

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RETAIL

What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack – Cashier

SECTOR: RETAIL

SUB-SECTOR: B2B & B2C

OCCUPATION: Store Operations

REFERENCE ID: RAS / Q0102

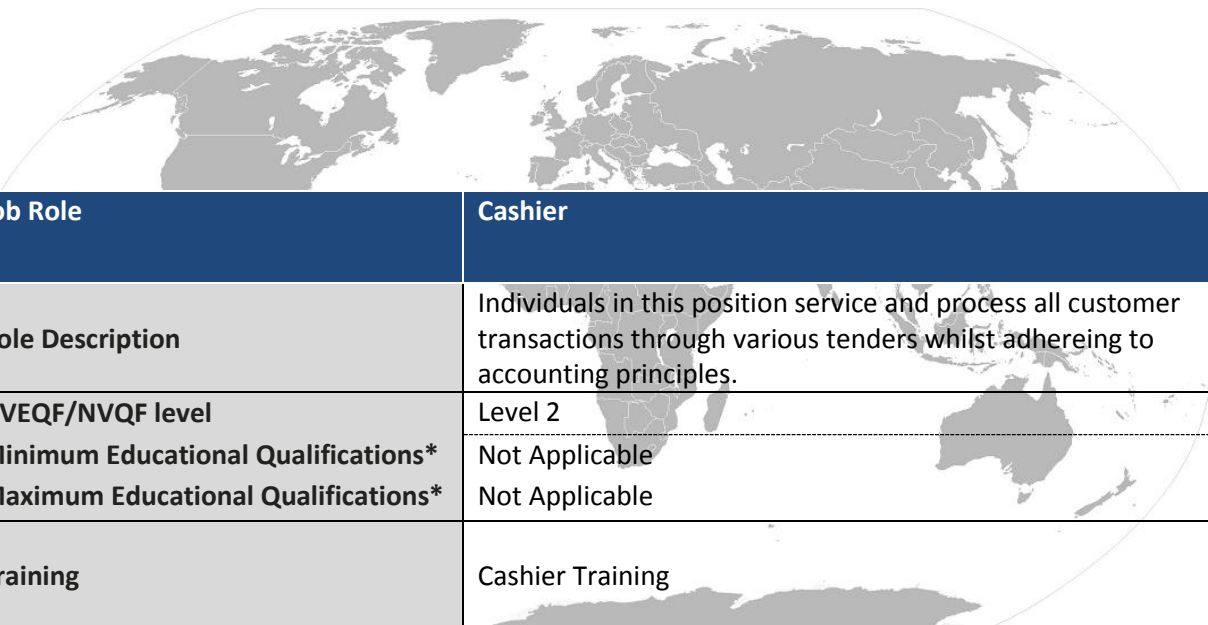
Cashier: Individuals in this position service and process all customer transactions through various tenders whilst adhering to accounting principles.

Brief Job Description: Individuals in this position service and process all payments made in for sales done within the retail environment whilst working cordially within the team and retail organisation.

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

Job Details

Qualifications Pack Code	RAS / Q0102		
Job Role	Cashier		
Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1
Sector	Retail	Drafted on	20/04/13
Sub-sector	B2B & B2C	Last reviewed on	27/06/13
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Job Role	Cashier
Role Description	Individuals in this position service and process all customer transactions through various tenders whilst adhering to accounting principles.
NVEQF/NVQF level	Level 2
Minimum Educational Qualifications*	Not Applicable
Maximum Educational Qualifications*	Not Applicable
Training	Cashier Training
Experience	0-1 Year in similar position (not mandatory)
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> 1. RAS / N0110 To service Cash Point / POS 2. RAS / N0111 To follow point-of-sale procedures for age-restricted products 3. RAS / N0112 To process customer orders for goods 4. RAS / N0113 To process part exchange sale transactions 5. RAS / N0115 To process payments 6. RAS / N0116 To process cash and credit transactions 7. RAS / N0117 To process returned goods 8. RAS / N0121 To maintain health and safety 9. RAS / N0130 To create a positive image of self & organisation in the customers mind 10. RAS / N0137 To work effectively in your team 11. RAS / N0138 To work effectively in your organisation
Performance Criteria	As described in the relevant OS units

Definitions

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

Acronyms

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

Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters
[ABC]/ Q 0101

[Insert 3 letter code for SSC]

Q denoting Qualifications Pack

QP number (2 numbers)

Occupation (2 numbers)

Occupational Standard

An example of NOS with 'N'

9 characters
[ABC] / N 0101

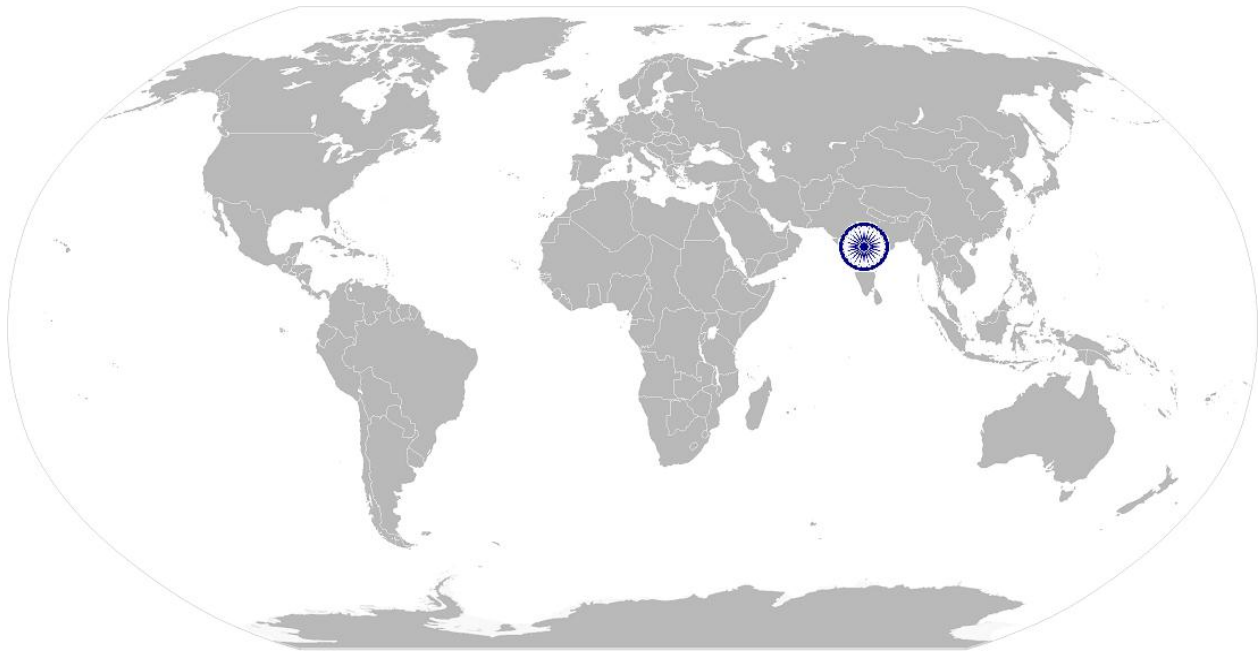
[Insert 3 letter code for SSC]

N denoting National Occupational Standard

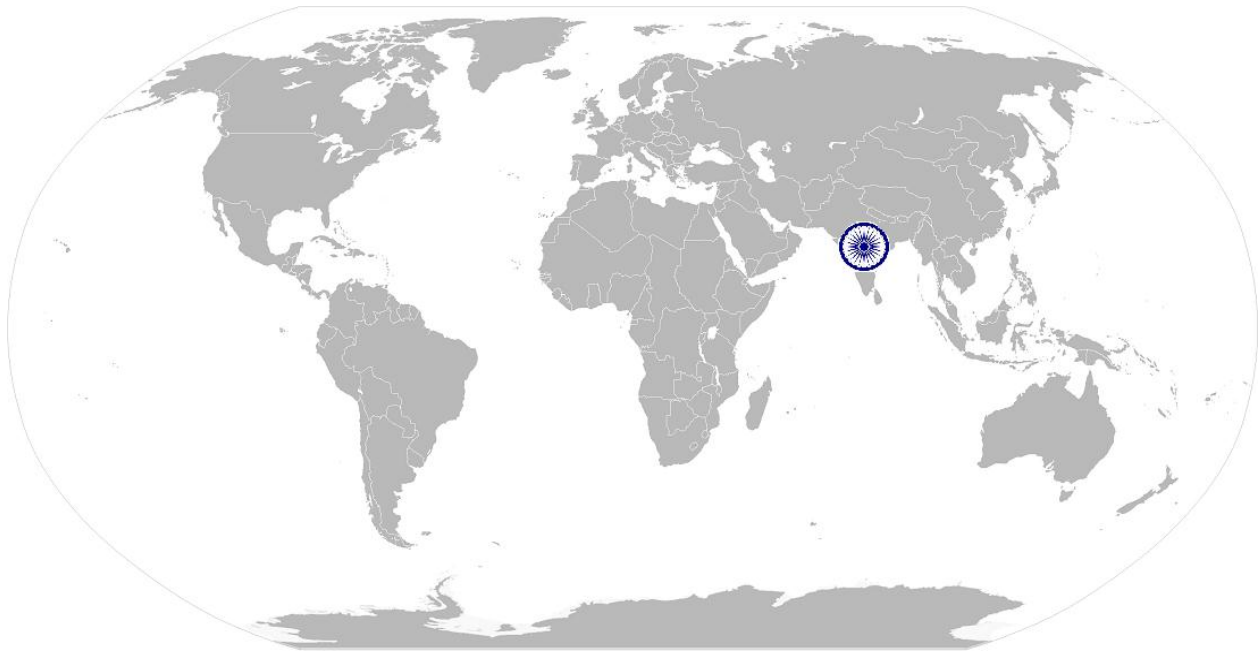
OS number (2 numbers)

Occupation (2 numbers)

Sequence	Description	Example
Three letters	Industry name	RAS
Slash	/	/
Next letter	Whether QP or NOS	Q
Next two numbers	Occupation code	01
Next two numbers	OS number	02




National Occupational Standard



Overview

This NOS covers the skills and knowledge for an individual to Service Cash Point / POS.

National Occupational Standard	Unit Code	RAS / N0110
	Unit Title (Task)	Service Cash Point / POS
	Description	This OS describes the skills and knowledge required to Service Cash Point / POS
	Scope	<p>This unit applies to individuals to Service Cash Point / POS in retail operations.</p> <ul style="list-style-type: none"> Monitor receipt practices and processes at the cash point / POS <p>The role may be performed in a range of Retail Operations</p> <ul style="list-style-type: none"> Department Store Supermarket Specialty Store Fresh Food stores Quick Service Food Stores 
	Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria	
Monitor receipt practices and processes at the cash point / POS	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check at suitable times that staff are setting up and operating cash points correctly.</p> <p>PC2. Look into and promptly sort out any problems with routine cash point operations and transactions.</p> <p>PC3. Check that staff are handling cash and cash equivalents efficiently and in line with approved procedures.</p> <p>PC4. Accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation.</p> <p>PC5. Correctly follow cash point security procedures.</p> <p>PC6. Develop effective plans to cope with unexpected problems at the cash point.</p>	
Knowledge and Understanding (K)		
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>On the job the individual needs to apply organisational knowledge of:</p> <p>KA1. Modes of payment that are accepted in your store.</p> <p>KA2. Problems that can arise in routine cash point operations and transactions with resolution.</p> <p>KA3. Company's approved procedures for handling cash and cash equivalents, and how to follow these efficiently.</p>	

	<p>KA4. The types of refund, cheque payment and credit card payment you have to authorise.</p> <p>KA5. Company's cash point security procedures.</p> <p>KA6. Coping with unexpected problems at the cash point.</p>
B. Technical Knowledge	<p>On the job the individual needs to apply technical knowledge of</p> <p>KB1. Checking that cash points are being correctly set up and operated.</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills,</p> <p>On the job the individual needs to be able to:</p> <p>SA1. Complete documentation accurately.</p> <p>SA2. Write simple reports when required.</p>
	<p>Reading Skills</p> <p>On the job the individual needs to be able to:</p> <p>SA3. Read information accurately.</p> <p>SA4. Read and interpret data sheets.</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>On the job the individual needs to be able to:</p> <p>SA5. Follow instructions accurately.</p> <p>SA6. Use gestures or simple words to communicate where language barriers exist.</p> <p>SA7. Use questioning to minimise misunderstandings.</p> <p>SA8. Display courteous and helpful behaviour at all times.</p>
	<p>Decision Making</p> <p>On the job the individual needs to be able to:</p> <p>SB1. Make appropriate decisions regarding the responsibilities of the job role.</p>
B. Professional Skills	<p>Plan and Organize</p> <p>On the job the individual needs to be able to:</p> <p>SB2. Plan and schedule routines.</p>
	<p>Customer Centricity</p> <p>On the job the individual needs to be able to:</p> <p>SB3. Build relationships with internal and external customers.</p>
	<p>Problem Solving</p>

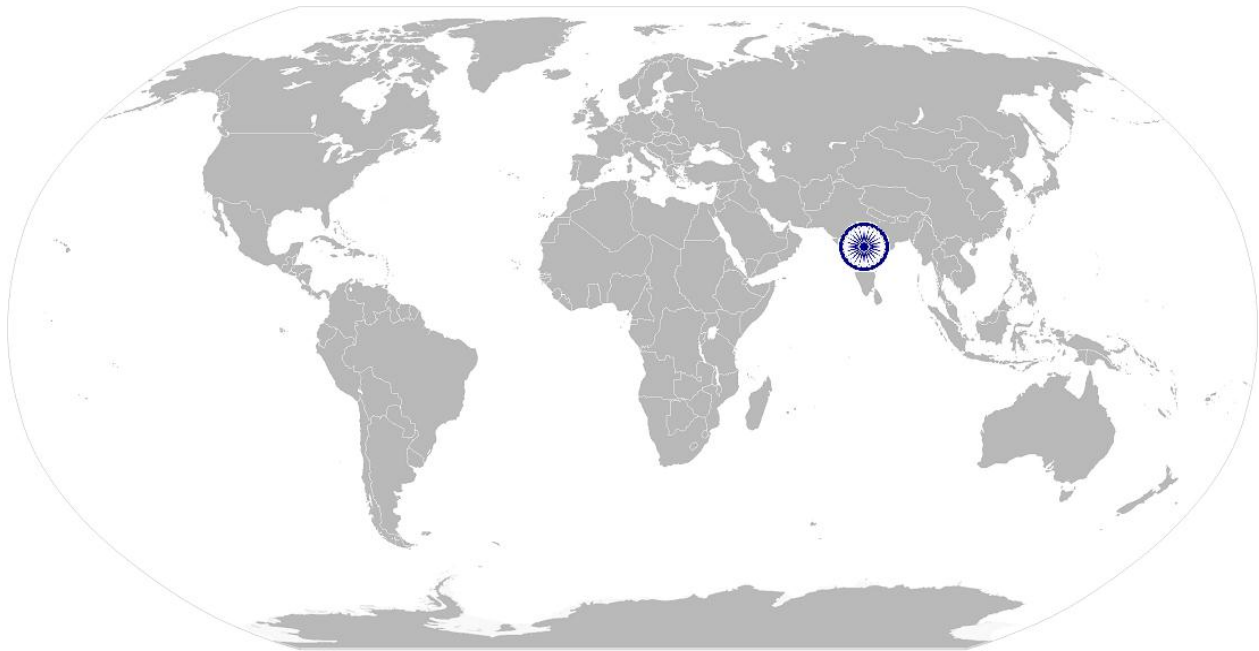
	On the job the individual needs to be able to identify and respond to: SB4. Breakdowns and malfunction of equipment. SB5. Unsafe and hazardous working conditions. SB6. Security breaches
	Analytical Thinking
	On the job the individual needs to be able to: SB7. Calculate amounts, discounts, refunds and fractions (may also include currency conversions).
	Critical Thinking
	Not Applicable

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NOS Code	RAS / N0110		
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National Occupational Standard



Overview

This NOS covers the skills and knowledge for an individual to follow point-of-sale procedures for age-restricted products.

National Occupational Standard	Unit Code	RAS / N0111
	Unit Title (Task)	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	<p>This unit applies to individuals to follow point-of-sale procedures for age-restricted products in retail operations.</p> <ul style="list-style-type: none"> • Follow procedures for sales of age-restricted products • Provide service at point of sale <p>The role may be performed in a range of Retail Operations</p> <ul style="list-style-type: none"> • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Follow procedures for sales of age-restricted products	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow legal requirements and company policies and procedures for asking for proof of age.</p> <p>PC2. When you need proof of the customer's age, make the sale only if they provide it and it meets legal and company conditions.</p> <p>PC3. Follow legal requirements and company policies and procedures for refusing sales.</p> <p>PC4. Refuse politely and firmly to make sales that are against the law or any procedures and policies you must follow.</p> <p>PC5. Explain clearly and accurately to customers what proof of age you can accept.</p> <p>PC6. Follow company procedures for telling customers how to get proof of age.</p>	

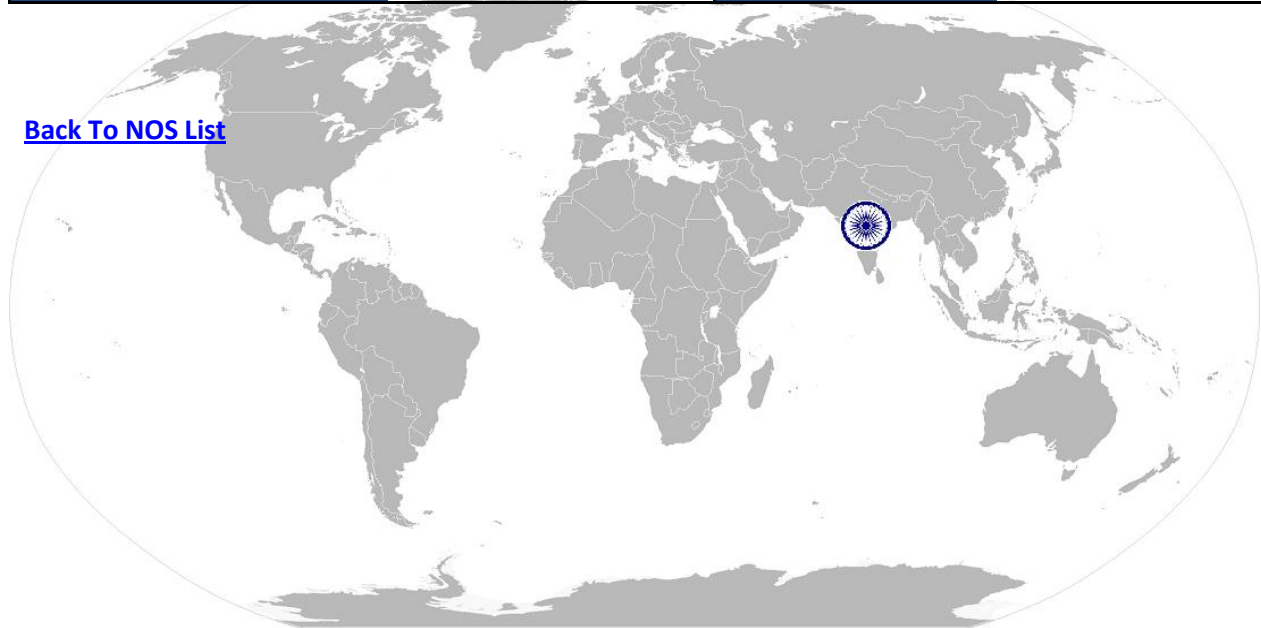
<p>Provide service at point of sale</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Tell customers the correct amount to pay. PC2. Check accurately the amount and means of payment offered by the customer. PC3. Where the payment is acceptable, process the payment in line with company PC4. Procedures. PC5. Tell the customer tactfully when payment cannot be approved. PC6. Record payments accurately. PC7. Store payments securely and protect them from theft. PC8. Offer additional services to the customer where these are available. PC9. Treat customers politely throughout the payment process. PC10. Balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help.</p>
<p>Knowledge and Understanding (K)</p>	
<p>B. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>On the job the individual needs to apply knowledge of:</p> <p>KA1. Age-restricted products you are authorised to sell. KA2. Age restrictions on the products you are authorised to sell, and what can happen to you and the company if you do not keep within these restrictions. KA3. Company policies and procedures for asking for proof of age, including the types of proof you may accept. KA4. Company policies and procedures for refusing sales of age-restricted products. KA5. Keeping cash and other payments secure. KA6. Types of payment that you are authorised to receive. KA7. Procedures for authorising non-cash transactions. KA8. Dealing with customers offering suspect payments. KA9. Relevant rights, duties and responsibilities of customer and self. KA10. Company procedures for taking payments. KA11. Company procedures for dealing with suspected fraud.</p>
<p>B. Technical Knowledge</p>	<p>On the job the individual needs to apply technical knowledge of</p> <p>KB1. Checking for and identifying counterfeit payments. KB2. Checking for stolen cheques, credit cards, charge cards or debit cards.</p>
<p>Skills (S)</p>	
<p>C. Core Skills/ Generic Skills</p>	<p>Writing Skills,</p> <p>On the job the individual needs to be able to:</p> <p>SA1. Complete documentation accurately. SA2. Write simple reports when required.</p> <p>Reading Skills</p> <p>On the job the individual needs to be able to:</p> <p>SA3. Read information accurately. SA4. Read and interpret data sheets.</p>

	<p>Oral Communication (Listening and Speaking skills)</p> <p>On the job the individual needs to be able to:</p> <p>SA5. Follow instructions accurately.</p> <p>SA6. Use gestures or simple words to communicate where language barriers exist.</p> <p>SA7. Use questioning to minimise misunderstandings.</p> <p>SA8. Display courteous and helpful behaviour at all times.</p>
D. Professional Skills	<p>Decision Making</p> <p>On the job the individual needs to be able to:</p> <p>SB1. Make appropriate decisions regarding the responsibilities of the job role.</p>
	<p>Plan and Organize</p> <p>On the job the individual needs to be able to:</p> <p>SB2. Plan and schedule routines.</p>
	<p>Customer Centricity</p> <p>On the job the individual needs to be able to:</p> <p>SB3. Build relationships with internal and external customers.</p>
	<p>Problem Solving</p> <p>On the job the individual needs to be able to identify and respond to:</p> <p>SB4. Breakdowns and malfunction of equipment.</p> <p>SB5. Unsafe and hazardous working conditions.</p> <p>SB6. Security breaches.</p>
	<p>Analytical Thinking</p> <p>On the job the individual needs to be able to:</p> <p>SB7. Calculate totals, fractions, discounts, refunds and rebates accurately.</p>
	<p>Critical Thinking</p> <p>On the job the individual needs to be able to:</p> <p>SB8. Determine the impact of accepting counterfeit.</p> <p>SB9. Determine impact of not collecting prescribed proof.</p> <p>SB10. Determine impact of sales made to underage.</p>

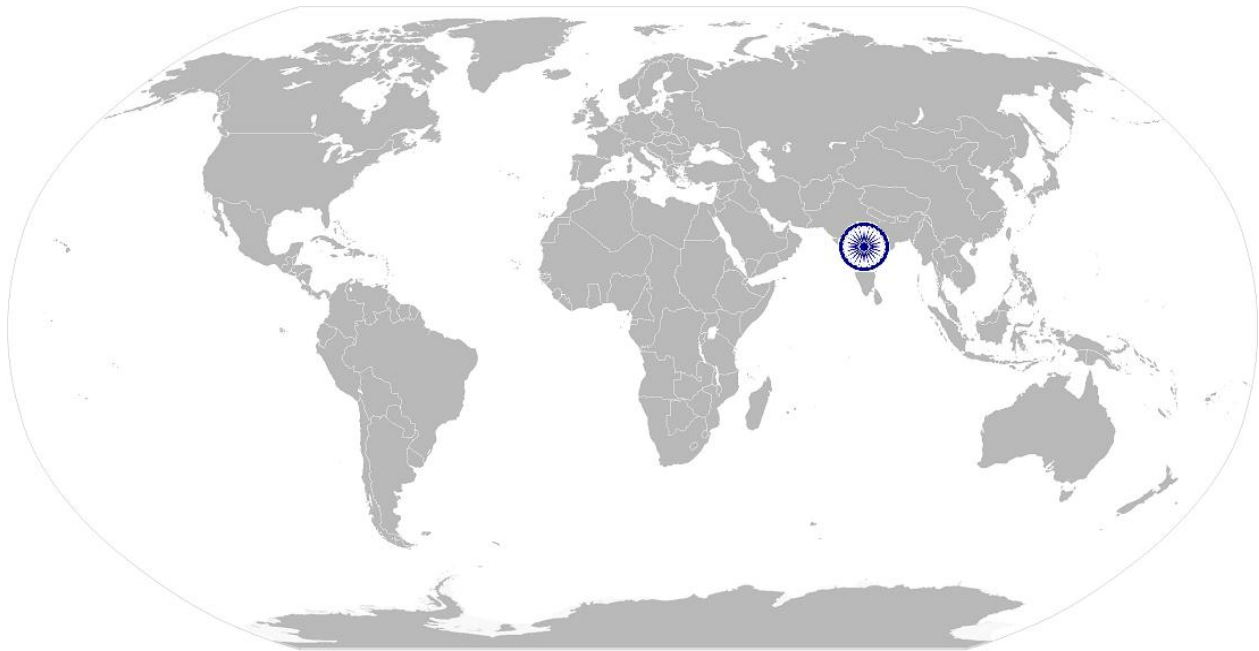
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NOS Code	RAS / N0111		
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Industry	Retail	Drafted on	20/04/13
Industry Sub-sector	B2B & B2C	Last reviewed on	27/06/13
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National Occupational Standard



Overview

This NOS covers the skills and knowledge for an individual to process customer orders for goods.

National Occupational Standard

Unit Code	RAS / N0112
Unit Title (Task)	Process customer orders for goods
Description	This OS describes the skills and knowledge required to process customer orders for goods
Scope	<p>This unit applies to individuals who process customer orders for goods in retail operations.</p> <ul style="list-style-type: none"> • Check the availability of goods for orders • Process orders for customers <p>The role may be performed in a range of Retail Operations</p> <ul style="list-style-type: none"> • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Check the availability of goods for orders	<p>To be competent, the user/individual on the job must be able to:</p> <p>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.</p>
Process orders for customers	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow legal and company procedures for checking the customer's identity and credit status. PC2. Follow company policy for offering to order goods the customer needs if they are not in stock. PC3. Prepare accurate, clear and complete information about the order & pass this information to people responsible for fulfilment. PC4. Provide accurate, clear, complete and timely information to those responsible for issuing the invoice. PC5. Tell the right person promptly when you cannot process an order and explain</p>

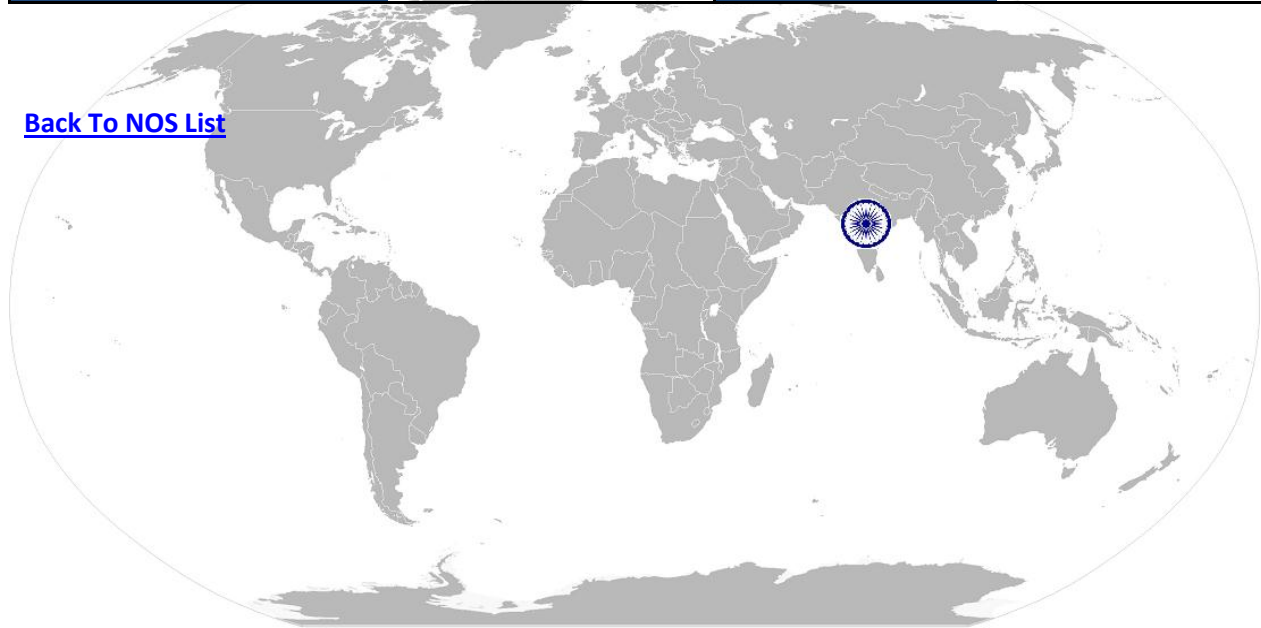
	<p>the reasons clearly.</p> <p>PC6. Let the customer know promptly and politely if their order cannot be delivered within the time agreed.</p> <p>PC7. Store customers' details securely and show them only to people who have a right to see them.</p>
Knowledge and Understanding (K)	
<p>C. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>On the job the individual needs to apply knowledge of:</p> <p>KA1. Asking the right questions to find out exactly what customers want.</p> <p>KA2. Items in stock.</p> <p>KA3. Check whether there is enough stock to meet the order.</p> <p>KA4. Which items are available by order and which suppliers and manufacturers can provide them.</p> <p>KA5. Checking whether external suppliers and manufacturers can provide items, and on what terms.</p> <p>KA6. Keeping customers informed of progress in finding the goods they need.</p> <p>KA7. Giving customers clear, accurate and complete information about the terms of supply.</p> <p>KA8. Legal and company procedures for checking the customer's identify and credit status.</p> <p>KA9. Telling the customer promptly about any delays in fulfilling their order.</p> <p>KA10. Legal and company requirements relating to customer confidentiality.</p> <p>KA11. Who is entitled to see customer information, and in what situations.</p>
<p>B. Technical Knowledge</p>	<p>On the job the individual needs to apply technical knowledge of</p> <p>KB1. Invoicing customers for orders.</p> <p>KB2. Escalation in case you cannot process an order.</p> <p>KB3. company procedures for storing customer information securely.</p>
Skills (S)	
<p>E. Core Skills/ Generic Skills</p>	<p>Writing Skills,</p>
	<p>On the job the individual needs to be able to:</p> <p>SA1. Complete documentation accurately.</p> <p>SA2. Write simple reports when required.</p>
	<p>Reading Skills</p>
	<p>On the job the individual needs to be able to:</p> <p>SA3. Read information accurately.</p> <p>SA4. Read and interpret data sheets.</p>

	<p>Oral Communication (Listening and Speaking skills)</p> <p>On the job the individual needs to be able to:</p> <p>SA5. Follow instructions accurately.</p> <p>SA6. Use gestures or simple words to communicate where language barriers exist.</p> <p>SA7. Use questioning to minimise misunderstandings.</p> <p>SA8. Display courteous and helpful behaviour at all times.</p>
F. Professional Skills	<p>Decision Making</p> <p>On the job the individual needs to be able to:</p> <p>SB1. Make appropriate decisions regarding the responsibilities of the job role.</p>
	<p>Plan and Organize</p> <p>On the job the individual needs to be able to:</p> <p>SB2. Plan and schedule routines.</p>
	<p>Customer Centricity</p> <p>On the job the individual needs to be able to:</p> <p>SB3. Build relationships with internal and external customers.</p>
	<p>Problem Solving</p> <p>On the job the individual needs to be able to identify and respond to:</p> <p>SB4. Breakdowns and malfunction of equipment.</p> <p>SB5. Unsafe and hazardous working conditions.</p> <p>SB6. Security breaches.</p>
	<p>Analytical Thinking</p> <p>On the job the individual needs to be able to:</p> <p>SB7. Understand the customer requirement through effective and relevant probing.</p>
	<p>Critical Thinking</p> <p>On the job the individual needs to be able to:</p> <p>SB8. Determine the impact of not maintaining customer confidentiality.</p> <p>SB 9. Determine the impact of not being able to deliver as committed.</p>

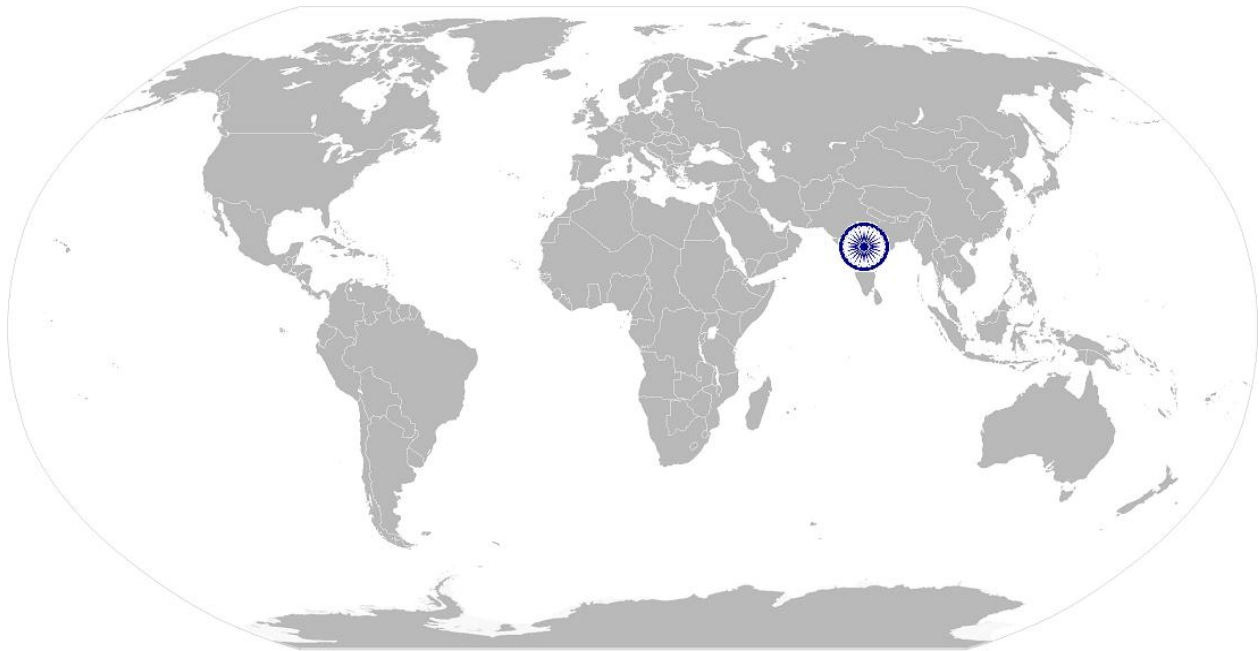
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Industry Sub-sector	B2B & B2C	Last reviewed on	27/06/13
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National Occupational Standard



Overview

This NOS covers the skills and knowledge for an individual to process part exchange sale transactions.

National Occupational Standard	Unit Code	RAS / N0113
	Unit Title (Task)	Process part exchange sale transactions
	Description	This OS describes the skills and knowledge required to effectively process part exchange sale transactions
	Scope	<p>This unit applies to individuals to process part exchange sale transactions in retail operations.</p> <ul style="list-style-type: none"> Decide on the value of items offered in part exchange by customers Negotiate part exchange sales transactions with customers Provide service at point of sale in a store <p>The role may be performed in a range of Retail Operations</p> <ul style="list-style-type: none"> Department Store Supermarket Specialty Store Fresh Food stores Quick Service Food Stores
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Decide on the value of items offered in part exchange by customers	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Thoroughly inspect the item being offered.</p> <p>PC2. Protect the item from damage while handling it.</p> <p>PC3. Identify accurately any repairs and cleaning needed and the costs involved.</p> <p>PC4. Work out the exchange value of the item accurately within company guidelines.</p> <p>PC5. Explain to the customer clearly and accurately the part-exchange value of the item and the benefits of a part exchange arrangement.</p> <p>PC6. Tell the customer politely that the item is not acceptable for part exchange, when this applies.</p> <p>PC7. Treat the customer politely throughout the valuation process.</p>	

<p>Negotiate part exchange sales transactions with customers</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow company policies and procedures for checking who owns the item.</p> <p>PC2. Work out accurately the balance the customer should pay on the item they want to buy.</p> <p>PC3. Accept or refuse the customer's offers according to company policies and the discretion you are allowed.</p> <p>PC4. End the transaction politely if the customer is not willing to go ahead.</p> <p>PC5. Explain clearly and accurately the terms and conditions of the sale.</p> <p>PC6. Fill in the paperwork for the transaction.</p> <p>PC7. Treat the customer politely throughout negotiations.</p>
<p>Provide service at point of sale in a store</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Tell customers the correct amount to pay.</p> <p>PC2. Check accurately the amount and means of payment offered by the customer.</p> <p>PC3. Where the payment is acceptable, process the payment in line with company procedures.</p> <p>PC4. Tell the customer tactfully when payment cannot be approved.</p> <p>PC5. Record payments accurately.</p> <p>PC6. Store payments securely and protect them from theft.</p> <p>PC7. Offer additional services to the customer where these are available.</p> <p>PC8. Treat customers politely throughout the payment process.</p> <p>PC9. Balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help.</p>
<p>Knowledge and Understanding (K)</p>	
<p>D. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>On the job the individual needs to apply knowledge of:</p> <p>KA1. Company policies and procedures for checking who owns the item.</p> <p>KA2. What might happen if you do not check ownership properly.</p> <p>KA3. Terms and conditions of sale for items the store buys.</p> <p>KA4. Dealing with customer objections.</p> <p>KA5. Treating the customer politely during negotiations.</p> <p>KA6. Filling paperwork when buying part-exchange items.</p> <p>KA7. Types of payment that you are authorised to receive.</p> <p>KA8. Procedures for authorising non-cash transactions.</p> <p>KA9. Dealing with customers offering suspect payments.</p> <p>KA10. Company procedures for taking payments.</p> <p>KA11. Company procedures for dealing with suspected fraud.</p>
<p>B. Technical Knowledge</p>	<p>On the job the individual needs to apply technical knowledge of</p> <p>KB1. Keeping cash and other payments secure.</p> <p>KB2. Checking for and identifying counterfeit payments.</p> <p>KB3. Checking for stolen cheques, credit cards, charge cards or debit cards.</p>
<p>Skills (S)</p>	
<p>G. Core Skills/</p>	<p>Writing Skills,</p>

Generic Skills	On the job the individual needs to be able to: SA1. Complete documentation accurately. SA2. Write simple reports when required.
	Reading Skills
	On the job the individual needs to be able to: SA3. Read information accurately. SA4. Read and interpret data sheets.
	Oral Communication (Listening and Speaking skills)
	On the job the individual needs to be able to: SA5. Follow instructions accurately. SA6. Use gestures or simple words to communicate where language barriers exist. SA7. Use questioning to minimise misunderstandings. SA8. Display courteous and helpful behaviour at all times.
H. Professional Skills	Decision Making
	On the job the individual needs to be able to: SB1. Make appropriate decisions regarding the responsibilities of the job role.
	Plan and Organize
	On the job the individual needs to be able to: SB2. Plan and schedule routines.
	Customer Centricity
	On the job the individual needs to be able to: SB3. Build relationships with internal and external customers.
	Problem Solving
	On the job the individual needs to be able to identify and respond to: SB4. Breakdowns and malfunction of equipment. SB5. Unsafe and hazardous working conditions. SB6. Security breaches.
	Analytical Thinking
	On the job the individual needs to be able to: SB7. Evaluate the condition of the exchange.
Critical Thinking	
On the job the individual needs to be able to: SB8. Determine the impact of not capturing all details of the exchange. SB9. Determine the impact of erroneous valuation.	

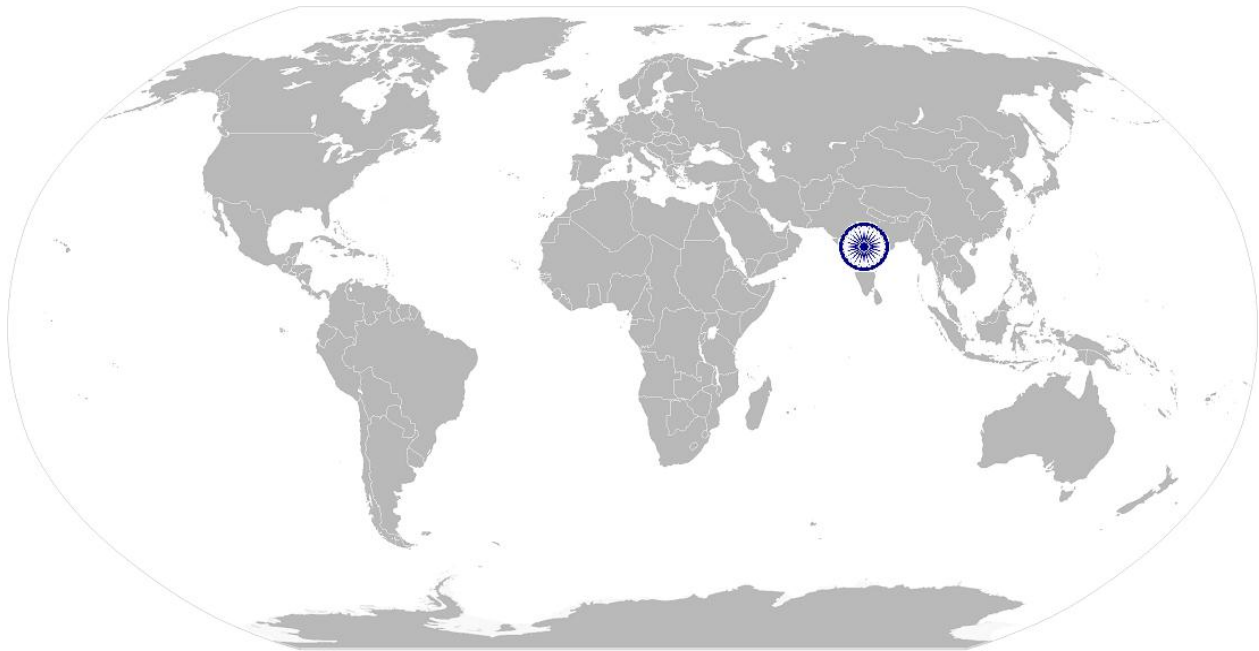
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National Occupational Standard



Overview

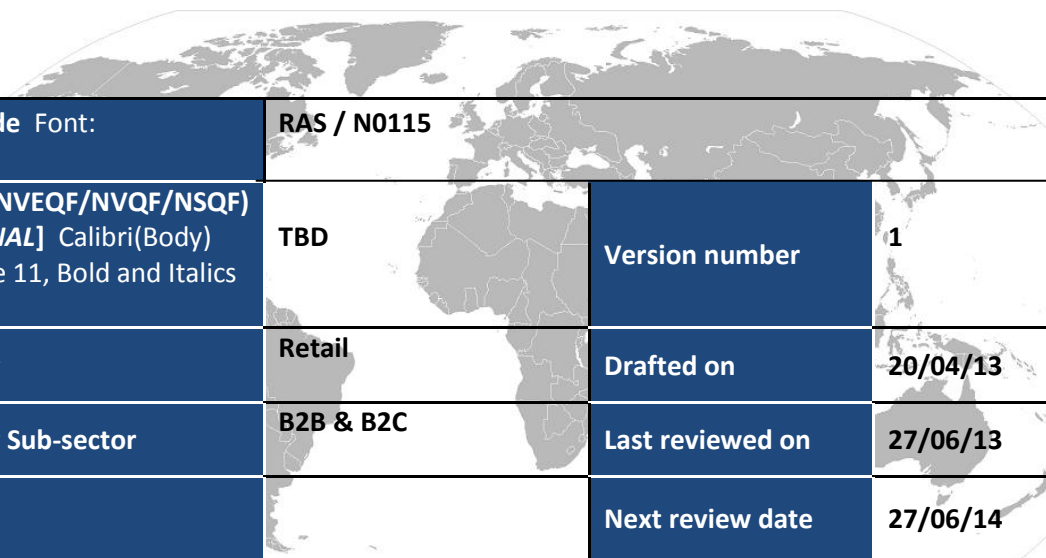
This NOS covers the skills and knowledge for an individual to process payments for purchases.

National Occupational Standard	Unit Code	RAS / N0115
	Unit Title (Task)	Process payments
	Description	This OS describes the skills and knowledge required to effectively process payments for purchases.
	Scope	<p>This unit applies to individuals to process payments for purchases in retail operations.</p> <ul style="list-style-type: none"> Work out the price of customers' purchases <p>The role may be performed in a range of Retail Operations</p> <ul style="list-style-type: none"> Department Store Supermarket Specialty Store Fresh Food stores Quick Service Food Stores 
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Work out the price of customers' purchases	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Accurately identify the price of purchases.</p> <p>PC2. Promptly sort out any pricing problems by referring to pricing information.</p> <p>PC3. Get advice promptly from the right person when you cannot sort out pricing problems yourself.</p> <p>PC4. Work out accurately the amount the customer should pay.</p>	
Knowledge and Understanding (K)		
E. Organizational Context (Knowledge of the company / organization and its processes)	<p>On the job the individual needs to apply knowledge of:</p> <p>KA1. Identifying and checking prices in your own store.</p> <p>KA2. Identifying current discounts and special offers.</p> <p>KA3. Information and advice on pricing.</p> <p>KA4. Company procedures for working out payments.</p> <p>KA5. Relevant rights, duties and responsibilities relating to the goods sold.</p>	

<p>B. Technical Knowledge</p>	<p>On the job the individual needs to apply technical knowledge of</p> <p>KB1. Common methods of working out payments including point-of sale technology, electronic calculators, Electronic Data Capture (EDC) Machines etc.</p>
<p>Skills (S)</p>	
<p>I. Core Skills/ Generic Skills</p>	<p>Writing Skills,</p> <p>On the job the individual needs to be able to:</p> <p>SA1. Complete documentation accurately. SA2. Write simple reports when required.</p> <p>Reading Skills</p> <p>On the job the individual needs to be able to:</p> <p>SA3. Read information accurately. SA4. Read and interpret data sheets.</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>On the job the individual needs to be able to:</p> <p>SA5. Follow instructions accurately. SA6. Use gestures or simple words to communicate where language barriers exist. SA7. Use questioning to minimise misunderstandings. SA8. Display courteous and helpful behaviour at all times.</p>
<p>J. Professional Skills</p>	<p>Decision Making</p> <p>On the job the individual needs to be able to:</p> <p>SB1. Make appropriate decisions regarding the responsibilities of the job role.</p> <p>Plan and Organize</p> <p>On the job the individual needs to be able to:</p> <p>SB2. Plan and schedule routines.</p> <p>Customer Centricity</p> <p>On the job the individual needs to be able to:</p> <p>SB3. Build relationships with internal and external customers.</p> <p>Problem Solving</p> <p>On the job the individual needs to be able to identify and respond to:</p> <p>SB4. Breakdowns and malfunction of equipment.</p>

	SB5. Unsafe and hazardous working conditions. SB6. Security breaches.
	Analytical Thinking
	On the job the individual needs to be able to: SB7. Calculate totals, fractions, discounts, refunds and rebates accurately.
	Critical Thinking
	On the job the individual needs to be able to: SB8. Determine the impact of accepting counterfeit. SB9. Determine impact of incorrect payments received.

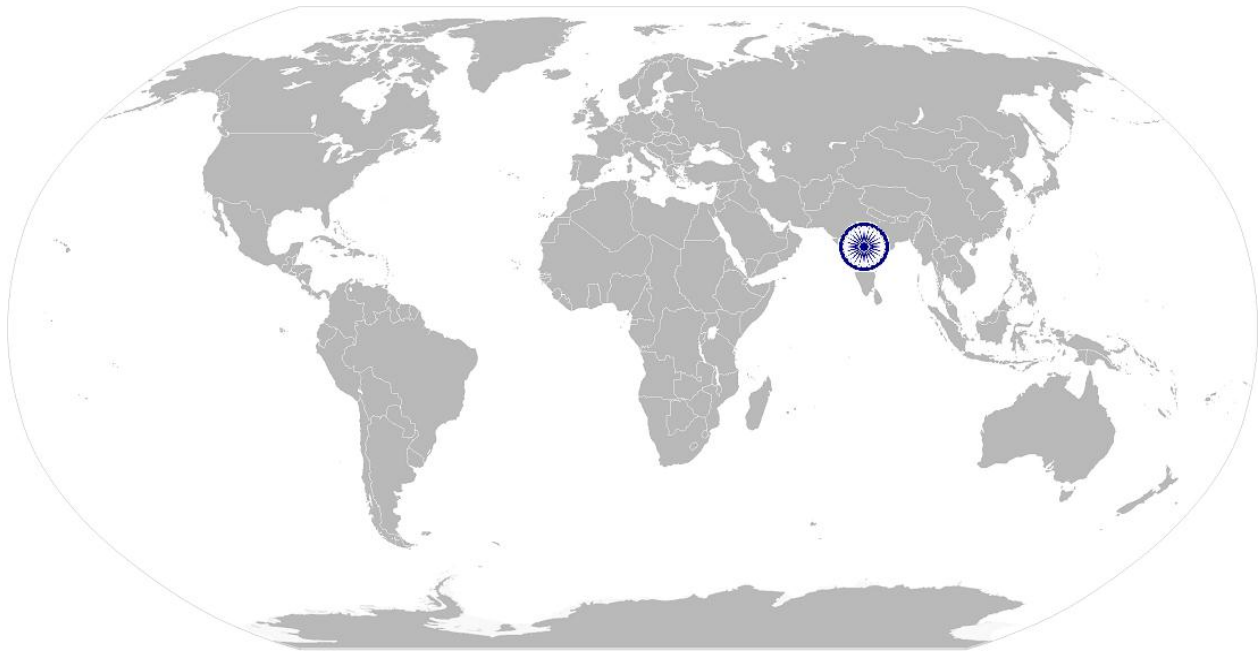
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National Occupational Standard




Overview

This NOS covers the skills and knowledge for an individual to process cash and credit transactions.

National Occupational Standard

Unit Code	RAS / N0116
Unit Title (Task)	Process cash and credit transactions
Description	This OS describes the skills and knowledge required to effectively process cash and credit transactions.
Scope	<p>This unit applies to individuals who process cash and credit transactions in retail operations.</p> <ul style="list-style-type: none"> • Process customer credit • Process payments made to customer accounts • Reconcile customer accounts <p>The role may be performed in a range of Retail Operations</p> <ul style="list-style-type: none"> • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores 
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Process customer credit	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow company guidelines for setting customer credit limits.</p> <p>PC2. Check customer accounts accurately and at suitable intervals to check that payments are up to date.</p> <p>PC3. Promptly investigate reasons for missed payments and accurately record your findings.</p> <p>PC4. Identify customers who go over their credit limits and report your findings promptly to the right person.</p> <p>PC5. Act promptly and within company guidelines to deal with customers who go over their credit limits.</p> <p>PC6. Report to the right person the results of the action you take to deal with customers who go over their credit limits.</p>

<p>Process payments made to customer accounts</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check that payments from customers are valid and accurate. PC2. Record payments from customers promptly and accurately. PC3. Record clearly and accurately the reasons why payments are overdue. PC4. Identify problems accurately and sort them out promptly. PC5. Tell the right person promptly about any problems that you cannot sort out. PC6. Store collected payments securely and in line with company procedures.</p>
<p>Reconcile customer accounts</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check that charges made to customer accounts are correct. PC2. Check that credits made to customer accounts are correct. PC3. Identify and sort out problems with customer accounts. PC4. Tell the right person about problems with customer accounts that you cannot sort out or that are beyond your responsibility and control.</p> 
<p>Knowledge and Understanding (K)</p>	
<p>F. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>On the job the individual needs to apply knowledge of:</p> <p>KA1. The risks to the company of offering credit to customers. KA2. Company guidelines for setting customer credit limits. KA3. Checking customer accounts effectively, including how to identify overdue payments and customers who have gone over their credit limits. KA4. Company guidelines for managing customers who go over their credit limits. KA5. The legal rights and obligations of customers and retailers in relation to credit. KA6. Company policies for crediting the cost of returned goods to customer accounts. KA7. Acceptable ways for customers to make payments. KA8. Company procedures for storing cash and cash equivalents securely. KA9. Types of problem that you are responsible for sorting out. KA10. Escalation matrix for problems that you cannot sort.</p>
<p>B. Technical Knowledge</p>	<p>On the job the individual needs to apply technical knowledge of</p> <p>KB1. Processing cash and non-cash payments. KB2. Seeing if a customer is suitable for credit. KB3. Legal tender in your country. KB4. Spotting counterfeit payments. KB5. Accurate financial checks. KB6. Reconciling customer accounts accurately. KB7. The procedures carried out by the automated billing system.</p>

Skills (S)	
K. Core Skills/ Generic Skills	Writing Skills,
	On the job the individual needs to be able to: SA1. Complete documentation accurately. SA2. Write simple reports when required.
	Reading Skills
	On the job the individual needs to be able to: SA3. Read information accurately. SA4. Read and interpret data sheets.
	Oral Communication (Listening and Speaking skills)
	On the job the individual needs to be able to: SA5. Follow instructions accurately. SA6. Use gestures or simple words to communicate where language barriers exist. SA7. Use questioning to minimise misunderstandings. SA8. Display courteous and helpful behaviour at all times.
L. Professional Skills	Decision Making
	On the job the individual needs to be able to: SB1. Make appropriate decisions regarding the responsibilities of the job role.
	Plan and Organize
	On the job the individual needs to be able to: SB2. Plan and schedule routines.
	Customer Centricity
	On the job the individual needs to be able to: SB3. Build relationships with internal and external customers.
	Problem Solving
	On the job the individual needs to be able to identify and respond to: SB4. Breakdowns and malfunction of equipment. SB5. Unsafe and hazardous working conditions. SB6. Security breaches
	Analytical Thinking
	On the job the individual needs to be able to: SB7. Calculate totals, fractions, discounts, refunds and rebates accurately.
Critical Thinking	
On the job the individual needs to be able to: SB8. Determine the impact of accepting counterfeit. SB9. Determine impact of incorrect payments received.	

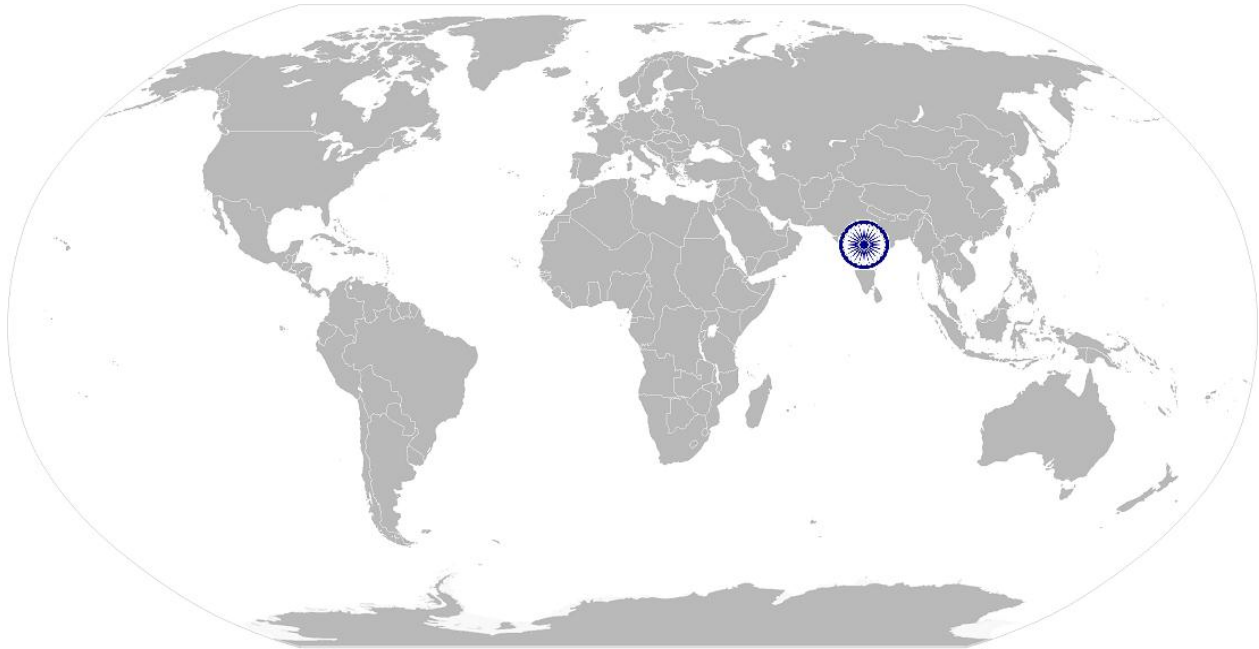
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National Occupational Standard



Overview

This NOS covers the skills and knowledge for an individual to process returned goods.

National Occupational Standard	Unit Code	RAS / N0117
	Unit Title (Task)	Process returned goods
	Description	This OS describes the skills and knowledge required to process returned goods.
	Scope	<p>This unit applies to individuals to process returned goods in retail operations.</p> <ul style="list-style-type: none"> • Help customers who need to return goods • Process returns of goods <p>The role may be performed in a range of Retail Operations</p> <ul style="list-style-type: none"> • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores
Performance Criteria (PC) w.r.t. the Scope		
	Element	Performance Criteria
	Help customers who need to return goods	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check clearly and politely with the customer what goods they want to return and their reasons.</p> <p>PC2. Apologise promptly if your company appears to be at fault.</p> <p>PC3. Follow legal & company requirements for offering replacements and refunds, and explain these to the customer clearly & politely.</p> <p>PC4. Explain to the customer clearly and politely the action you are going to take, and any charges that apply.</p> <p>PC5. Pick out accurately the replacement goods and follow company procedures for preparing them to be sent out.</p> <p>PC6. Explain to the customer accurately, clearly and politely the arrangements for returning the unwanted goods.</p>
	Process returns of goods	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check accurately the type, quantity and condition of returned goods.</p> <p>PC2. Give accurate and complete information to the person who can raise a credit note or refund the payment.</p> <p>PC3. Update the stock control system promptly, accurately and fully.</p> <p>PC4. Label clearly any goods that are to be returned to the supplier or manufacturer.</p> <p>PC5. Move returned goods to the correct place and position unsaleable goods separately from sales stock.</p>

Knowledge and Understanding (K)	
G. Organizational Context (Knowledge of the company / organization and its processes)	<p>On the job the individual needs to apply knowledge of:</p> <p>KA1. Reasons customers might have for returning goods. KA2. Customer's legal rights to replacements and refunds. KA3. Company policies and procedures for replacements and refunds, including proof of purchase. KA4. Authority you have to agree to replacements and refunds, and who to ask for help when you need authorisation. KA5. Finding replacement goods. KA6. Charges that apply when your company is not at fault. KA7. Company procedures for preparing replacement goods for sending out. KA8. Labelling goods for return to the supplier or manufacturer. KA9. Where to place returned goods that cannot be re-sold. KA10. Where to place returned goods that can be re-sold.</p>
B. Technical Knowledge	<p>On the job the individual needs to apply technical knowledge of</p> <p>KB1. Updating the stock control system accurately, immediately and fully KB2. How customers should return unwanted goods. KB3. Raising credit notes and refund payments.</p>
Skills (S)	
M. Core Skills/ Generic Skills	Writing Skills,
	<p>On the job the individual needs to be able to:</p> <p>SA1. Complete documentation accurately. SA2. Write simple reports when required.</p>
	Reading Skills
	<p>On the job the individual needs to be able to:</p> <p>SA3. Read information accurately. SA4. Read and interpret data sheets.</p>
	Oral Communication (Listening and Speaking skills)
	<p>On the job the individual needs to be able to:</p> <p>SA5. Follow instructions accurately SA6. Use gestures or simple words to communicate where language barriers exist SA7. Use questioning to minimise misunderstandings SA8. Display courteous and helpful behaviour at all times</p>
N. Professional Skills	Decision Making
	<p>On the job the individual needs to be able to:</p> <p>SB1. Make appropriate decisions regarding the responsibilities of the job role.</p>
	Plan and Organize
	<p>On the job the individual needs to be able to:</p>

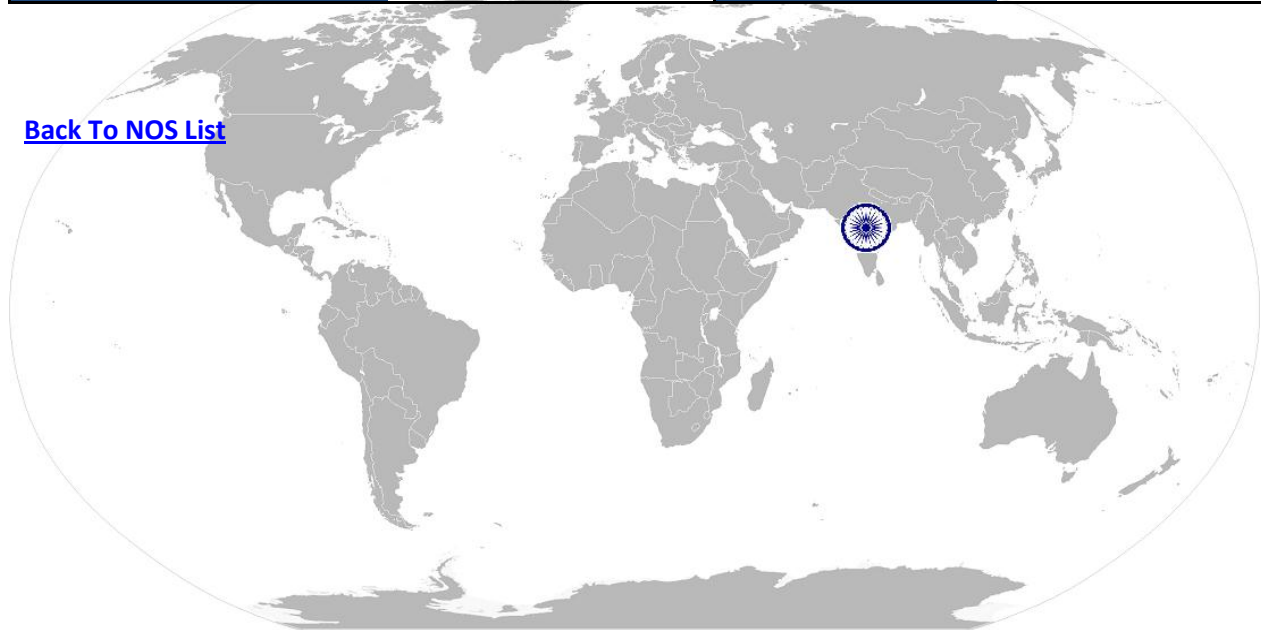
	SB2. Plan and schedule routines.
	Customer Centricity
	On the job the individual needs to be able to: SB3. Build relationships with internal and external customers.
	Problem Solving
	On the job the individual needs to be able to identify and respond to: SB4. Breakdowns and malfunction of equipment SB5. Unsafe and hazardous working conditions SB6. Security breaches
	Analytical Thinking
	On the job the individual needs to be able to: SB7. Isolate and identify rational reasons for goods returned.
	Critical Thinking
On the job the individual needs to be able to: SB8. Determine impact of accepting all returned goods without correct reasons. SB9. Determine impact of not updating stock control system with returned goods SB10. Determine impact of mixing returned goods that are saleable with those to be returned to the manufacturer.	



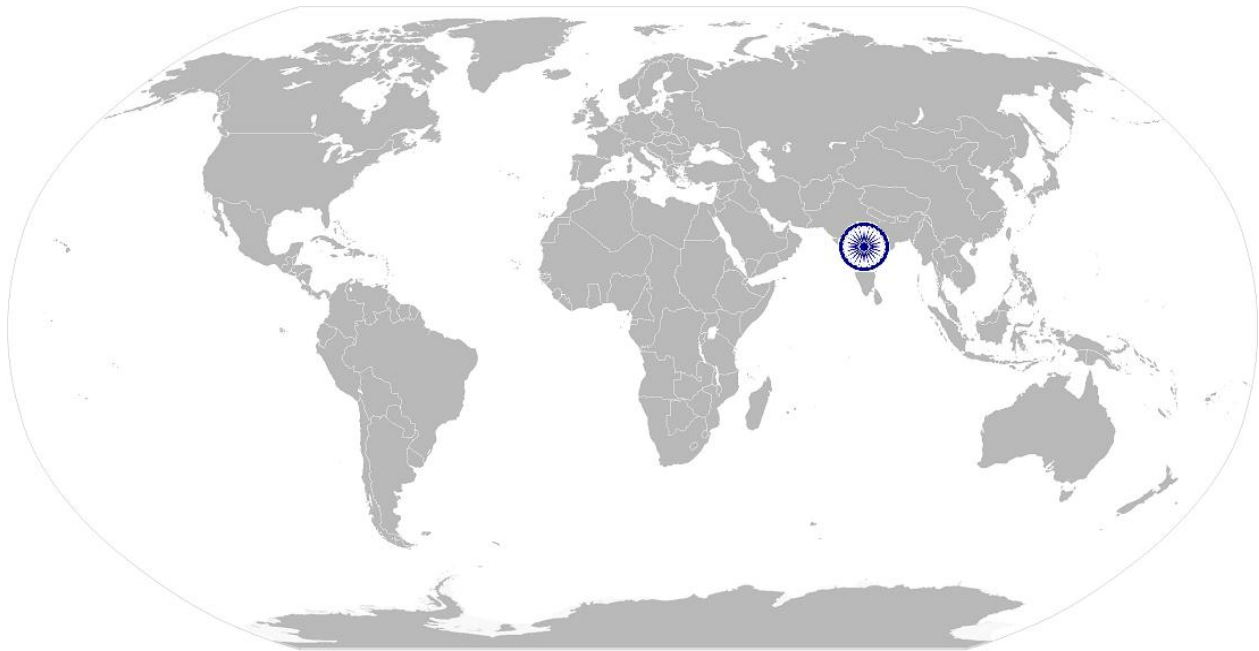
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National Occupational Standard



Overview

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

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

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

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

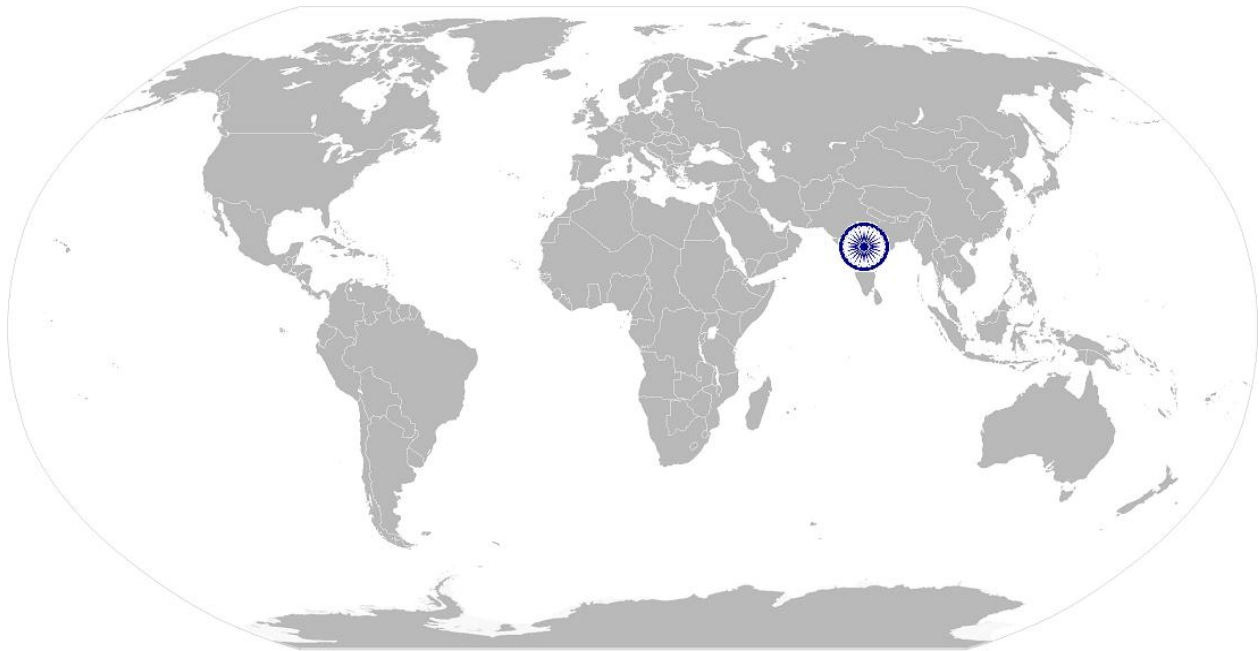
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National Occupational Standard



Overview

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

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

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

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

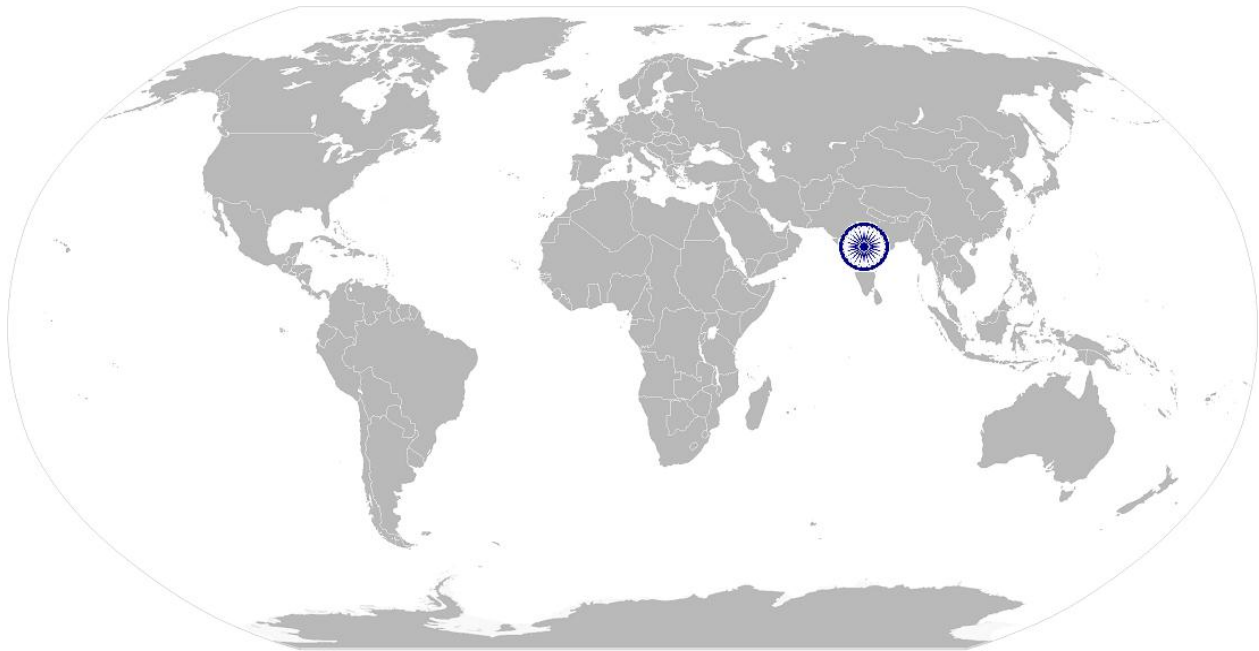
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National Occupational Standard



Overview

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

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

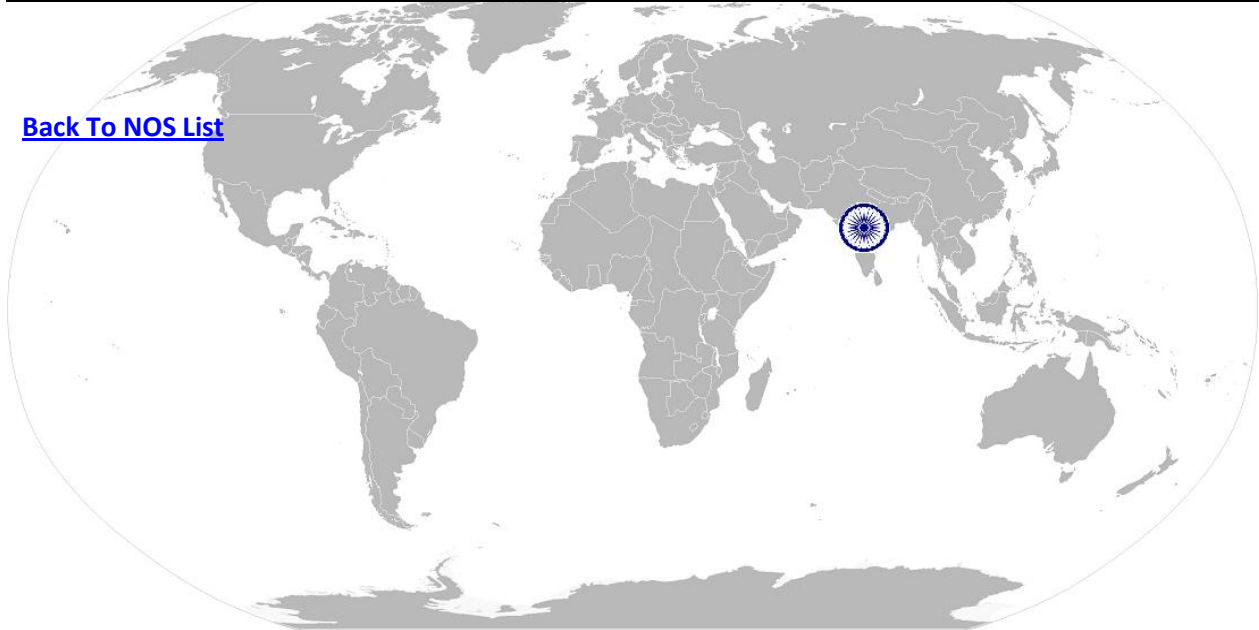
<p>Maintain personal presentation</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.</p> <p>PC2. Follow personal hygiene procedures according to organisational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

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

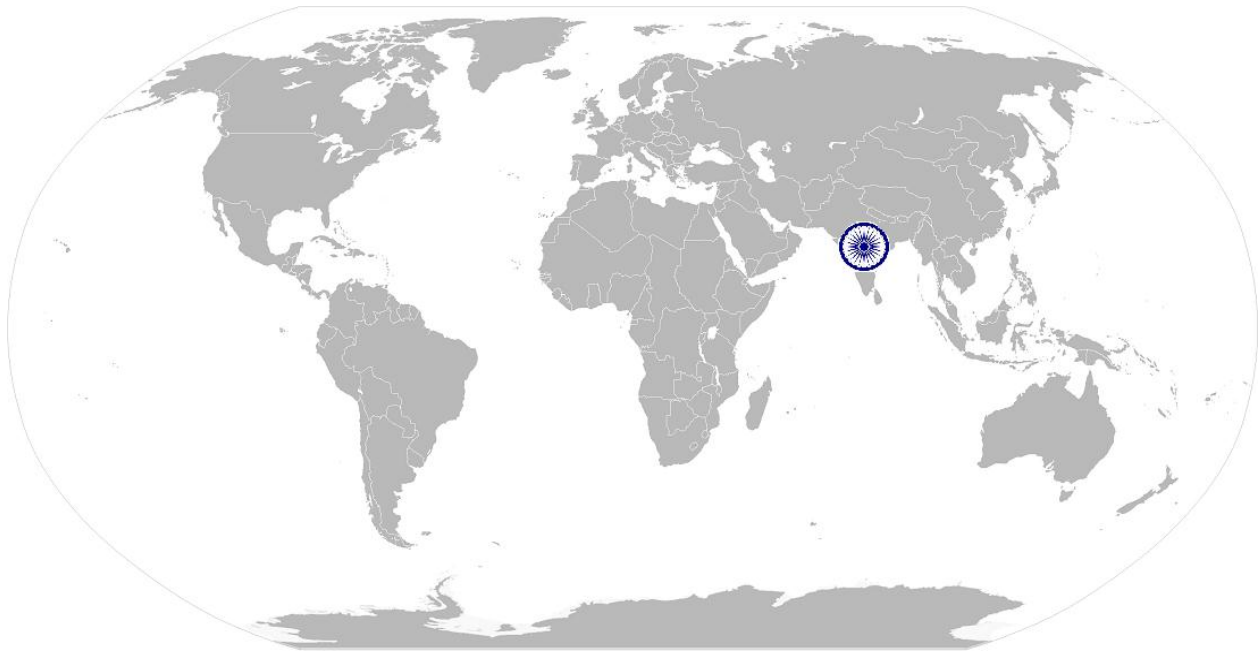
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NOS Code	RAS / N0137		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL] Calibri(Body) Font Size 11, Bold and Italics White	TBD	Version number	1
Industry	Retail	Drafted on	20/04/13
Industry Sub-sector	B2B & B2C	Last reviewed on	27/06/13
		Next review date	27/06/14

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National Occupational Standard



Overview

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

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

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

	<p>KA12. Identifying the knowledge and skills you will need to achieve your goals.</p> <p>KA13. Checking your progress.</p> <p>KA14. Adjusting plans as needed to meet goals.</p> <p>KA15. Asking for feedback on progress.</p> <p>KA16. Responding positively.</p> <p>KA17. Helping others to learn in the workplace.</p> <p>KA18. Working out what skills and knowledge you can usefully share with others.</p> <p>KA19. Health, safety and security risks that are likely to arise when people are learning on the job, and how to reduce these risks.</p>
B. Technical Knowledge	Not Applicable
Skills (S)	
U. Core Skills/ Generic Skills	Writing Skills,
	On the job the individual needs to be able to: SA1. Complete documentation accurately. SA2. Write simple reports when required
	Reading Skills
	On the job the individual needs to be able to: SA3. Read information accurately. SA4. Read and interpret data sheets.
	Oral Communication (Listening and Speaking skills)
	On the job the individual needs to be able to: SA5. Follow instructions accurately. SA6. Use gestures or simple words to communicate where language barriers exist. SA7. Use questioning to minimise misunderstandings. SA8. Display courteous and helpful behaviour at all times.
V. Professional Skills	Decision Making
	On the job the individual needs to be able to: SB6. Make appropriate decisions regarding the responsibilities of the job role.
	Plan and Organize
	On the job the individual needs to be able to: SB7. Plan and schedule routines.
	Customer Centricity
	On the job the individual needs to be able to: SB8. Build relationships with internal and external customers.

	Problem Solving
	On the job the individual needs to be able to identify and respond to: SB9. Breakdowns and malfunction of equipment. SB10. Unsafe and hazardous working conditions. SB11. Security breaches.
	Analytical Thinking
	Not Applicable
	Critical Thinking
	Not Applicable

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