate products to customers

#### Description

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

#### Scope

The scope covers the following :

- Demonstrate products to customers

#### Elements and Performance Criteria

##### *Demonstrate products to customers*

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

- PC1. prepare the demonstration area and check that it can be used safely
- PC2. check whether the required equipment and products for demonstration are in place.
- PC3. demonstrate products clearly and accurately to customers.
- PC4. present the demonstration in a logical sequence of steps and stages
- PC5. cover all the features and benefits he/she thinks are needed to gain the customers interest
- PC6. promptly clear away the equipment and products at the end of the demonstration and connect with the customer

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. how to prepare the demonstration area effectively and checking it is safe.
- KU2. how to organise demonstrations into logical steps and stages, and how this makes demonstrations more effective.
- KU3. how to communicate clear and accurate information during demonstrations.
- KU4. how to clear equipment and products away promptly at the end of the demonstration and connect with the customer
- KU5. the importance of demonstrations in promoting and selling products.
- KU6. features and benefits of the products he/she is responsible for demonstrating.
- KU7. applicable warranty, replacement / repair.
- KU8. annual maintenance costs (if applicable).

#### Generic Skills (GS)

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

- GS1. complete documentation accurately

## Qualification Pack

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



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Demonstrate products to customers</i>	50	50	-	-
PC1. prepare the demonstration area and check that it can be used safely	7.5	7.5	-	-
PC2. check whether the required equipment and products for demonstration are in place.	7.5	7.5	-	-
PC3. demonstrate products clearly and accurately to customers.	10	10	-	-
PC4. present the demonstration in a logical sequence of steps and stages	7.5	7.5	-	-
PC5. cover all the features and benefits he/she thinks are needed to gain the customers interest	7.5	7.5	-	-
PC6. promptly clear away the equipment and products at the end of the demonstration and connect with the customer	10	10	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0125
NOS Name	To demonstrate products to customers
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	1
Version	3.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### RAS/N0128: To maximise sales of goods & services

#### Description

This OS describes the skills and knowledge required to maximise sales of goods & services.

#### Scope

The scope covers the following :

- Identify opportunities to increase sales of particular products
- Promote particular products

#### Elements and Performance Criteria

##### *Identify opportunities to increase sales of particular products*

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

- PC1. identify promotional opportunities and estimate their potential to increase sales.
- PC2. identify promotional opportunities which offer the greatest potential to increase sales.
- PC3. report promotional opportunities to the right person.
- PC4. fill in the relevant records fully and accurately.

##### *Promote particular products*

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

- PC5. tell customers about promotions clearly and in a persuasive way.
- PC6. identify and take the most effective actions for converting promotional sales into regular future sales.
- PC7. gather relevant and accurate information about the effectiveness of promotions, and communicate this information clearly to the right person.
- PC8. record clearly and accurately the results of promotions.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. seasonal trends and how they affect opportunities for sales
- KU2. how to estimate and compare the potential of promotional opportunities to increase sales
- KU3. whom to approach about the identified promotional opportunities
- KU4. techniques for building customers interest in regularly buying in future the product you are promoting
- KU5. how to evaluate and record the results of promotions
- KU6. the difference between the features and benefits of products
- KU7. how to promote the features and benefits of products to customers
- KU8. techniques of encouraging customers to buy the product being promoted

## Qualification Pack

### Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify opportunities to increase sales of particular products</i>	27.5	27.5	-	-
PC1. identify promotional opportunities and estimate their potential to increase sales.	7.5	7.5	-	-
PC2. identify promotional opportunities which offer the greatest potential to increase sales.	5	5	-	-
PC3. report promotional opportunities to the right person.	7.5	7.5	-	-
PC4. fill in the relevant records fully and accurately.	7.5	7.5	-	-
<i>Promote particular products</i>	22.5	22.5	-	-
PC5. tell customers about promotions clearly and in a persuasive way.	5	5	-	-
PC6. identify and take the most effective actions for converting promotional sales into regular future sales.	7.5	7.5	-	-
PC7. gather relevant and accurate information about the effectiveness of promotions, and communicate this information clearly to the right person.	5	5	-	-
PC8. record clearly and accurately the results of promotions.	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0128
NOS Name	To maximise sales of goods & services
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	0.5
Version	3.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### RAS/N0129: To provide personalised sales & post-sales service support

#### Description

This OS describes the skills and knowledge required to provide personalised sales & post-sales service support.

#### Scope

The scope covers the following :

- Provide a personalised service
- Provide an after sales service

#### Elements and Performance Criteria

##### *Provide a personalised service*

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

- PC1. use available information in the client records to help prepare for consultations.
- PC2. check whether the work area is clean and tidy and that all the required equipment are in hand before starting a consultation.
- PC3. quickly create a rapport with the client at the start of the consultation.
- PC4. talk and behave towards the client in ways that project the company image effectively.
- PC5. ask questions to understand the clients buying needs, preferences and priorities.
- PC6. tactfully check, where appropriate, how much the client wants to spend.
- PC7. explain clearly to the client the features and benefits of the recommended products or services and relate these to the clients individual needs.
- PC8. identify suitable opportunities to sell additional or related products or services that are suited to the clients needs.
- PC9. make recommendations to the client in a confident and polite way and without pressurising them.
- PC10. pace client consultations to make good use of the selling time while maintaining good relations with the client.
- PC11. meet the companys customer service standards while dealing with the client.

##### *Provide an after sales service*

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

- PC12. follow the companys procedures for keeping client records up-to-date.
- PC13. record client information accurately and store it in the right places in the companys system.
- PC14. keep client information confidential and share it only with people who have a right to it.
- PC15. keep to clients wishes as to how and when they may be contacted.
- PC16. follow the companys policy and procedures for contacting clients.
- PC17. tell clients promptly and offer any other suitable products or services, where promises cannot be kept.

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. companys desired image and how to project this to clients
- KU2. how to use information in client records to prepare for client visits
- KU3. how to create and maintain a rapport with clients, both new and existing
- KU4. the types of question to ask clients to find out about their buying needs, preferences and priorities
- KU5. how to ask clients tactfully how much they want to spend
- KU6. how to relate the features and benefits of products or services to the clients needs
- KU7. how to identify suitable opportunities to sell additional or related products
- KU8. how to recommend clients in a way that encourages them to accept the recommendation, without pressurising them
- KU9. how to balance the need to make immediate sales with the need to maintain good business relations with the client, and how to do so
- KU10. companys customer service standards and how to apply these when providing a personalised service to clients
- KU11. how to keep client records up-to-date and store them correctly
- KU12. company procedures for updating client records
- KU13. company systems and procedures for recording and storing client information
- KU14. relevant aspects of the data protection laws and company policy for client confidentiality
- KU15. how to keep ones promises to clients
- KU16. brands and services, including seasonal trends, new brands or services, promotions, stock levels, competitor comparisons, and additional services such as store cards, gift wrapping or delivery

### 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



## Qualification Pack

GS13. respond to unsafe and hazardous working conditions

GS14. respond to security breaches

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide a personalised service</i>	32.5	32.5	-	-
PC1. use available information in the client records to help prepare for consultations.	2.5	2.5	-	-
PC2. check whether the work area is clean and tidy and that all the required equipment are in hand before starting a consultation.	2.5	2.5	-	-
PC3. quickly create a rapport with the client at the start of the consultation.	2.5	2.5	-	-
PC4. talk and behave towards the client in ways that project the company image effectively.	5	5	-	-
PC5. ask questions to understand the clients buying needs, preferences and priorities.	2.5	2.5	-	-
PC6. tactfully check, where appropriate, how much the client wants to spend.	2.5	2.5	-	-
PC7. explain clearly to the client the features and benefits of the recommended products or services and relate these to the clients individual needs.	5	5	-	-
PC8. identify suitable opportunities to sell additional or related products or services that are suited to the clients needs.	2.5	2.5	-	-
PC9. make recommendations to the client in a confident and polite way and without pressurising them.	2.5	2.5	-	-
PC10. pace client consultations to make good use of the selling time while maintaining good relations with the client.	2.5	2.5	-	-
PC11. meet the companys customer service standards while dealing with the client.	2.5	2.5	-	-
<i>Provide an after sales service</i>	17.5	17.5	-	-
PC12. follow the companys procedures for keeping client records up-to-date.	2.5	2.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. record client information accurately and store it in the right places in the company's system.	2.5	2.5	-	-
PC14. keep client information confidential and share it only with people who have a right to it.	2.5	2.5	-	-
PC15. keep to clients wishes as to how and when they may be contacted.	5	5	-	-
PC16. follow the company's policy and procedures for contacting clients.	2.5	2.5	-	-
PC17. tell clients promptly and offer any other suitable products or services, where promises cannot be kept.	2.5	2.5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0129
NOS Name	To provide personalised sales & post-sales service support
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	0.5
Version	3.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### RAS/N0127: To provide specialist support to customers facilitating purchases

#### Description

This OS describes the skills and knowledge required to provide specialist support to customers facilitating purchases.

#### Scope

The scope covers the following :

- Give customers information and advice on specialist products
- Demonstrate specialist products to customers

#### Elements and Performance Criteria

##### *Give customers information advice on specialist products*

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

- PC1. talk to customers politely and in ways that promote sales and goodwill.
- PC2. use the information given by the customer to find out what they are looking for.
- PC3. help the customer understand the features and benefits of the products they have shown an interest in.
- PC4. explain clearly and accurately the features and benefits of products and relate these to the customers needs.
- PC5. promote the products that give the best match between the customers needs and the stores need to make sales.
- PC6. spot and use suitable opportunities to promote other products where these will meet the customers needs.
- PC7. control the time he/she spends with the customer to match the value of the prospective purchase.
- PC8. constantly check the store for safety, security and potential sales while helping individual customers.

##### *Demonstrate specialist products to customers*

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

- PC9. find out if the customer is willing to see a demonstration.
- PC10. set up demonstrations safely and in a way that disturbs other people as little as possible.
- PC11. check whether he/she has everything needed to give an effective demonstration.
- PC12. give demonstrations that clearly show the use and value of the product.
- PC13. offer customers the opportunity to use the product themselves, where appropriate.
- PC14. give customers enough chance to ask questions about the products or services he/she is demonstrating to them.
- PC15. check that the store will be monitored for security, safety and potential sales while he/she is carrying out demonstrations.

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. how to help customers decide what to buy by comparing and contrasting the features, advantages and benefits of products for them
- KU2. how the time of day affects customers willingness to engage in conversation with a salesperson
- KU3. how to give customers product information that is relevant to their individual needs and interests
- KU4. how to find out which product features and benefits interest individual customers
- KU5. how to adapt appropriate speech, body language and sales style to appeal to different kinds of customers
- KU6. company policy on customer service and how this applies to giving specialist information and advice to customers
- KU7. how to set up safe and effective demonstrations of the specialist products he/she is responsible for promoting
- KU8. keeping the customer interested during demonstrations
- KU9. responding to the customers comments and questions during demonstrations
- KU10. features and benefits of the specialist products
- KU11. advantages compared with similar products offered by competitors
- KU12. up to date product knowledge
- KU13. the importance of demonstrations in promoting and selling products

### Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Give customers information advice on specialist products</i>	27.5	27.5	-	-
PC1. talk to customers politely and in ways that promote sales and goodwill.	5	5	-	-
PC2. use the information given by the customer to find out what they are looking for.	2.5	2.5	-	-
PC3. help the customer understand the features and benefits of the products they have shown an interest in.	2.5	2.5	-	-
PC4. explain clearly and accurately the features and benefits of products and relate these to the customers needs.	5	5	-	-
PC5. promote the products that give the best match between the customers needs and the stores need to make sales.	2.5	2.5	-	-
PC6. spot and use suitable opportunities to promote other products where these will meet the customers needs.	2.5	2.5	-	-
PC7. control the time he/she spends with the customer to match the value of the prospective purchase.	5	5	-	-
PC8. constantly check the store for safety, security and potential sales while helping individual customers.	2.5	2.5	-	-
<i>Demonstrate specialist products to customers</i>	22.5	22.5	-	-
PC9. find out if the customer is willing to see a demonstration.	2.5	2.5	-	-
PC10. set up demonstrations safely and in a way that disturbs other people as little as possible.	2.5	2.5	-	-
PC11. check whether he/she has everything needed to give an effective demonstration.	2.5	2.5	-	-
PC12. give demonstrations that clearly show the use and value of the product.	5	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. offer customers the opportunity to use the product themselves, where appropriate.	2.5	2.5	-	-
PC14. give customers enough chance to ask questions about the products or services he/she is demonstrating to them.	2.5	2.5	-	-
PC15. check that the store will be monitored for security, safety and potential sales while he/she is carrying out demonstrations.	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	<b>-</b>	<b>-</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0127
NOS Name	To provide specialist support to customers facilitating purchases
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	1
Version	3.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### RAS/N0114: To process credit applications for purchases

#### Description

This OS describes the skills and knowledge required to effectively process credit applications for purchases.

#### Scope

The scope covers the following :

- Process applications from customers for credit facilities

#### Elements and Performance Criteria

##### *Process applications from customers for credit facilities*

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

- PC1. identify the customers needs for credit facilities
- PC2. clearly explain to the customer the features and conditions of credit facilities.
- PC3. provide enough time and opportunities for the customer to ask for clarification or more information.
- PC4. accurately fill in the documents needed to allow the customer to get credit.
- PC5. successfully carry out the necessary credit checks and authorisation procedures.
- PC6. promptly refer difficulties in processing applications to the right person

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the features and conditions of the credit facilities offered by the company.
- KU2. legal and company requirements for giving information to customers when offering them credit facilities.
- KU3. legal and company procedures for carrying out credit checks and getting authorisation for credit facilities.
- KU4. whom to approach for advice and help in sorting out difficulties in processing applications.
- KU5. how to determine the credit worthiness of an individual by using appropriate techniques and tools

#### 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

## Qualification Pack

- 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. identify and evaluate the supporting given for credit applications
- GS16. determine the impact of doing a thorough credit check for all applications received

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Process applications from customers for credit facilities</i>	50	50	-	-
PC1. identify the customers needs for credit facilities	7.5	7.5	-	-
PC2. clearly explain to the customer the features and conditions of credit facilities.	10	10	-	-
PC3. provide enough time and opportunities for the customer to ask for clarification or more information.	7.5	7.5	-	-
PC4. accurately fill in the documents needed to allow the customer to get credit.	10	10	-	-
PC5. successfully carry out the necessary credit checks and authorisation procedures.	7.5	7.5	-	-
PC6. promptly refer difficulties in processing applications to the right person	7.5	7.5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0114
NOS Name	To process credit applications for purchases
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	0.5
Version	3.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### RAS/N0133: To organise the delivery of reliable service

#### Description

This OS describes the skills and knowledge required to organise delivery of reliable service

#### Scope

The scope covers the following :

- Plan and organise the delivery of reliable customer service
- Review and maintain customer service delivery
- Use recording systems to maintain reliable customer service

#### Elements and Performance Criteria

##### *Plan and organise the delivery of reliable customer service*

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

- PC1. plan, prepare and organise everything that is needed to deliver a variety of services or products to different types of customers
- PC2. organise what he/she does to ensure consistency in giving prompt attention to customers.
- PC3. reorganise his/her work to respond to unexpected additional workloads

##### *Review and maintain customer service delivery*

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

- PC4. maintain service delivery during very busy periods and unusually quiet periods and when systems, people or resources have let you down
- PC5. consistently meet customers expectations
- PC6. balance the time he/she takes with customers with the demands of other customers seeking attention
- PC7. respond appropriately to customers when they make comments about the products or services being offered
- PC8. alert others to repeated comments made by customers
- PC9. take action to improve the reliability of his/her service based on customer comments
- PC10. monitor whether the action taken has improved the service given to customers

##### *Use recording systems to maintain reliable customer service*

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

- PC11. record and store customer service information accurately following organisational guidelines
- PC12. select and retrieve customer service information that is relevant, sufficient and in an appropriate format
- PC13. quickly locate information that will help solve a customers query
- PC14. supply accurate customer service information to others using the most appropriate method of communication

#### Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1. the importance of having reliable and fast information for customers and the organisation
- KU2. organisational procedures and systems for delivering customer service
- KU3. how to identify useful customer feedback
- KU4. how to communicate feedback from customers to others
- KU5. organisational procedures and systems for recording, storing, retrieving and supplying customer service information
- KU6. legal and regulatory requirements regarding the storage of data
- KU7. how to use CRM software to capture customer feedback and draw analysis

## Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan and organise the delivery of reliable customer service</i>	7.5	7.5	-	-
PC1. plan, prepare and organise everything that is needed to deliver a variety of services or products to different types of customers	2.5	2.5	-	-
PC2. organise what he/she does to ensure consistency in giving prompt attention to customers.	2.5	2.5	-	-
PC3. reorganise his/her work to respond to unexpected additional workloads	2.5	2.5	-	-
<i>Review and maintain customer service delivery</i>	27.5	27.5	-	-
PC4. maintain service delivery during very busy periods and unusually quiet periods and when systems, people or resources have let you down	5	5	-	-
PC5. consistently meet customers expectations	5	5	-	-
PC6. balance the time he/she takes with customers with the demands of other customers seeking attention	2.5	2.5	-	-
PC7. respond appropriately to customers when they make comments about the products or services being offered	5	5	-	-
PC8. alert others to repeated comments made by customers	2.5	2.5	-	-
PC9. take action to improve the reliability of his/her service based on customer comments	2.5	2.5	-	-
PC10. monitor whether the action taken has improved the service given to customers	5	5	-	-
<i>Use recording systems to maintain reliable customer service</i>	15	15	-	-
PC11. record and store customer service information accurately following organisational guidelines	2.5	2.5	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. select and retrieve customer service information that is relevant, sufficient and in an appropriate format	5	5	-	-
PC13. quickly locate information that will help solve a customers query	2.5	2.5	-	-
PC14. supply accurate customer service information to others using the most appropriate method of communication	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0133
NOS Name	To organise the delivery of reliable service
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	0.5
Version	3.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### RAS/N0132: To resolve customer concerns

#### Description

This OS describes the skills and knowledge required to resolve customer concerns.

#### Scope

The scope covers the following :

- Spot customer service problems
- Pick the best solution to resolve customer service problems
- Take action to resolve customer service problems

#### Elements and Performance Criteria

##### *Spot customer service problems*

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

- PC1. identify the options for resolving a customer service problem
- PC2. work with others to identify and confirm the options to resolve a customer service problem
- PC3. work out the advantages and disadvantages of each option for customers and the organisation
- PC4. pick the best option for customers and the organisation
- PC5. identify for customers other ways that problems may be resolved if you are unable to help

##### *Pick the best solution to resolve customer service problems*

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

- PC6. identify the options for resolving a customer service problem
- PC7. work with others to identify and confirm the options to resolve a customer service problem
- PC8. work out the advantages and disadvantages of each option for your customer and your organisation
- PC9. pick the best option for your customer and your organisation
- PC10. identify for your customer other ways that problems may be resolved if you are unable to help

##### *Take action to resolve customer service problems*

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

- PC11. discuss and agree the options for solving the problem with customers
- PC12. take action to implement the option agreed with the customer
- PC13. work with others and the customer to make sure that any promises related to solving the problem are kept
- PC14. keep customers fully informed about what is happening to resolve problem
- PC15. check with customers to make sure the problem has been resolved to their satisfaction
- PC16. give clear reasons to customers when the problem has not been resolved to their satisfaction

#### Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1. the importance of listening carefully to customers about problems they have raised
- KU2. how to ask customers about the problem to check ones understanding
- KU3. how to recognise repeated problems and alerting appropriate authority
- KU4. how to share customer feedback with others to identify potential problems before they happen
- KU5. how to identify problems with systems and procedures before they begin to affect customers

## Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Spot customer service problems</i>	25	25	-	-
PC1. identify the options for resolving a customer service problem	5	5	-	-
PC2. work with others to identify and confirm the options to resolve a customer service problem	5	5	-	-
PC3. work out the advantages and disadvantages of each option for customers and the organisation	5	5	-	-
PC4. pick the best option for customers and the organisation	5	5	-	-
PC5. identify for customers other ways that problems may be resolved if you are unable to help	5	5	-	-
<i>Pick the best solution to resolve customer service problems</i>	-	-	-	-
PC6. identify the options for resolving a customer service problem	-	-	-	-
PC7. work with others to identify and confirm the options to resolve a customer service problem	-	-	-	-
PC8. work out the advantages and disadvantages of each option for your customer and your organisation	-	-	-	-
PC9. pick the best option for your customer and your organisation	-	-	-	-
PC10. identify for your customer other ways that problems may be resolved if you are unable to help	-	-	-	-
<i>Take action to resolve customer service problems</i>	25	25	-	-
PC11. discuss and agree the options for solving the problem with customers	5	5	-	-
PC12. take action to implement the option agreed with the customer	2.5	2.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. work with others and the customer to make sure that any promises related to solving the problem are kept	2.5	2.5	-	-
PC14. keep customers fully informed about what is happening to resolve problem	5	5	-	-
PC15. check with customers to make sure the problem has been resolved to their satisfaction	5	5	-	-
PC16. give clear reasons to customers when the problem has not been resolved to their satisfaction	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0132
NOS Name	To resolve customer concerns
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	1
Version	3.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### RAS/N0135: To monitor and solve service concerns

#### Description

This OS describes the skills and knowledge required to monitor and solve service concerns

#### Scope

The scope covers the following :

- Solve immediate customer service problems
- Identify repeated customer service problems and options for solving them
- Take action to avoid the repetition of customer service problems

#### Elements and Performance Criteria

##### *Solve immediate customer service problems*

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

- PC1. respond positively to customer service problems following organisational guidelines.
- PC2. solve customer service problems when he/she has sufficient authority
- PC3. work with others to solve customer service problems
- PC4. keep customers informed of the actions being taken
- PC5. check with customers that they are comfortable with the actions being taken
- PC6. solve problems with service systems and procedures that might affect customers before they become aware of them
- PC7. inform managers and colleagues of the steps taken to solve specific problems

##### *Identify repeated customer service problems and options for solving them*

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

- PC8. identify repeated customer service problems
- PC9. identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option
- PC10. work with others to select best options for solving repeated customer service problems, balancing customer expectations with the needs of the organisation

##### *Take action to avoid the repetition of customer service problems*

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

- PC11. obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated.
- PC12. action the agreed solution
- PC13. keep customers informed in a positive and clear manner of steps being taken to solve any service problems
- PC14. monitor the changes that have been made and adjust them if appropriate

#### Knowledge and Understanding (KU)



## Qualification Pack

The individual on the job needs to know and understand:

- KU1. organisational procedures and systems for dealing with customer service problems
- KU2. organisational procedures and systems for identifying repeated customer service problems.
- KU3. how successful resolution of customer service problems contributes to customer loyalty with external customer & improved working relationships with service partners or internal customers.
- KU4. how to negotiate with and reassure customers while their problems are being solved

## Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Solve immediate customer service problems</i>	22.5	22.5	-	-
PC1. respond positively to customer service problems following organisational guidelines.	5	5	-	-
PC2. solve customer service problems when he/she has sufficient authority	2.5	2.5	-	-
PC3. work with others to solve customer service problems	2.5	2.5	-	-
PC4. keep customers informed of the actions being taken	5	5	-	-
PC5. check with customers that they are comfortable with the actions being taken	2.5	2.5	-	-
PC6. solve problems with service systems and procedures that might affect customers before they become aware of them	2.5	2.5	-	-
PC7. inform managers and colleagues of the steps taken to solve specific problems	2.5	2.5	-	-
<i>Identify repeated customer service problems and options for solving them</i>	10	10	-	-
PC8. identify repeated customer service problems	2.5	2.5	-	-
PC9. identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option	5	5	-	-
PC10. work with others to select best options for solving repeated customer service problems, balancing customer expectations with the needs of the organisation	2.5	2.5	-	-
<i>Take action to avoid the repetition of customer service problems</i>	17.5	17.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated.	2.5	2.5	-	-
PC12. action the agreed solution	5	5	-	-
PC13. keep customers informed in a positive and clear manner of steps being taken to solve any service problems	5	5	-	-
PC14. monitor the changes that have been made and adjust them if appropriate	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0135
<b>NOS Name</b>	To monitor and solve service concerns
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	0.5
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQC Clearance Date</b>	27/08/2024

## Qualification Pack

### RAS/N0136: To promote continuous improvement in service

#### Description

This OS describes the skills and knowledge required to promote continuous improvement in service

#### Scope

The scope covers the following :

- Plan improvements in customer service based on customer feedback
- Implement changes in customer service
- Review changes that promote continuous improvement in customer service

#### Elements and Performance Criteria

##### *Plan improvements in customer service based on customer feedback*

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

- PC1. gather feedback from customers that will help identify opportunities for customer service improvement
- PC2. analyse and interpret feedback to identify opportunities for customer service improvements and propose changes
- PC3. discuss with others the potential effects of any proposed changes for customers and the organisation
- PC4. negotiate changes in customer service systems & improvements with somebody of sufficient authority to approve trial / full implementation of the change

##### *Implement changes in customer service*

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

- PC5. organise the implementation of authorised changes
- PC6. implement the changes following organisational guidelines
- PC7. inform people inside and outside the organisation who need to know of the changes being made and the reasons for them
- PC8. monitor early reactions to changes and make appropriate fine-tuning adjustments

##### *Review changes that promote continuous improvement in customer service*

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

- PC9. collect and record feedback on the effects of changes
- PC10. analyse and interpret feedback and share the findings on the effects of changes with others
- PC11. summarise the advantages and disadvantages of the changes
- PC12. use your analysis and interpretation of changes to identify opportunities for further improvement
- PC13. present these opportunities to somebody with sufficient authority to make them happen

#### Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1. service improvements affecting the balance between overall customer satisfaction, costs of providing service & regulatory needs
- KU2. how customer experience is influenced by the way service is delivered
- KU3. how to collect, analyse and present customer feedback
- KU4. how to make a business case to others to bring about change in the products or services being offered

## Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan improvements in customer service based on customer feedback</i>	15	15	-	-
PC1. gather feedback from customers that will help identify opportunities for customer service improvement	5	5	-	-
PC2. analyse and interpret feedback to identify opportunities for customer service improvements and propose changes	2.5	2.5	-	-
PC3. discuss with others the potential effects of any proposed changes for customers and the organisation	2.5	2.5	-	-
PC4. negotiate changes in customer service systems & improvements with somebody of sufficient authority to approve trial / full implementation of the change	5	5	-	-
<i>Implement changes in customer service</i>	12.5	12.5	-	-
PC5. organise the implementation of authorised changes	2.5	2.5	-	-
PC6. implement the changes following organisational guidelines	2.5	2.5	-	-
PC7. inform people inside and outside the organisation who need to know of the changes being made and the reasons for them	5	5	-	-
PC8. monitor early reactions to changes and make appropriate fine-tuning adjustments	2.5	2.5	-	-
<i>Review changes that promote continuous improvement in customer service</i>	22.5	22.5	-	-
PC9. collect and record feedback on the effects of changes	5	5	-	-
PC10. analyse and interpret feedback and share the findings on the effects of changes with others	2.5	2.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. summarise the advantages and disadvantages of the changes	5	5	-	-
PC12. use your analysis and interpretation of changes to identify opportunities for further improvement	5	5	-	-
PC13. present these opportunities to somebody with sufficient authority to make them happen	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	<b>-</b>	<b>-</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0136
NOS Name	To promote continuous improvement in service
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	0.5
Version	3.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### RAS/N0120: To help keep the store secure

#### Description

This OS describes the skills and knowledge required to help keep the store secure.

#### Scope

The scope covers the following :

- Help keep the retail environment secure

#### Elements and Performance Criteria

##### *Help keep the retail environment secure*

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

- PC1. take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of his/her responsibility and authority to do so
- PC2. follow company policy and legal requirements when dealing with security risks
- PC3. recognise when security risks are beyond his/her authority and responsibility to sort out, and report these risks promptly to the right person
- PC4. use approved procedures and techniques for protecting personal safety when security risks arise
- PC5. follow company policies and procedures for maintaining security while working
- PC6. follow company policies and procedures for making sure that security will be maintained when he/she goes on breaks and when he/she finishes work

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the types of security risk that can arise in the workplace
- KU2. with how much authority and responsibility he/she has to deal security risks, including legal rights and duties
- KU3. the company policy and procedures for dealing with security risks in the workplace
- KU4. whom to report security risks to, and how to contact them
- KU5. the company policies and procedures for maintaining security while working
- KU6. the company policies and procedures for making sure that security will be maintained when you go on your breaks and when you finish work
- KU7. approved procedures and techniques for ensuring personal safety when security risks arise

#### Generic Skills (GS)

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

## Qualification Pack

- 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. respond to emergency situations as per the escalation matrix
- GS16. determine the impact of not securing the loss prevention and security equipment

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Help keep the retail environment secure</i>	50	50	-	-
PC1. take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of his/her responsibility and authority to do so	7.5	7.5	-	-
PC2. follow company policy and legal requirements when dealing with security risks	10	10	-	-
PC3. recognise when security risks are beyond his/her authority and responsibility to sort out, and report these risks promptly to the right person	7.5	7.5	-	-
PC4. use approved procedures and techniques for protecting personal safety when security risks arise	10	10	-	-
PC5. follow company policies and procedures for maintaining security while working	7.5	7.5	-	-
PC6. follow company policies and procedures for making sure that security will be maintained when he/she goes on breaks and when he/she finishes work	7.5	7.5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0120
<b>NOS Name</b>	To help keep the store secure
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	0.5
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQC Clearance Date</b>	27/08/2024

## Qualification Pack

### RAS/N0121: To Maintain Health and Safety

#### Description

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

#### Scope

The scope covers the following :

- Identify and report accidents and emergencies
- Protect health and safety as you work
- Lift and handle goods safely
- Manage waste

#### Elements and Performance Criteria

##### *Identify and report accidents and emergencies*

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

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

##### *Protect health and safety as you work*

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

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

##### *Lift and handle goods safely*

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

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

##### *Manage waste*

## Qualification Pack

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

- PC15. follow company procedures in preparing waste for disposal
- PC16. dispose of waste in ways that are safe and hygienic and that meet legal and company requirements for recycling
- PC17. follow company procedures for re-useable and recyclable waste materials
- PC18. follow company procedures to recycle unwanted packaging materials
- PC19. dispose of food waste in line with company and legal food safety requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the types of accident and emergency that tend to happen in stores and why they happen.
- KU2. getting help in the event of an accident or emergency.
- KU3. action he/she can safely and usefully take while waiting for help to arrive.
- KU4. health and safety risk that can arise in a store environment.
- KU5. company procedures and legal requirements for reducing health and safety risks as far as possible while working.
- KU6. following health and safety procedures.
- KU7. safety equipment to be used and why it is required.
- KU8. what he/she can lift safely.
- KU9. weight of the loads he/she has to lift.
- KU10. company guidelines for not lifting more than safe loads.
- KU11. planning his/her route when moving goods including the types of obstacles to look for and how to remove or avoid them.
- KU12. company guidelines and manufacturers instructions for using lifting and handling equipment.
- KU13. approved techniques for safe handling and lifting.
- KU14. approved procedures for using safety equipment.
- KU15. why waste must be handled and disposed of correctly
- KU16. company procedures for recycling packaging waste
- KU17. legal requirements and the company's procedures for disposing of waste products and recording food disposals
- KU18. company procedures for recycling packaging waste

## 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

## Qualification Pack

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



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify and report accidents and emergencies</i>	15	15	-	-
PC1. notice and correctly identify accidents and emergencies.	2.5	2.5	-	-
PC2. get help promptly and in the most suitable way.	2.5	2.5	-	-
PC3. follow company policy and procedures for preventing further injury while waiting for help to arrive.	2.5	2.5	-	-
PC4. act within the limits of his/her responsibility and authority when accidents and emergencies arise.	2.5	2.5	-	-
PC5. promptly follow instructions given by senior staff and the emergency services.	5	5	-	-
<i>Protect health and safety as you work</i>	10	10	-	-
PC6. follow company procedures and legal requirements for reducing health and safety risks as far as possible while working.	2.5	2.5	-	-
PC7. use safety equipment correctly and in the right situations.	2.5	2.5	-	-
PC8. get advice and help from the right people when he/she concerned about his ability to work safely.	2.5	2.5	-	-
PC9. take suitable safety measures before lifting to protect himself/herself and other people.	2.5	2.5	-	-
<i>Lift and handle goods safely</i>	12.5	12.5	-	-
PC10. use approved lifting and handling techniques.	2.5	2.5	-	-
PC11. check that any equipment he/she needs to use is fit for use.	2.5	2.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. use lifting and handling equipment in line with company guidelines and manufacturers instructions.	2.5	2.5	-	-
PC13. plan a safe and efficient route for moving goods.	2.5	2.5	-	-
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	-	-
<i>Manage waste</i>	<b>12.5</b>	<b>12.5</b>	-	-
PC15. follow company procedures in preparing waste for disposal	2.5	2.5	-	-
PC16. dispose of waste in ways that are safe and hygienic and that meet legal and company requirements for recycling	2.5	2.5	-	-
PC17. follow company procedures for re-useable and recyclable waste materials	2.5	2.5	-	-
PC18. follow company procedures to recycle unwanted packaging materials	2.5	2.5	-	-
PC19. dispose of food waste in line with company and legal food safety requirements	2.5	2.5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0121
<b>NOS Name</b>	To Maintain Health and Safety
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	0.5
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQC Clearance Date</b>	27/08/2024

## 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 &amp; 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 &amp; 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 &amp; 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	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	22/09/2022
<b>Next Review Date</b>	22/09/2025
<b>NSQC Clearance Date</b>	22/09/2022

## Qualification Pack

### RAS/N0112: To process customer orders for goods

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Check the availability*

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

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

##### *Process orders for customers*

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

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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

## Qualification Pack

- KU2. the items in stock.
- KU3. how to check whether there is enough stock to meet the order.
- KU4. which items are available by order and which suppliers and manufacturers can provide them.
- KU5. how to check whether external suppliers and manufacturers can provide items, and on what terms.
- KU6. how to keep customers informed of progress in finding the goods they need.
- KU7. how to give customers clear, accurate and complete information about the terms of supply.
- KU8. legal and company procedures for checking the customers identify and credit status.
- KU9. how to tell the customer promptly about any delays in fulfilling their order.
- KU10. legal and company requirements relating to customer confidentiality.
- KU11. who is entitled to see customer information, and in what situations.
- KU12. how to invoice customers for orders.
- KU13. how to escalate in case you cannot process an order.
- KU14. company procedures for storing customer information securely.

## Generic Skills (GS)

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

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

## 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	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0112
NOS Name	To process customer orders for goods
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	2
Credits	1
Version	3.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## 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. 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 70% aggregate passing percentage recommended at QP Level.



## Qualification Pack

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.

### Minimum Aggregate Passing % at QP Level : 70

(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/N0115.To process payments	50	50	0	0	100	5
RAS/N0111.To follow point-of-sale procedures for age-restricted products	50	50	0	0	100	6
RAS/N0116.To process cash and credit transactions	50	50	0	0	100	6
RAS/N0117.To process returned goods	50	50	0	0	100	6
RAS/N0113.To process part exchange sale transactions	50	50	0	0	100	6
RAS/N0110.To service cash point / POS	50	50	0	0	100	5
RAS/N0126.To help customers choose right products	50	50	0	0	100	6
RAS/N0125.To demonstrate products to customers	50	50	0	0	100	6
RAS/N0128.To maximise sales of goods & services	50	50	0	0	100	6

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
RAS/N0129.To provide personalised sales & post-sales service support	50	50	0	0	100	5
RAS/N0127.To provide specialist support to customers facilitating purchases	50	50	0	0	100	6
RAS/N0114.To process credit applications for purchases	50	50	0	0	100	6
RAS/N0133.To organise the delivery of reliable service	50	50	0	0	100	5
RAS/N0132.To resolve customer concerns	50	50	0	0	100	5
RAS/N0135.To monitor and solve service concerns	50	50	0	0	100	5
RAS/N0136.To promote continuous improvement in service	50	50	0	0	100	2
RAS/N0120.To help keep the store secure	50	50	0	0	100	1
RAS/N0121.To Maintain Health and Safety	50	50	0	0	100	1
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	6
RAS/N0112.To process customer orders for goods	50	50	-	-	100	6
<b>Total</b>	<b>970</b>	<b>980</b>	<b>-</b>	<b>-</b>	<b>1950</b>	<b>100</b>

## 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

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.