RETAIL OPERATIONS MANAGEMENT

Competency Standards

National Vocational
Certificate Level 2-5

Version 1 - April 2019

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1. INTRODUCTION

With the induction of global brands and outlets, Pakistan's retail sector at present witnessing a booming and impressive growth. The local retailers are expanding their boundaries to compete with their larger foreign competitors. In 2013, seven Pakistani brands were nominated for the first time for the World Retail Awards held in Paris, in which three brands were shortlisted. Many local brands have expanded and gone global by adopting fast-changing trends. With an estimated size of the retail market at around $50 billion, the country's retail sector is growing faster than its economy. But still there is long way to go and some key initiatives by the government and entrepreneurs need to be taken to meet the future challenges confronting retailing industry in Pakistan.

Today, we find in our cities big shopping malls and hypermarkets and small and medium scale outlets which provides various categories of products under one roof. The phenomenal growth in retail sector bodes well for the country's economic health, as the sector can create enormous job opportunities and attract foreign investment into the country by alluring global brands to the local market.

Trends in the country's retail industry are quite encouraging, as far as the development of new retail formats and the establishment of large number of global chains' retail outlets across the country is concerned. The country has witnessed the mushroom growth of more and more malls, restaurants, sport complexes, multiplex cinemas, and large number of shops in big cities. Household size and income have a decisive influence over shopping decisions. Research studies show that in Pakistan's mega cities most households with larger family sizes shop at general stores, while those with smaller family sizes shop at large supermarkets. Quality shopping has led consumers towards modern retail shopping options. Most consumers seek quality products in adequate quantities under one roof. The retail stores and shopping malls have become very attractive to the consumers in Pakistan. For many Pakistanis, a visit to modern retail, hyperstore market and wholesale centers has become a pleasant family outing

2. PURPOSE OF THE QUALIFICATION

The purpose of these qualifications is to set high professional standards for retail operations job. These national qualifications will support training providers in enhancing the quality of training and assessment in Pakistan. The specific objectives of developing these qualifications are as under:

- Improve the overall quality of training delivery and setting national benchmarks for training of retail operations management in the country
- Provide flexible pathways and progressions to learners enabling them to receive relevant, up-to-date and recent skills
- Provide basic knowledge through competency-based assessment which is recognized and accepted by employers
- Establish a standardized and sustainable system of training for retail operations management in the country

3. MAIN OBJECTIVES OF QUALIFICATION

The main objectives of the qualification are to focus on following competencies:

1. Operate Basic Functions
2. Perform Basic Computer Application
3. Develop Computer application skills
4. Maintain Personal Health, Hygiene & Safety
5. Perform Stocking Operation
6. Attain Product Knowledge
7. Handle Cash Counter
8. Perform Sales
9. Perform Basic Communication
10. Prepare Inventory Requirements & reports
11. Provide Customer Services
12. Perform Retail Finance
13. Manage Omi-Chanel
14. Communicate at workplace
15. Operate digital media technology
16. Manage meetings
17. Develop workplace documents
18. Deliver Services Excellence
19. Manage Inventory Control
20. Carryout Administrative Activates
21. Maintain Store Safety
22. Maintain Store Security
23. Monitor in store display

24. Develop Professionalism

25. Perform Bookkeeping

26. Perform Advance Communication

27. Use social media tools for collaboration and engagement

28. Develop Entrepreneurial Skills

29. Identify and communicate trends in career development

30. Manage Staff

31. Provide Training to staff

32. Develop Teams

33. Manage shopper marketing program

34. Create display for small business

35. Buy Merchandise

36. Manage store's categories

37. Manage partners' relationship

38. Manage Finance

39. Plan & Organize Work

40. Deliver Operational Excellence

41. Perform Managerial Communication Skills

42. Apply project information management and communications techniques

43. Solve problems which jeopardize safety and security

44. Manage workforce planning

45. Undertake project work

4. DATE OF REVIEW

These national qualifications have been validated by the Qualification Validation Committee (QVC) on 26th to 28th Aug 2019 in Karachi which will remain valid until August 2022.

5. CODE OF QUALIFICATION

The International Standard Classification of Education (ISCED) is a framework for assembling, compiling, and analyzing cross-nationally comparable statistics on education and training, ISCED codes for these qualifications as assigned as follow:

Qualification Titles	Code
Certificate in Retail Operations Management Level 2	0416ROM2
Certificate in Retail Operations Management Level 3	0416ROM3
Certificate in Retail Operations Management Level 4	0416ROM4
Diploma in Retail Operations Management Level 5	0416ROM5

6. QUALIFICATION DEVELOPMENT COMMITTEE

The following members participated in the qualification's development workshop from 29th, 30th July, & 1st August 2019 in Karachi:

Sr. No.	Name	Designation	Organization	Phone No.:
1.	Abdul Samee	GM HR / Stores	Metro Habib Cash & Carry	0324-5000756
2.	Manan Gul	Learning & Development	Imtiaz Super Market	0302-8663171
3.	Muhammad Nouman Shaikh	Associate Manager HR	Chase Value Centre	0334-2340005
4.	Waqas Talib	Manager HR	Al-Karam Stores	0334-3753501
5.	Abdul Rafay	Key Accounts Manager	Bays International	0321-2476044
6.	Hirah Mahmood	Training and Development	Chase Value	0332-3715485
7.	Farhan Ahmed	Manager HR	Chase Value Centre	
8.	Altaf Shaikh	Deputy Director	STVETA	0333-2656835
9.	Sarwat Sabih	Qualification Development facilitator	Amantech	0332-0505081
10.	Furqan Aziz	Principal	Memon Industrial Technical Institute	0345-2104253
11.	Fayaz Somroo	Dy. Director	NAVTTC	0333-5499039
12.	Taha Mehmood	Qualification Development facilitator	Karsaz Consultants	0300-3302455
13.	M. Naeem Ansari	Technical Advisor	TVET Sector Support Programme (GIZ)	0301 8626735
14	Mehdi Hasnain	CEO	Hunar Foundation / Tohfay	

7. QUALIFICATION VALIDATION COMMITTEE

The following members participated in the qualification's validation workshop from 26th to 28th August, 2019, in Karachi:

Sr. No.	Name	Designation	Organization	Phone No.:
1.	Mr. Habib Zaib	Head of HR	Chase Up	0300-2265399
2.	Mr. Mustafa Bilal	Head of HR	Dewan Cement	0301-8280285
3.	Ms. Hirah Mahmood	Training and Development	Chase Value	0332-3715485
4.	Ms. Sarwat Sabih	Qualification Development facilitator	Amantech	0333-20505081
5.	Mr. Abdul Rafay	Key Account Manager	Bays International	0321-2476044
6.	Mr. Safiullah	Program Manager	Punjab TVETA	
7.	Mr. Mohammad Ali	Program Manager	Punjab TVETA	0346-7618949
8.	Mr. Muhammad Yasir	Assistant Director	NAVTTC	0334-9166930
9.	Mr. Mansoor	Incharge NVQF Registry	SBTE	0321-2153860
10.	Mr. M Naeem Ansari	Technical Advisor	TVET Sector Support Programme (GIZ)	0301 8626735
11.	Mr. Nasir Salim	Head of HR	Salma Super Store	
12.	Mr. Taha Mehmood	Qualification Development facilitator	Karsaz Consultant	0300-3302455
13.	Mr. Rana Muhammad Tariq Nazir	GM HRD	Stylo Group	0322-8447980
14	Mehdi Hasnain	CEO	Hunar Foundation / Tohfay	0322-2818391

8. ENTRY REQUIREMENTS

The entry for National Vocational Certificates is given below:

Title	Entry requirements
National Vocational Certificate level 2, in Retail Operations Management	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is the person must have matric pass.
National Vocational Certificate level 3, in Retail Operations Management	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person having National Vocational Certificate level 2 in Retail Operations Management. OR a person has matric with 2-year experience of retail operations can also apply.
National Vocational Certificate level 4, in Retail Operations Management	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person having National Vocational Certificate level 3 in Retail Operations Management. OR a person has matric with 5-year experience of retail operations can also apply.
National Vocational Certificate level 5, in Retail Operations Management	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person having National Vocational Certificate level 4 in Retail Operations Management. OR a person has Intermediate with 2-year experience of retail operations can also apply.

9.REGULATIONS FOR THE QUALIFICATION AND SCHEDULE OF UNITS

Not applicable

10.PACKAGING OF QUALIFICATION

The national vocational qualifications are packaged as per following:

- Manage Staff
- Provide Training to staff
- Develop Teams & individuals
- Manage shopper marketing program
- Create display for small scale store
- Buy Store Merchandise
- Manage store's categories
- Manage Outlet/Store Sales Performance
- Manage partners' relationship
- Develop Business Opportunities
- Manage Finance
- Plan & Organize Work
- Deliver Operational Excellence
- Perform Managerial Communication Skills
- Apply project information management and communications techniques
- Solve problems which jeopardize safety and security
- Manage workforce planning
- Undertake project work

Level V

- Deliver Services Excellence
- Manage Inventory Control
- Carryout Administrative Activates
- Maintain Store Safety
- Maintain Store Security
- Monitor in store display
- Develop Professionalism
- Perform Bookkeeping
- Perform Advance Communication
- Use social media tools for collaboration and engagement
- Develop Entrepreneurial Skills
- Identify and communicate trends in career development

Level IV

- Prepare Inventory Requirements & reports
- Provide Customer Services
- Perform Retail Finance
- Manage Omi-Chanel
- Communicate at workplace
- Operate digital media technology
- Manage meetings
- Develop workplace documents

Level III

- Perform Basic Computer Application
- Develop Computer application skills
- Apply Work Health and Safety Practices (WHS)
- Perform Stocking Operation
- Attain Product Knowledge
- Handle Cash Counter
- Perform Sales
- Perform Basic Communication

Level II

Code	Competency Standards	Level	Contact Hours	Category
1.	Perform Basic Computer Application	2	80	Generic
2.	Develop Computer application skills	3	80	Generic
3.	Apply Work Health and Safety Practices (WHS)	2	40	Functional
4.	Perform Stocking Operation	2	80	Technical
5.	Attain Product Knowledge	2	80	Technical
6.	Handle Cash Counter	2	80	Technical
7.	Perform Sales	2	120	Technical
8.	Perform Basic Communication	2	40	Functional
Total			600	
1.	Prepare Inventory Requirements & reports	3	80	Technical
2.	Provide Customer Services	3	120	Technical
3.	Perform Retail Finance	3	120	Technical
4.	Manage Omi-Chanel	3	100	Technical
5.	Communicate at workplace	3	80	Generic
6.	Operate digital media technology	3	60	Functional
7.	Manage meetings	3	60	Generic

8.	Develop workplace documents	3	60	Functional
Total			680	
1.	Deliver Services Excellence	4	80	Technical
2.	Manage Inventory Control	4	80	Technical
3.	Carryout Administrative Activates	4	80	Technical
4.	Maintain Store Safety	4	60	Technical
5.	Maintain Store Security	4	60	Technical
6.	Monitor in store display	4	60	Technical
7.	Develop Professionalism	4	40	Functional
8.	Perform Bookkeeping	4	80	Technical
9.	Perform Advance Communication	4	60	Generic
10.	Use social media tools for collaboration and engagement	4	60	Generic
11.	Develop Entrepreneurial Skills	4	80	Functional
12.	Identify and communicate trends in career development	4	60	Functional
Total			800	
1.	Manage Staff	5	120	Technical
2.	Provide Training to staff	5	120	Technical
3.	Develop Teams & individuals	5	80	Technical
4.	Manage shopper marketing program	5	180	Technical
5.	Create display for small scale store	5	180	Technical
6.	Buy Store Merchandise	5	180	Technical

7.	Manage store's categories	5	120	Technical
8.	Manage Outlet/Store Sales Performance	5	80	Technical
9.	Manage partners' relationship	5	80	Technical
10.	Develop Business Opportunities	5	80	Technical
11.	Manage Finance	5	120	Technical
12.	Plan & Organize Work	5	80	Technical
13.	Deliver Operational Excellence	5	80	Technical
14.	Perform Managerial Communication Skills	5	80	Soft
15.	Apply project information management and communications techniques	5	80	Generic
16.	Solve problems which jeopardize safety and security	5	80	Functional
17.	Manage workforce planning	5	80	Generic
18.	Undertake project work	5	80	Functional
			1900	
Grand Total (Credits)			3980	

1. Perform Basic Computer Application

Overview: This unit describes the skills and knowledge required to use spreadsheet to prepare a page of document, develops familiarity with Word, Excel, Access, PowerPoint, email, and computer graphics basics.

It applies to individuals who perform a range of routine tasks in the workplace using a fundamental knowledge of spreadsheets, Microsoft office and computer graphics in under direct supervision or with limited responsibility.

Competency Units	Performance Criteria
CU1. Create Word Documents	**P1.** Open word processing application
	P2. Create a word document
	P3. Customize page layout with relevant name setting
	P4. Set up page in a word document
	P5. Edit word document as required
	P6. Use simple formatting tools when creating the document
	P7. Save word document to directory
	P8. Insert table in a word document
	P9. Insert appropriate images into document as necessary
	P10. Insert header/footer in a word document
	P11. Insert section break in a word document
	P12. Set style in word document
	P13. Select basic Print settings
	P14. Print the document
CU2. Use internet for Browsing	**P1.** Use search engines to open website
	P2. Search data on different topics
	P3. Refine search to increase relevance of information or content
	P4. Navigate a website to access the information or content required

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

K1: Describing formatting styles and their effect on formatting, readability and appearance of documents

K2: Outline purpose, use and function of word-processing software.

K3: Editing in MS Word

K4: Formatting in MS word

K5: Use of different search engines

K6: Use of different web pages

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Identify the components of computer
- Follow organizational ergonomic work health and safety (WHS) requirements and practices
- Create, open and retrieve documents using customized basic settings
- Format documents by creating tables and adding text, objects and images
- Save and prints documents.

Download data through web browser

2. Develop Computer Application Skills

Overview:

This unit describes the skills and knowledge required to use spreadsheet applications, prepare in page documents, develops familiarity with Word, Excel, Access, PowerPoint, email, and computer graphics basics.

It applies to individuals who perform a range of routine tasks in the workplace using a fundamental knowledge of spreadsheets, Microsoft office and computer graphics in under direct supervision or with limited responsibility.

Competency Units	Performance Criteria
1. Prepare In-page documents as per required information	P1 Set keyboard preferences according to information requirements P2 Layout Page according to information requirements P3 Toggle between Languages P4 Identify the usage of tool bar P5 Insert Columns as per requirement P6 Print the document
2. Prepare Spreadsheets as per required information	P1 Create workbook according to information requirements P2 Insert sheet according to information requirements P3 Enter basic formulae / functions using cell referencing when required P4 Correct formulas when error messages occur P5 Use a range of common tools during spreadsheet development P6 Edit columns and rows within the spreadsheet Filter data P7 Save the spreadsheet to a folder on a storage device P8 Format spreadsheet using formatting features as required P9 Incorporate object and chart in spreadsheet P10 Print spreadsheet
3. Use MS Office as per required information	P1 Use Microsoft Word for documentation

	P2	Use Microsoft Excel for documentation
	P3	Use Microsoft PowerPoint for presentation
	P4	Perform OneNote
	P5	Perform Outlook for emails
	P6	Perform Publisher applications
4. Perform computer graphics in basic applications	P1.Perform graphic fundamentals in basic applications P2.Draw Points and lines to make images P3.Draw Dots in space to make images P4.Draw lightening blot Shapes to make images P5.Enlarge circles and rectangles to block in forms	
5. Create Email account for communications	P1 Make email account for communications P2 . Compose text of an email message according to organisational guidelines as required P3 Create an automatic signature for the user P4 Attach files to email message where required P5 Send email message P6 Reply to / forward a received message using available features P7 Save an attachment to the relevant folder P8 Save email message using available settings P9 Adjust email accounts to restrict and quarantine possible email security problems a. Print email message as required	

Knowledge & Understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1 List basic technical terminology related to reading help files and prompts
- K2 Explain the effect of formatting and appearance on the readability and usability of spreadsheets
- K3 Outline log-in procedures relating to accessing a personal computer (PC)
- K4 Describe the purpose, use and function of spreadsheet applications.
- K5 Understand MS Word to create documents, flyers, publications

K6 Understand MS PowerPoint to create presentations

K7 Understand MS Excel to store, organize, and manipulate data

K8 Understand OneNote to organize data you collect including handwritten notes, drawings, screen captures, audio clips, and more

K9 Understand of Publisher to create extensive publications, posters, flyers, menus

K10   Understand Outlook to manage email and calendars, to do lists, and contacts

Critical Evidence(s) Required:

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- create spreadsheets
- customize basic settings
- format spreadsheets
- create basic formulas
- insert objects and charts in spreadsheets
- Save and print spreadsheets.
- Use of MS Office
- Convert the documents/files
- Create the e mail account
- Identify the page set up
- Aces the data and computer network

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Computer Hardware Components
4.	Printer & Scanner
5.	Internet
6.	Application Software

3. Apply Work Health and Safety Practices (WHS)

Overview: This unit describes the skills to work with safety and participate in hazard assessment activities, follow emergency procedures and participate OHS practices in process.

Competency Units	Performance Criteria
CU1. Implement safe work practices at work place	**P1.** Implement relevant rules and procedures of WHS at work place. **P2.** Comply with duty of care requirements **P3.** Use personal protective equipment according to safe work practices **P4.** Contribute to WHS consultative activities **P5.** Raise WHS issues with relevant personnel
CU2. Participate in hazard assessment activities a work place	**P1.** Identify hazards or WHS issues in the workplace to relevant personnel **P2.** Assess and control risks according to own level of responsibility, in line with workplace procedures **P3.** Report hazards or WHS issues in the workplace to relevant personnel **P4.** Document risk control actions as required
CU3. Follow emergency procedures at workplace	**P1.** Report emergencies or incidents promptly to relevant personnel **P2.** Deal with emergencies in line with own level of responsibility **P3.** Implement evacuation procedures as required
CU4. Participate in OHS consultative processes	**P1.** Contribute to workplace meetings, inspections or other consultative activities **P2.** Raise OHS (Occupational Health and Safety) issues with designated persons in accordance with organizational procedures **P3.** Take actions to eliminate workplace hazards or to reduce risks

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

K1: Outline the WHS rights and responsibilities that apply to own role
K2: Explain the term duty of care
K3: Describe typical health and safety roles in the workplace
K4: List and describe common safety signs and symbols
K5: Explain procedures for reporting hazards, risks, incidents and accidents
K6: Identify and describe common hazards and major causes of accidents relevant to the workplace
K7: Explain what the term risk control means
K8: List and describe potential emergency situations and how to respond to them

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

Demonstrate evidences of the Health and safety Processes to avoid any incident.

4. Attain Product Knowledge

Overview:

This competency standard covers the skills and knowledge required to identify categories in store, identifies product ranges in categories, identifies features & benefits and handle products

Competency Units	Performance Criteria
CU1. Identify categories in store	Trainee will be able to: **P1.** Identify no. of category in store. **P2.** Identify products assortment in categories. **P3.** Identify locations categories & its products.
CU2. Identifies product ranges in categories	Trainee will be able to: **P1.** Identify range of product with in each category. **P2.** Identify available product stock **P3.** Identify new products or category introducing in store
CU3. Identifies products' features & benefits	Trainee will be able to: **P1.** Identify feature of products **P2.** Identify benefit of products **P3.** Identify products' key selling points. **P4.** Identify value for money of products **P5.** Identify alternates of the products
CU4. Handle Product	Trainee will be able to: **P1.** Identify guidelines of product handling **P2.** Identify guidelines of presenting product **P3.** Perform product handling as per SOP/Product Manuals **P4.** Present products as per SOP/guidelines

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Explain product categories in store
K2: Describe product assortments in categories
K3: Explain product ranges in categories
K4: Describe products features & benefits
K5: Describe cost benefit analysis
K6: Explain key selling points of products
K7: Describe product handling

K8: Explain product handling manuals

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Identify categories in store
2. Identify product ranges in categories
3. Identify products' feature, & benefits
4. Handle products as per manuals

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

5. Perform Sales

Overview:

This competency standard covers the skills and knowledge required to identify prospects or customers, intercept customer, provide product advice, perform product demonstration, pitch the customer, use selling techniques, close the sale, and maintain relationship with customer.

Competency Units	Performance Criteria
CU1. Identify Prospects/Customer	Trainee will be able to: **P1.** Gather data for prospecting **P2.** Analyse customer data
CU2. Intercept Customer	Trainee will be able to: **P1.** Greet Customer as per SOP **P2.** Introduce yourself as per SOP **P3.** Find customer approach timing **P4.** Use Intercepting techniques **P5.** Identify customer needs or buying motives **P6.** Apply questioning techniques for customer buying motive identification
CU3. Provide Product Advice	Trainee will be able to: **P1.** Suggest products to customer **P2.** Provide product specification to customer **P3.** Provide product features to customer **P4.** Provide product alternate to customer
CU4. Perform Product Demonstration	Trainee will be able to: **P1.** Present product as per SOP **P2.** Set product as per product manual **P3.** Demonstrate product & its feature as per SOP
CU5. Pitch the customer	Trainee will be able to: **P1.** Identify the potential opportunities for sales **P2.** Set the sales call objectives **P3.** Use engaging techniques **P4.** Execute sales pitch
CU6. Use Selling Techniques	Trainee will be able to: **P1.** Perform Cross Selling **P2.** Perform Up Selling

	P3. Perform Down Selling
CU7. Close the sales	Trainee will be able to:
	P1. Escort customer to cash counter
	P2. Provide information on upcoming promotion & offers
	P3. Motivate/Convince customer for impulse buying
	P4. Follow closing techniques to finalize the sale
	P5. Follow up from customer
	P6. Ask referral from customer
CU8. Maintain Relationship with Customer	Trainee will be able to:
	P1. Establish rapport by finding common ground
	P2. Apply best-supported methods for establishing rapport with specific clients
	P3. Create a positive first impression and establish credibility with client
	P4. Ask client of preferred method to communicate
	P5. Wish customer on seasonal/festive occasions
	P6. Maintain client/contact management files

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Describe prospecting
K2: Explain prospecting techniques
K3: Describe the method of gather customer data
K4: Explain purpose of intercepting customer
K5: Describe intercepting customer & its techniques
K6: Explain questioning & its techniques for gathering data
K7: Describe product advice purpose and its techniques
K8: Explain norms of product demonstration
K9: Describe ways of presenting products to client
K10:   Describe sales pitch and its importance
K11:   Explain various types of sales pitch
K12:   Describe selling techniques
K13:   Explain closing techniques
K14:   Describe purpose of maintaining relationship with client
K15:   Describe techniques of building relationship with client.

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Identify customer
2. Intercept customer
3. Advice and demonstrate products to customer
4. pitch customer and close the sales

Tools & Equipment required:

The tools and equasipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

6. Provide Customer Services

Overview:

This competency standard covers the skills and knowledge required to delivery services to customers, maintain customer data, provide after sales services, deal customer complaints, & deal return & exchanges.

Competency Units	Performance Criteria
CU1. Deliver Service to Customers	Trainee will be able to: **P1.** Communicate with customers conducted in a professional, courteous manner, according to store policy **P2.** Meet customer's requests or refer to supervisor as per store policy **P3.** Maintain contact with customer till sales completion **P4.** Use verbal and non-verbal communication to develop rapport with customer
CU2. Maintain Customer Data	Trainee will be able to: **P1.** Identify customer feedback objectives **P2.** Design customer feedback form **P3.** Obtain relevant information from customer **P4.** Record customer feedback **P5.** Record customer details & information **P6.** Prepare Customer Directory
CU3. Provide after sales services	Trainee will be able to: **P1.** Record customer's demands / complaints attentively. **P2.** Use simple, clear and assertive language during interaction **P3.** Gather information about customer's demands & need **P4.** Coordinate with other departments to resolve customer issues
CU4. Deal Customer Complaints	Trainee will be able to: **P1.** Identify customer complain type/nature by active listening & questioning **P2.** Identify solutions for complain as per SOP **P3.** Handle customer & his complain with sensitively, courteously and with discretions **P4.** Resolve customer complain as per SOP

	P5. Refer supervisor for unresolved customer dissatisfaction or complaints
	P6. Ensure customer satisfaction during resolution of complain
	P7. Record Post complain customer feedback
CU5. Deal Returns & Exchange	Trainee will be able to:
	P1. Identify products condition received for return/exchange
	P2. Identify store policy for return/exchange
	P3. Communicate store policy to customer
	P4. Handle return/exchange with sensitively, and courteously
	P5. Return/exchange products as per SOP

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Describe customer services
K2: Explain techniques of customer services
K3: Describe types of customers
K4: Explain techniques of providing services to customer
K5: Describe verbal and non-verbal communication in customer services
K6: Define customer database
K7: Describe customer database collecting & maintaining techniques
K8: Explain after sales services
K9: Describe techniques of handling complains

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Provide customer services
2. Provide after sales services
3. Handle complains, return & exchanges

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

7. Manage Outlet/Store Sales Performance

Overview:

This competency standard covers the skills and knowledge required to interpret information on sales goas and targets, prepare sales forecast, set salespersons' targets, maintain outlet/store seals performance, communicate sales performance to management and use control charts to monitor sales.

Competency Units	Performance Criteria
CU1. Interpret information on sales goals and targets	Trainee will be able to: **P1.** Identify sales communications and objective **P2.** Identify in store strategies for sales targets & goals
CU2. Prepare Sales Forecast	Trainee will be able to: **P1.** Gather past sales data **P2.** Gather past foot fall data **P3.** Prepare list of upcoming seasons & occasions **P4.** Make Sales Forecast according to past sales, customer footfall, and upcoming seasons & occasion
CU3. Set Salespersons' targets	Trainee will be able to: **P1.** Identify individual sales potential of staff **P2.** Communicate sales targets in units and amount **P3.** Communicate incentives on sales targets
CU4. Maintain outlet/store sales performance	Trainee will be able to: **P1.** Develop and implement weekly/monthly sales plans for achieving sales targets **P2.** Use liquidation strategies for slow movers **P3.** Monitor salesperson performances & their sales targets **P4.** Prepare Sections' Sales report
CU5. Communicate sales performance to management	Trainee will be able to: **P1.** Present sales performance to management **P2.** Present suggestions for sales improvement of store to management **P3.** Present key areas to improve for better results

CU6. Use control charts to monitor sales	Trainee will be able to: **P1.** Use Histogram for monitoring sales **P2.** Use Pie Chart for monitoring sales **P3.** Use upper control & lower control chart for monitoring sales **P4.** Use X bar chart for monitoring sales

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Explain sales strategies
K2: Explain sales target & goal
K3: Describe sales forecast
K4: Describe methods of sales forecast
K5: Explain setting of individual sales target
K6: Explain importance of setting individual target
K7: Describe strategies to maintain store performance
K8: Explain store performance factors
K9: Describe presentation of performance and its importance
K10: Explain ways to present performance
K11: Describe control charts & their usage

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Prepare Sales Forecast
2. Set Individual's sales target
3. Prepare monthly/weekly sales plan

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

8. Develop Business Opportunities

Overview:

This competency standard covers the skills and knowledge required to research business opportunities or market trend, prepare analysis report on new market trend and segments, develop business continuity plans, & facilitate management in development of organisation strategies.

Competency Units	Performance Criteria
CU1. Research business opportunities or market trend	Trainee will be able to: **P3.** Identify competitors pricing, promotions, and loyalty programs. **P4.** Gather information from industry's newsletters. **P5.** Identify future events & new launches.
CU2. Prepare Analysis report on new market trend and segments	Trainee will be able to: **P5.** Prepare market analysis report. **P6.** Prepare market trend report. **P7.** Prepare market comparison report
CU3. Develop business continuity plans	Trainee will be able to: **P5.** Identify business strength & weakness **P6.** Identify market opportunities and threads **P7.** Perform PEST analysis **P8.** Prepare business continuity plan
CU4. Facilitate management in the development of organisation strategies	Trainee will be able to: **P6.** Communicate PEST & SWOT findings **P7.** Provide suggestions for organizational strategies

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Explain research new opportunities for business
K2: Describe factors to search on for new business opportunities
K3: Describe competitive analysis of market
K4: Describe market analysis report& its purpose
K5: Describe market trend report & its purpose
K6: Explain PEST analysis
K7: Describe business continuity plan
K8: Explain SWOT analysis

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Research on market trend
2. Prepare market trend report
3. Prepare market analysis report
4. Perform SWOT analysis
5. Perform PEST analysis

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

Overview:

This competency standard covers the skills and knowledge required to manage services quality & customer satisfaction, manage in store services performance, develop services operation, manage customer loyalty program & manage customer services at customer touch points.

Competency Units	Performance Criteria
CU1. Manage service quality & customer satisfaction	Trainee will be able to: **P1.** Allocate resource for client service in line with store policy. **P2.** Monitor customer complaints which have been referred by staff, resolved according to store policy. **P3.** Collect feedback from customers to improve future service operations **P4.** Project positive & professional image
CU2. Manage in store service performance	Trainee will be able to: **P1.** Implement, communicate & review policies and procedures for service delivery in store on regular basis. **P2.** Communicate service targets/plans to staff. **P3.** Monitor service targets/plans to ensure that customer satisfaction. **P4.** Provide Feedback to staff on service operations performances **P5.** Optimize workforce for service excellence **P6.** Implement corrective measures to minimise factors which may disrupt operations. **P7.** Respond to services challenges **P8.** Provide extra mile services
CU3. Develop service operation	Trainee will be able to: **P1.** Prepare service operation framework **P1.** Prepare a service recovery framework **P2.** Engage in service innovation initiatives
CU4. Manage customer loyalty program	Trainee will be able to: **P1.** Identify type of loyalty program for stores **P2.** Develop loyalty program for stores

	P3. Implement loyalty program in store
	P4. Monitor loyalty program in store
	P5. Implement improvements in loyalty program
CU5. Manage customer services at customer touch points	Trainee will be able to:
	P1. Identify customer touch points in store
	P2. Establish relationships for customer confidence over multiple customer touch points
	P3. Implement operations for service excellence over multiple customer touch points
	P4. Deliver customer service over multiple communication platforms

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Describe techniques to manage customer services
K2: Explain customer satisfaction
K3: Explain customer satisfaction types
K4: Explain store policies for service delivery
K5: Describe services target
K6: Explain content of services targets
K7: Describe purpose of services targets
K8: Describe services operation framework
K9: Explain services recovery framework
K10: Describe customer loyalty programs
K11: Explain loyalty program purpose and its types
K12: Explain customer touch points
K13: Describe ways to improve customer satisfaction at touch points

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Manage store services performance
2. Manage customer loyalty program
3. Develop services operations framework

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

10. Deliver Operational Excellence

Overview:

This competency standard covers the skills and knowledge required to identify near loss & lost items, align business partners for floor upgradation, maintain store ambiance, develop store operation's strategy & plan, monitor operations of roadshows, promotions & events, carryout continuous improvement activities and monitor sales conversation ratio.

Competency Units	Performance Criteria
CU1. Identify Near Loss & Lost Items	Trainee will be able to: **P1.** Identify lost items of store **P2.** Identify pilferage of store **P3.** Prepare list of Near Loss & Lost Items of stores **P4.** Off Shelf Expired Products from Shelves **P5.** Prepare promotion or Mark down for near expiring products/Out dated Products **P6.** Dispose Expired products as per SOP
CU2. Align Business Partners for floor upgradation	Trainee will be able to: **P1.** Identify areas of improvement in store **P2.** Communicate suggestions for store improvement to management **P3.** Facilitate business partner & management for floor upgradation. **P4.** Execute upgradation in store
CU3. Maintain Store Ambiance	Trainee will be able to: **P1.** Maintain shelves cleanliness of store **P2.** Maintain fixtures of stores **P3.** Maintain store environment
CU4. Develop Store Operation's Strategy & plan	Trainee will be able to: **P1.** Identify stores' peak & off peak times/hours **P2.** Identify potential products (fast moving & slow moving) of store **P3.** Identify potential promotion for store **P4.** Prepare store operation plan

CU5. Monitor Operations of promotions & events	Trainee will be able to: **P1.** Execute promotions as per given instruction **P2.** Maintain promotions execution **P3.** Monitor promotions execution
CU6. Carryout Continuous Improvement activities	Trainee will be able to: **P1.** Identify areas of improvement in store **P2.** Conduct review meeting **P3.** Prepare action plan for store improvement implementation **P4.** Implement quality management tools in store
CU7. Monitor sales conversion ratio	Trainee will be able to: **P1.** Calculate store foot fall **P2.** Identify stores' performing promotions **P3.** Calculate sale lost **P4.** Review product placement in store

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Explain near loss & lost items
K2: Describe shelves life of products
K3: Explain difference b/w best before and expiry dates
K4: Explain pilferage & its causes.
K5: Describe ascetics of store ambiance
K6: Explain store facilities and areas of improvement in it
K7: Describe peak and off peak hours
K8: Describe fast moving and slow moving products
K9: Explain store operation plan
K10: Explain store promotions & its importance
K11: Explain roadshows & its importance
K12: Describe continuous improvement techniques and activities
K13: Explain sales conversion ratio
K14: Describe store foot fall
K15: Explain sales lost
K16: Describe product placement and its importance for store

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Identify near loss and lost items
2. Maintain store ambiance
3. Develop store operation plan

4. Execute promotion in stores
5. Monitor sales conversion ratio

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

11. Handle Cash Counter

Overview:

This competency standard covers the skills and knowledge required to operate POS system, operate credit/debit card machine, pack products as per SOPs, prepare sales reconciliation, and perform cash management.

Competency Units	Performance Criteria
CU1. Operate POS System	Trainee will be able to: **P1.** Set POS system as per machine manual **P2.** Start & Close POS terminal as per SOP **P3.** Verify the product bar code before scan **P4.** Ensure the product quantity and bill amount **P5.** Communicate verbally price/total/amount of bill & cash received to customer. **P6.** Enter debit/credit card & machine details in POS systems **P7.** Ensure to sign out from POS system
CU2. Operate credit/debit Card Machine	Trainee will be able to: **P1.** Set credit/debit card machine **P2.** Charge credit/debit card details **P3.** Make sure to enter exact amount **P4.** Get signature of customer on credit/debit card slip **P5.** Create a credit/debit machine settlement slip **P6.** Maintain record of slips
CU3. Pack products as per SOPs	Trainee will be able to: **P1.** Remove company's accessories from products **P2.** Segregate products according to SOPs **P3.** Pack the products as per SOPs **P4.** Maintain wrapping material or bags supplies at till
CU4. Prepare sales reconciliation	Trainee will be able to: **P1.** Prepare POS sales report **P2.** Match POS sale report with counter cash **P3.** Match POS sales report with credit/debit card slip **P4.** Records transaction errors according to store policy

		P5. Verify the short and excess amount
		P6. Deposit the amount to accounts department
CU5. **Perform cash management**	Trainee will be able to:	
	P1. Count the opening amount	
	P2. Receive and count the cash amount according to bill	
	P3. Check fake currency note and report as per store policy	
	P4. Place currency note as per denominator	
	P5. Maintain supplies of change in point of sale terminal according to store policy.	
	P6. Handle cash according to store security procedure	
	P7. Deposite the amount to accounts department	

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Define POS (point of sale) system
K2: Describe procedure to set the POS system
K3: Give knowledge about bar code
K4: Explain the importance to check the product amount & bill amount
K5: Explain the importance to sign out the POS system
K6: Define the difference between debit card & credit card
K7: Describe the complete procedure to operate debit/credit card
K8: Define the importance to take the signature of customer
K9: State the importance of entering exact amount to avoid customer's conflict
K10: Define complete procedure to pack the product according to the category of products
K11: Explain the definition of sale reconciliation
K12: Describe the importance to verify the short & excess balance

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Operate POS Systems
2. Operate Credit/debit card machine
3. Pack goods as per SOPs
4. Prepare sales reconciliation

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals

5.	Internet
6.	Printer & Scanner
7.	POS system
8.	Credit card machine
9.	Bar code
10.	RFID remover

12. Perform Stocking Operation

Overview:

This competency standard covers the skills and knowledge required to receive stock, place stock in back store, place tags on products, place stock in shelves, and prepare stock report.

Competency Units	Performance Criteria
CU1. Receive stock	Trainee will be able to: **P1.** Maintain orderliness of receiving dock as per store polices **P2.** Unload the stock as per store polices **P3.** Verify the stock with demand/requisition **P4.** Check the condition/expiry dates of stock **P5.** Sign the delivery challan **P6.** Maintain vendor delivery challan record
CU2. Place stock in back store	Trainee will be able to: **P1.** Distribute the stock according to categories **P2.** Place the stock as per store policies **P3.** Maintain bin carts of store
CU3. Place tags on products	Trainee will be able to: **P1.** Identify product's tags **P2.** Verify tags through barcodes **P3.** Place the tags **P4.** Place rail cards on shelves
CU4. Place stock in shelves	Trainee will be able to: **P1.** Inspect the stock as per store policies **P2.** Display the products according to category **P3.** Apply LIFO & FIFO rule **P4.** Refill the stock on shelves
CU5. Prepare stock report	Trainee will be able to: **P1.** Prepare near expiry report of store stock **P2.** Prepare expired product's report of store stock **P3.** Prepare available inventory report of store stock

	P4. Prepare slow mover item report as per store policies

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Explain stock
K2: Describe stocking procedure
K3: Explain types of stocks
K4: Describe receiving procedure of stock
K5: Explain sorting and staking of stock in store
K6: Describe bin carts and its importance
K7: Explain tags
K8: Explain importance of tags on products
K9: Explain importance of inspection of product before placing shelves
K10: Describe process of product placement on shelves
K11: Explain FIFO and LIFO
K12: Describe stock reporting and its importance

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Receive stock
2. Place stock back store
3. Place tags on products
4. Place stock in shelves
5. Prepare stock reports

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Internet
4.	Cart Bins
5.	Shelves

13. Prepare Inventory Requirements & Reports

Overview:

This competency standard covers the skills and knowledge required to prepare purchase requisition, record inventory data, monitor shrinkage, & perform stocking taking.

Competency Units	Performance Criteria
CU1. Prepare purchase requisition	Trainee will be able to: **P1.** Identify product requirement for store **P2.** Make purchase requisition as per store polices **P3.** Submit purchase requisition as per store polices **P4.** Follow up on purchase requestion **P5.** Maintain purchase requisition record
CU2. Record Inventory Data	Trainee will be able to: **P1.** Enter the data in software as per store polices **P2.** Prepare inventory report as per store polices
CU3. Monitor Shrinkage	Trainee will be able to: **P1.** Identify the damaged/near expiry/expired items/theft **P2.** Prepare shrinkage report as per store polices **P3.** Communicate shrinkage to management as per store polices **P4.** Return the damaged items to relevant supplier/vendor
CU4. Perform stock taking	Trainee will be able to: **P1.** Verify the physical and system stock as per store policies **P2.** Prepare stock report as per store polices **P3.** Record stock discrepancies store policies **P4.** Report stock discrepancies as per store policies **P5.** Submit report to the management **P6.** Keep the record reports **P7.** Stock performance monitored and fast/slow selling items identified and reported according to store policy.

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Explain Purchase requisition
K2: Describe purchase requisition process
K3: Describe recording procedures of inventory data
K4: Explain damage, near expiry and theft items
K5: Describe shrinkage report and its purpose
K6: Explain shrinkage report content
K7: Explain ways to communication shrinkage to management
K8: Explain stock taking
K9: Describe stock taking procedure
K10: Explain stock taking techniques
K11: Describe recording methods of stock and discrepancies

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Prepare purchase requisition
2. Record inventory data
3. Monitor shrinkage
4. Perform stock taking.

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

14. Carryout Administrative Activities

Overview:

This competency standard covers the skills and knowledge required to maintain housekeeping standards, maintain store facilities, coordinate with contractors, manage utilities, comply with govt. rules and regulations and manage external affairs.

Competency Units	Performance Criteria
CU1. Maintain Housekeeping standards	Trainee will be able to: **P1.** Create housekeeping plan for store **P2.** Execute housekeeping plan for store **P3.** Monitor housekeeping activities in store
CU2. Maintain store facilities	Trainee will be able to: **P1.** Identify issues in store facilities **P2.** Perform remedial actions for removal of issues in store facilities **P3.** Ensure store facilities as per store policy **P4.** Report out of order store facilities **P5.** Ensure reported out of order facility/replaced as per standard **P6.** Maintain store facilities record **P7.** Prepare contingency plan for event of maintenance problem
CU3. Coordinate with contractors	Trainee will be able to: **P1.** Communicate issues to contractor as per store policy **P2.** Resolve issues with contractors **P3.** Follow up with contractors
CU4. Manage Utilities	Trainee will be able to: **P1.** Perform electricity load management of store **P2.** Ensure store's utilities bills paid **P3.** Ensure store's utilities are up & running **P4.** Launch utilities complains to respective utility provider **P5.** Follow up launched complain
CU5. Comply with govt. rules & regulations	Trainee will be able to: **P1.** Identify govt. rules & regulations for stores **P2.** Follow identified govt. rules & regulations for store **P3.** Ensure availability of required document in store

CU6. Manage External affairs	Trainee will be able to:
	P1. Identify unusual situation in case of any mishap
	P2. Consult with management about the situation
	P3. Handle situation as per store policies
	P4. Make incident report

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Define housekeeping
K2: Explain housekeeping techniques
K3: Define types of housekeeping
K4: Define 5S techniques
K5: Explain parameters to maintain store facility
K6: Describe the strategies to execute the facility requirement
K7: Define the techniques to negotiate with contractors/vendors
K8: Describe the importance of cost effectiveness
K9: Explain the basic needs of utility at any company/store
K10: Know the Govt. policies & procedures
K11: Define different types of affairs/conflict which may occur in company/store
K12: Explain to tackle different situations effectively

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. maintain housekeeping standards
2. maintain store facilities
3. manage utilities
4. comply with govt. rules and regulations
5. manage external affairs

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

15. Maintain Store Safety

Overview:

This competency standard covers the skills and knowledge required to inform team members, involve team member, monitor and maintain a safe work environment, implement emergency procedure, and maintain occupational health and safety record.

Competency Units	Performance Criteria
CU1. **Inform team members**	Trainee will be able to: **P1.** Communicate Store policies and procedures in regard to occupational health and safety and emergency procedures to team members. **P2.** **P3.** Provide Store's emergency procedures to team members. **P4.** Provide information on identified hazards and risk control procedures regularly to team members.
CU2. **Involve team member**	Trainee will be able to: **P1.** Provide opportunities and processes for team members to consult and contribute on occupational health and safety issues according to store policy. **P2.** Solve issues are raised according to store policy. **P3.** Communicate outcomes of issues raised on occupational health and safety matters to team members
CU3. **Monitor and maintain a safe working environment**	Trainee will be able to: **P1.** Implement store policies and procedures with regard to identification, prevention and reporting of potential hazards. **P2.** Deal with hazardous events according to store policies. **P3.** Investigate unsafe or hazardous events to identify cause and inadequacies in risk control measures **P4.** Identify allocation for risk control measures and reported as per store policy. **P5.** Implement risk control measures to prevent re-occurrence and minimize risks of unsafe and hazardous events and monitored according to store policy.. **P6.** Handle hazardous goods as per store policy..

	P7. Maintain equipment as per occupational health and safety regulations & polices. P8.
CU4. Implement emergency procedures	Trainee will be able to: P1. Implement store emergency policies and procedures in the event of an emergency. P2. Report event and its causes to management
CU5. Maintain occupational health and safety records	Trainee will be able to: P1. Record occupational injury and disease as per store policy. P2. Use records to identify hazards and monitor risk control procedures as per store policy.

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Describe store policies and procedures
K2: Explain occupational health and safety
K3: Define emergency procedures
K4: Explain unsafe or hazardous goods
K5: Describe handling and storage procedure
K6: Explain waste disposal procedure
K7: Explain manual handling and safe lifting techniques
K8: • explain fire and safety hazards
K9: • Define sickness and accident reporting procedures
K10: Explain location first aid assistant/facility and its importance
K11: Explain hierarchy of risk control:
K12: Describe procedure elimination of hazards
K13: Explain controls to reduce risk
K14: Define personal protective equipment
K15: Describe principles and techniques in interpersonal communication

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. inform team members,
2. involve team member
3. monitor and maintain a safe work environment
4. Implement emergency procedures
5. Maintain occupational health & safety

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner
7.	Personal Protective Equipment

16. Maintain Store Security

Overview:

This competency standard covers the skills and knowledge required to apply routine store security, minimize theft, monitor and maintain store security.

Competency Units	Performance Criteria
CU1. Apply routine store security	Trainee will be able to: **P1.** Apply store security systems and procedures as per store policy. **P2.** Handle and secure cash as per store policy. **P3.** Monitor suspect behaviour by customers and deal it as per store policy. **P4.** Deal internal and external theft as per store policy. **P5.** Store products and equipment in a secure manner.
CU2. Minimize theft	Trainee will be able to: **P1.** Perform appropriate action to minimise theft by applying store procedures. **P2.** Match merchandise to correct price tags. **P3.** Maintain surveillance of merchandise as per store policy. **P4.** Check suspected customer as per store policy. **P5.** Maintain security of cash, cash register and keys as per store policy. **P6.** Maintain security of stock, cash and equipment in regard to customers, staff and outside contractors as per store policy. **P7.** Deal with suspected or potential thieves as per store policy and procedures.
CU3. Monitor and Maintain store security	Trainee will be able to: **P1.** Ensure store policies and procedures implemented to maintain store security. **P2.** Monitor & review store security procedures. **P3.** Execute procedures to minimize theft of easily stolen merchandise. **P4.** Communicate team members and staff about store security policies and procedures.

	P5. Provide trainings to staff for facilitation in detection of theft.
	P6. Report matter in connection to store security as per store policy.

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Explain Store policies and procedures, in regard to:
  a. security
  b. checking customers' bags and purchases
  c. reporting problems and faults
  d. Relevant legislation and statutory requirements,
  e. particularly in regard to checking customers' bags and purchases

K2: Explain Trade Practices and Fair Trading Acts

K3: Define store merchandising system

K4: Explain security procedures relating to cash and non-cash transactions

K5: Describe location and operation of store security equipment and its importance

K6: Explain reporting procedures for external/internal theft or suspicious circumstances

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:

1. Apply routine store security,
2. Minimize theft,
3. Monitor and maintain store security

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

17. Manage Staff

Overview:

This competency standard covers the skills and knowledge required to maintain duty roster, allocate duties to staff, monitor, resolve staff conflict, comply with store values, handle harassment issue, and perform time management.

Competency Units	Performance Criteria
CU1. Maintain duty roster	Trainee will be able to: **P1.** Plan duty roster of staff as per store polices **P2.** Communicate duty roster to staff **P3.** Implement the duty roster **P4.** Monitor staff availability for duties
CU2. Allocate duties to staff	Trainee will be able to: **P1.** Recognize the strength of store staff **P2.** Align experienced staff in peak hours **P3.** Assign proper duty as per expertise
CU3. Monitor Staff	Trainee will be able to: **P1.** Implement staffing levels **P2.** Monitor physical appearance of staff in store policies **P3.** Prepare contingency plans to cope with staffing issues. **P4.** Identify staff turnover problem **P5.** Rectify staff turnover problem and issues **P6.** Monitor behavior of staff as per store polices **P7.** Monitor staff performance as store polices **P8.** Communicate to staff their performance **P9.** Ensure implementation of company policy
CU4. Resolve staff conflict	Trainee will be able to: **P1.** Determine cause of problem or disagreement **P2.** Use conflict resolution techniques **P3.** Prepare staff conflict report
CU5. Comply with store values	Trainee will be able to: **P1.** Communicate store values to staff **P2.** Ensure employee comply company values **P3.** Perform town hall session on company values

	P4. Conduct employee assessment on company values
CU6. Handle Harassment issues	Trainee will be able to: **P1.** Analyze harassment issue **P2.** Determine cause of problem **P3.** Resolve harassment issues as per store polices **P4.** Communicate the decision as per store polices
CU7. Perform Time Management	Trainee will be able to: **P1.** Prioritize the important task **P2.** Create check list of routine task **P3.** Follow the check list
CU8. Align staff with Store KPIs	Trainee will be able to: **P1.** Communicate the KPIs to the staff **P2.** Monitor KPIs of staffs
CU9. Prepare staff succession plan	Trainee will be able to: **P1.** Identify staff personality traits **P2.** Recognize strength of staff **P3.** Recognize weakness of staff **P4.** Identify future staff requirement **P5.** Prepare pool staff

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Explain duty roster
K2: Describe way the prepare duty roster
K3: Explain importance of monitoring staff
K4: Describe ways to monitor staff
K5: Explain techniques of resolving conflicts
K6: Explain company values and its importance
K7: Explain ways to adhere company values from staff
K8: Explain harassment issues
K9: Describe techniques to handle harassment issues
K10: Explain time management and its importance
K11: Describe techniques to manage time
K12: Explain store KPIs and its importance
K13: Describe succession plan and its content

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Maintain duty roster,
2. Allocate duties to staff,

3. Monitor staff
4. Resolve staff conflict
5. Comply with store values
6. Handle harassment issue
7. Perform time management

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

18. Provide Training to staff

Overview:

This competency standard covers the skills and knowledge required to perform morning meetings/refreshers, perform training need analysis, arrange staff training, provide training on store policies, and provide product knowledge trainings.

Competency Units	Performance Criteria
CU1. Perform Morning Meetings/Refreshers	Trainee will be able to: **P1.** Align the staff for morning meetings/refreshers **P2.** Use learning tools & methods for morning meeting/ refreshers **P3.** Provide information to staff in morning meetings/refreshers
CU2. Perform training need analysis	Trainee will be able to: **P1.** Identify staff competences needs **P2.** Identity trainable competence **P3.** Prepare gap analysis report
CU3. Arrange staff training	Trainee will be able to: **P1.** Prioritize staffs training as per store requirement **P2.** Check the staff availability for training **P3.** Schedule the training as per HR plan **P4.** Document training programs and their result
CU4. Provide training on store policies	Trainee will be able to: **P1.** Prepare refresher trainings store polices **P2.** Provide refresher store policies **P3.** Assess the staff store policies
CU5. Provide product knowledge trainings	Trainee will be able to: **P1.** Assess the staff 's capability on products **P2.** Develop training course for products/categories **P3.** Conduct training as per developed trainings

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Explain morning meetings
K2: Describe tools and methods for morning meetings
K3: Describe training need analysis and its purpose
K4: Describe training need analysis techniques
K5: Explain trainings types and its techniques
K6: Explain product knowledge trainings
K7: Describe product knowledge training importance

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Perform morning meetings/refreshers
2. Perform training need analysis
3. Arrange staff training
4. Provide training on store policies
5. Provide product knowledge trainings

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

19. Develop Teams & Individuals

Overview:

This competency standard covers the skills and knowledge required to Monitor and evaluate workplace learning, Develop team commitment and cooperation, Plan learning and development in the team, Select suitable learning method, Facilitate accomplishment of organizational goals.

Competency Units	Performance Criteria
CU1. Monitor and evaluate workplace learning	Trainee will be able to: **P1.** Get feedback from individuals or teams is used to identify and implement improvements in future learning arrangements. **P2.** Assess performance of individuals/teams and recorded to determine the effectiveness of development programmes and the extent of additional support. **P3.** Modify learning plans to improve the efficiency and effectiveness of learning. **P4.** Records and reports of competency are maintained within organizational requirement.
CU2. Develop team commitment and cooperation	Trainee will be able to: **P1.** Open communication processes are used to obtain and share information is used by team. **P2.** Make decisions about team in accordance with its agreed roles and responsibilities. **P3.** Develop mutual concern and camaraderie in the team.
CU3. Plan learning and development in the team	Trainee will be able to: **P1.** Identify learning and development needs in line with organizational requirements based on feedback on performance and self-evaluation. **P2.** Develop & implement learning plan to meet individual and group training and developmental needs is collaboratively **P3.** Encourage individuals to self -valuate performance and identify areas for improvement.

CU4. Select suitable learning method	Trainee will be able to: **P1.** Identify learning and development programme goals and objectives to match the specific knowledge and skills requirements of competency standards. **P2.** Select delivery methods for leaner for the learning goals, the learning style of participants and availability of equipment and resources. **P3.** Identify resources and timelines required for learning activities in accordance with organizational requirements.
CU5. Facilitate accomplishment of organizational goals	Trainee will be able to: **P1.** Participate with team members actively in team activities and communication processes. **P2.** Develop team members & individual responsibility for their actions. **P3.** Make collaborative efforts to attain organizational goals.

Understanding and Knowledge:

The candidate must possess underpinning knowledge and understanding required to carry out tasks covered in this competency standard. Therefore he/she must be able to:

K1. Explain Career planning/development

K2. Explain Coaching, mentoring and/or supervision

K3. Define Formal/informal learning programme

K4. Define Internal/external training provision

K5. Explain Performance appraisals

K6. Explain benefits recognition of prior learning

K7. Define work experience/exchange/opportunities

K8. Explain workplace skills assessment

Critical Evidence (s) required:

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

1. Accessed and designated learning opportunities;

2. Facilitated participation of individuals in the work of the team;

3. Gave and received feedback constructively;

4. Identified and implemented learning opportunities for others;

5. Negotiated learning plans to improve the effectiveness of learning; and

6. Prepared learning plans to match skill needs.

Tools & Equipment required:

Sr. no.	Tools & Equipment
1.	Computer
2.	Multimedia
3.	Printer & Scanner
4.	Internet

20. Manage Shopper Marketing Activities

Overview:

This competency standard covers the skills and knowledge required to collect information on shopper profile, develop shopper marketing program, and monitor shopper marketing program.

Competency Units	Performance Criteria
CU1. Collect Information on Customer Profile	Trainee will be able to: **P1.** Collect database of visiting customers **P2.** Identity customer needs for future activities
CU2. Develop Customer Marketing Programs	Trainee will be able to: **P1.** Collect input from relevant personnel for marking program development **P2.** Use innovative ideas for customer attraction or shopper marketing programs **P3.** Establish outcomes of shopper marketing activities **P4.** Prepare shopper marketing activities for customers engagement
CU3. Monitor Customer Marketing Program	Trainee will be able to: **P1.** Prepare processes for collecting & reporting information on marketing program **P2.** Monitor marketing program results

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Describe shopper profile
K2: Explain ways to develop shopper profiles
K3: Explain shopper marketing program and its purpose
K4: Describe tools and methods to develop shopper marketing programs
K5: Describe process and tools to monitor marketing program

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Collect information on shopper profile
2. Develop shopper marketing programs
3. Monitor shopper marketing programs

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

21. Create display for small organization

Overview:

This competency standard covers the skills and knowledge required to identify the requirements of display, develop display ideas, develop and implement display plan, maintain display.

Competency Units	Performance Criteria
CU1. Identify the requirements of the display	Trainee will be able to: **P1.** Identify target market for the display. **P2.** Identify products display. **P3.** Identify store requirements **P4.** Research display related information. **P5.** Identify resources required to create the display. **P6.** Point out constraints or factors that impact creation of display.
CU2. Develop display ideas	Trainee will be able to: **P1.** Use creative thinking techniques for display ideas **P2.** Compare ideas against display requirements and store requirements. **P3.** Discuss display options with management. **P4.** Modify display ideas according to feedback.
CU3. Develop and implement display plan	Trainee will be able to: **P1.** Create display plan in detail according to develop ideas. **P2.** Arrange resources, materials and products to meet display plan requirements. **P3.** Set display as per display plan.
CU4. Maintain display	Trainee will be able to: **P1.** Ensure cleanness and tidiness of display. **P2.** Place products as per display plan. **P3.** Make changes or alterations to the display as required

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Explain basic design principles including:

a. color
b. shape
c. use of space
d. flow of product

K2: Describe identification audience for the display and what the display needs to communicate

K3: Describe variety of display options

K4: Explain organizational requirements in terms of product display

K5: Explain creativity importance in developing ideas for display

K6: Describe ways to maintain display

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:

1. identify the requirements of display
2. develop display ideas
3. develop and implement display plan
4. maintain display

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

22. Monitor in-store display

Overview:

This competency standard covers the skills and knowledge required to interpret visual merchandising plan, monitor display requirements, maintain displays to organisation requirements and plan, and contribute to the visual merchandising standards of organization.

Competency Units	Performance Criteria
CU1. Interpret visual merchandising plan	Trainee will be able to: **P1.** Identify design requirements of visual merchandising plan **P2.** Arrange resources required to implement visual merchandising plan. **P3.** Identify factors that may impact on visual merchandising plan. **P4.** Apply organisation's visual merchandising standards to visual merchandising plan.
CU2. Monitor display requirements	Trainee will be able to: **P1.** Display is regularly monitored to ensure it meets the requirements of the visual merchandising plan. **P2.** Identify In damage or changes to the display. **P3.** Rectify any changes to the display.
CU3. Maintain displays to organization requirements and plan	Trainee will be able to: **P1.** Maintain clean & tidy displays. **P2.** Make additions or changes to displays adhere to the visual merchandising plan. **P3.** Maintain organization's requirements for visual merchandising
CU4. Contribute to the visual merchandising standards of the organisation	Trainee will be able to: **P1.** Interpret visual merchandising standards of the organisation. **P2.** Identify opportunities for improving visual merchandising standards. **P3.** Make contributions to the visual merchandising standards

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Describe basic principles of visual merchandising
K2: Describe basic design principles
K3: Explain organization visual merchandising principles

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:

1. interpret visual merchandising plan
2. monitor display requirements
3. maintain displays to organisation requirements and plan
4. contribute to the visual merchandising standards of organization

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

23. Buy store merchandise

Overview:

This competency standard covers the skills and knowledge required to analyse market, plan product range, establish supplier relations, monitor quality control, introduce product range, maximize profit, and rationalize stock.

Competency Units	Performance Criteria
CU1. **Analyse Market**	Trainee will be able to: **P1.** Identify and analyse store marketing policies. **P2.** Monitor customer requirements in order to evaluate market trends and customer needs. **P3.** Research new products and services. **P4.** Identify opportunities to improve sales. **P5.** Identify demand for individual items and seasonal variations while monitoring merchandise range. **P6.** Monitor (know your competitor)
CU2. **Plan product range**	Trainee will be able to: **P1.** Prepare buying plan as per store policies and procedures. **P2.** Identify future directions for merchandise ranges as per store policies. **P3.** Liaise relevant staff to coordinate promotional and marketing activities. **P4.** Evaluate store/department sales figures and contribution rates of product lines. **P5.** Identify and act accordingly contribution improvement opportunities. **P6.** Evaluate store/department space requirements and brand product mix as per store policy. **P7.** Evaluate stock levels according to peak seasons, special events and supplier's lead time. **P8.** Evaluate and set stock range and sources of supply according to management, staff and customer feedback
CU3. **Establish supplier relations**	Trainee will be able to: **P1.** Develop cooperative relationships with supplier representatives as per store policy.

	P2. Prepare suppliers performance matrix.
	P3. Identify new suppliers and remove existing suppliers according to performance indicators.
CU4. Monitor quality control	Trainee will be able to:
	P1. Establish merchandise quality standards with suppliers according to legal requirements, customer requirements and store policy.
	P2. Monitor quality of merchandise during supply, manufacture and delivery processes.
	P3. Record stock return figures against target figure
CU5. Introduce product range	Trainee will be able to:
	P1. Communicate relevant staff about new product ranges and advised on preferred location of merchandise.
	P2. Ensure staff training on introduced new product range.
	P3. New ranges demonstrated/displayed to staff according to store merchandising plan.
CU6. Maximise profit	Trainee will be able to:
	P1. Calculate Individual product range contributions against budget/targets.
	P2. Prepare product range assessment checks against budget/targets.
	P3. Calculate overall selling space contributions as per store merchandising plan.
	P4. Negotiate with suppliers for maximizing profit.
	P5. Set store pricing policies according to store merchandising plan and consumer law.
CU7. Rationalise stock	Trainee will be able to:
	P1. Review stock range at regular intervals.
	P2. Identify stock lines to be phased out
	P3. Consolidate stock as required to maximize sales potential.

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Explain store policies and procedures, in regard to:
   a. marketing

b. buying
c. profit margins
d. quality control
e. stock/inventory levels - current and future
f. stock location/allocated areas
g. staff product knowledge training

K2: Describe industry/store, including:
a. market needs
b. range of merchandise available
c. market competition
d. existing and possible new suppliers
e. channels of distribution

K3: Explain relevant legislation and statutory requirements
K4: Describe relevant industry codes of practice
K5: Describe pricing procedures including (GST) requirements
K6:

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:

1. Analyze market
2. Plan product range,
3. Establish supplier relations,
4. Monitor quality control
5. Introduce product range,
6. Maximize profit,
7. Rationalize stock

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

24. Manage stores' categories

Overview:

This competency standard covers the skills and knowledge required to identify categories for stores, list and de-list category, plan store category layout evaluate category and facilitate vendors.

Competency Units	Performance Criteria
CU1. Identify categories for stores	Trainee will be able to: **P1.** Review store catchment area **P2.** Collate customers' feedback on product categories **P3.** Identify category assortment for stores **P4.** Perform category assortment for stores
CU2. List & de-list category	Trainee will be able to: **P1.** Identify non-performing products **P2.** Identify obsolete products **P3.** Remove non-performing & obsolete products **P4.** Add new products
CU3. Plan store category layout	Trainee will be able to: **P1.** Review category placement in store **P2.** Place category or products in store for sales improvement **P3.** Prepare store layout plan for promotion
CU4. Evaluate category performance	Trainee will be able to: **P4.** Identify slow moving products **P5.** Identify fast moving products **P6.** Prepare Category Profit/Loss Statement
CU5. Facilitate Vendors	Trainee will be able to: **P1.** Facilitate vendor for billing e payment queries issues **P2.** Facilitate vendor for logistics issue **P3.** Facilitate vendors for product display issues **P4.** Facilitate vendors for administrative issues

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Describe ways to research for store product categories
K2: Explain product categories
K3: Describe strategies for store product categories
K4: Explain assortments for stores
K5: Describe store layout plan
K6: Explain store layout plan options
K7: Describe ways to evaluate category performance
K8: Explain slow moving and fast moving products

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. identify categories for stores
2. list and de-list category
3. plan store category layout
4. evaluate category performance
5. facilitate vendors

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

25. Manage Business partners' relationship

Overview:

This competency standard covers the skills and knowledge required to coordinate with partners, maintain business partnership and provide feedback on quality and effectiveness of partnership.

Competency Units	Performance Criteria
CU1. Coordinate with Business Partners	Trainee will be able to: **P1.** Communicate business partner about their supplies issues **P2.** Communicate business partner about upcoming shopper marketing program **P3.** Communicate partner about customer feedback on their products
CU2. Maintain business Partnership	Trainee will be able to: **P1.** Conduct meetings with business partners for relationship growth **P2.** Set Clear Expectations **P3.** Communicate mutual benefits to partners **P4.** Prepare mutual plans for growths
CU3. Provide Feedback on quality & Effectiveness of Partnership	Trainee will be able to: **P1.** Communicate area of improvement to partner **P2.** Highlight weak areas of partner performance **P3.** Seek resolutions of partner lacking from partner

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Explain communication medium to partners
K2: Explain communication strategy with partners
K3: Describe ways to maintain business partnership
K4: Explain importance of feedback quality and effectiveness of partnership

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Coordinate with partners
2. Maintain business partnership
3. Provide feedback on quality and effectiveness of partnership.

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

26. Manage Oni-Channel

Overview:

This competency standard covers the skills and knowledge required to take order confirmation, pack online orders, coordinate with delivery partners/teams, dispatch online orders and manage online orders, returns and exchange, monitor fake orders, seek delivery confirmation and feedback.

Competency Units	Performance Criteria
CU1. Take order confirmation	Trainee will be able to: **P1.** Authenticate customer and order details. **P2.** Confirm mode of payment **P3.** Confirm delivery address
CU2. Pack online orders	Trainee will be able to: **P1.** Remove unneeded tags/information from the product **P2.** Place warranty card or any document **P3.** Follow guidelines for packaging **P4.** Select packaging material as per SOP. **P5.** Pack products as per SOP **P6.** Place Marks & Labels- prepare delivery challan
CU3. Coordinate with Delivery Partner/Team	Trainee will be able to: **P1.** Communicate delivery pickup time to dispatch team/partner **P2.** Communicate customer information/delivery location to dispatch team/partner
CU4. Dispatch Online Orders	Trainee will be able to: **P1.** Arrange pick up from delivery services provider of order **P2.** Ensure packing & labeling on package **P3.** Handover package to delivery services provider **P4.** Take tracking no from delivery service provider
CU5. Manage online orders, returns & exchange	Trainee will be able to: **P1.** Track orders delivery **P2.** Get delivery confirmation from customer **P3.** Follow company SOPs for return & exchange.

		P4. Issue return or exchange authorization tracking number for customer order returns & exchange
		P5. Follow-up customer complaints and its resolution
		P6. Follow-up delivery services provider for payments
CU6.	**Monitor Fake Orders**	Trainee will be able to: **P1.** Identify and cross check orders fraudulently placed using fake customer identification and payment methods. **P2.** Follow the guide line and engage the customer using various technique to verify customer authentications and confirm denied the order
CU7.	**Seek Delivery Confirmation & feedback**	Trainee will be able to: **P1.** Confirm order is delivered in good condition and exact address. **P2.** Record positive/negative feedback from the customer.

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Explain importance of order confirmation
K2: Describe order confirmation procedure
K3: Describe packing protocols
K4: Describe delivery partners and its importance
K5: Explain fake orders
K6: Describe techniques to identify fake orders
K7: Explain delivery confirmation and feedback & its importance

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Take order confirmation
2. Pack online orders
3. Coordinate with delivery partners/teams
4. Dispatch online orders
5. Manage online orders, returns and exchange
6. Monitor fake orders
7. Seek delivery confirmation and feedback.

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System

3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

27. Perform Book keeping

Overview:

This competency standard covers the skills and knowledge required to prepare general journal, prepare cashbook, prepare ledger accounts, prepare income statement, and prepare balance sheet.

Competency Units	Performance Criteria
CU1. Prepare General Journal	Trainee will be able to: **P1.** Record Debit Entries in general journal **P2.** Record Credit Entries in general journal **P3.** Record narration to entries
CU2. Prepare Cashbook	Trainee will be able to: **P1.** Record Cash Entries in cashbook **P2.** Record Bank Entries in cashbook **P3.** Record Expenses Entries in cashbook **P4.** Reconcile balances of cashbook

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Describe general journal
K2: Explain rules of general journal entries
K3: Describe cash book
K4: Explain cashbook entries, procedures and rules

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. Prepare general journal
2. Prepare cashbook

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

28. Perform Retail Finance

Overview:

This competency standard covers the skills and knowledge required to process petty cash transactions, prepare banking documents, process non-cash transactions, reconcile invoices for payment to creditors, and prepare invoices for debtors.

Competency Units	Performance Criteria
CU1. Process petty cash transactions	Trainee will be able to: **P1.** Check petty cash claims for approval, accuracy and authenticity before processing. **P2.** Balance transactions as per store policy and procedures. **P3.** Note irregularities in petty cash claims **P4.** Resolve noted irregularities in petty cash claim from concern persons. **P5.** Process petty cash transactions as story polices **P6.** Record petty cash transactions as per store procedures
CU2. Prepare banking documents	Trainee will be able to: **P1.** Balance cashbook entries with counter sales takings **P2.** Compile and balance deposit entries accurately as per store polices. **P3.** List cash and non-cash transactions on banking deposit slips in accordance with the banking institution's guidelines. **P4.** Process in-store credit systems as per store policy.
CU3. Process non-cash transactions	Trainee will be able to: **P1.** Balance & present credit card transactions to relevant personnel for checking. **P2.** Note irregularities in non-cash transaction **P3.** Resolve noted irregularities in non-cash transaction from relevant personnel
CU4. Reconcile invoices for payment to creditors	Trainee will be able to: **P1.** Identify discrepancies between invoices and delivery and delivery notes **P2.** Report identified discrepancies between invoices and delivery and delivery notes to relevant personnel/section.

	P3. Identify errors in invoice charges
	P4. Report identified errors in invoice charges to relevant personnel/section for correction/resolution.
	P5. Rectify discrepancies and errors from invoices.
	P6. Process corrected and authorized invoices for payment as per store policy.
CU5. Prepare invoices for debtors	Trainee will be able to:
	P1. Perform preparatory calculations to produce accurate customer invoices.
	P2. Arrange delivery challans and other documents for invoicing
	P3. Prepare invoices for debtors as per store polices
	P4. Dispatch verified documents as per store policies
	P5. Prepare set of verified documents for recording & auditing purposes

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K1: Explain petty cash
K2: Describe petty cash processing procedure
K3: Explain banking documents
K4: Describe filling banking documents
K5: Describe procedure of processing non cash transaction
K6: Explain reconciliation steps
K7: Describe procedure of processing invoices of debtors and creditors

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:
1. process petty cash transactions
2. prepare banking documents
3. process non-cash transactions
4. reconcile invoices for payment to creditors
5. prepare invoices for debtors

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

29. Plan & Organize Work

Overview:

This competency standard covers the skills and knowledge required to set obectives and plan work activities, plan and schedule work activities, implement work plans, monitor work activities, and review and evaluate work plans and activities..

Competency Units	Performance Criteria
CU1. Set objectives and plan work activities	Trainee will be able to: **P1.** Identify work objectives in consultation with supervisor and consistent with organizational aims. **P2.** Determine work activities are determined, consistent with, and linked to objectives and broken down into steps in accordance with set time frames. **P3.** Establish work activity priorities and deadlines in consultation with others, as appropriate, optimizing the use of time and resources. **P4.** Identify own and team responsibilities and levels of authority to ensure understanding of roles. **P5.** Develop feedback mechanisms, key dates and performance indicators for monitoring and evaluation purposes **P6.** Assess & allocate resource implications of the work activities for appropriate consistent with workplace procedures.
CU2. Plan and schedule work activities	Trainee will be able to: **P1.** Schedule of work activities is coordinated with personnel concerned. **P2.** Conduct work within established workplace policies and the business goals of the workplace. **P3.** Schedule work tasks.
CU3. Implement work plans	Trainee will be able to: **P1.** Identify Work methods and practices in consultation with personnel concerned. **P2.** Implement Work plans in accordance with set time frames, resources and standards.

CU4. Monitor work activities	Trainee will be able to:
	P1. Monitor & Compare work activities are monitored with set objectives.
	P2. Monitor work performance.
	P3. Report deviations from work activities and recommend with appropriate personnel and in accordance with set standards.
	P4. Compile reporting requirements with in accordance with recommended format.
	P5. Prepare & maintain files in accordance with standard operating procedures.
CU5. Review and evaluate work plans and activities	Trainee will be able to:
	P1. Reveiw work plans, strategies and implementation based on relevant and current information.
	P2. Review is based on comprehensive consultation with appropriate personnel on outcomes of work plans and reliable feedback.
	P3. Identify & Develop ways to improve competence within available opportunities accodingly to feedback.
	P4. Conduct performance appraisal in accordance with organization rules and regulations.
	P5. Prepare performance appraisal report as per organization requirements.
	P6. Prepare recommendations and presented to appropriate personnel/authorities.
	P7. Prepare & Implement feedback mechanisms in line with organization policies.

Understanding and Knowledge:

The candidate must possess underpinning knowledge and understanding required to carry out tasks covered in this competency standard. Therefore he/she must be able to:

K1. Define communication skills: sharing information, listening and understanding, negotiation, facilitation and team collaboration

K2. Define conducting team meetings, coordinating, leading, motivation skills

K3. Explain organization's strategic plan, policies rules and regulations, laws and objectives for work unit activities and priorities

K4. Explain organizations policies, strategic plans, guidelines related to the role of the work unit

K5. Explain organizing, planning and presentation skills

K6. Explain team work and consultation strategies

Critical Evidence (s) required:

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

1. Implemented work plans;
2. Monitored work activities;
3. Planned and scheduled work activities;
4. Reviewed and evaluated work plans and activities; and
5. Set objectives

Tools & Equipment required:

Sr. no.	Tools & Equipment
1.	Computer
2.	Multimedia
3.	Printer
4.	Internet

30. Develop Professionalism

Overview:

This competency standard covers the skills and knowledge required to create a personal vission/mission, manage your attitude, practice self-discipline, manage time, manage your professional development, and participate in trainings and performance review.

Competency Units	Performance Criteria
CU1. Create a Personal vission/mission	Trainee will be able to: **P1.** Clarify / prioritize self-values and consider the value of others. **P2.** Clarify expectations of yourself and expectations others have of you. **P3.** Identify what you need to do to be successful (personal standards, targets, goals, principals) **P4.** Set specific short and long term goals. **P5.** Translate the vision into actionable steps. **P6.** Integrate the vision into daily practice. **P7.** Recount frequently with your vision and change accordingly
CU2. Manage your Attitude	Trainee will be able to: **P1.** Challenge yourself, break old habits, and move out of your comfort zone. **P2.** Practice innovative techniques for out of the box creative thinking. **P3.** Seek out support and feedback from others on the team, in the organization / community etc. **P4.** Identify daily, weekly accomplishments. **P5.** Read inspirational material, audiotapes etc. **P6.** Practive self decipline
CU3. Manage time	Trainee will be able to: **P1.** Isolate key success activities and prioritize them. **P2.** Breakdown large tasks down into manageable action steps (set time frame). **P3.** Create or adopt action plans and follow it.

	P4. Set aside appropriate blocks of time for goal related activities.
	P5. Make the best possible use of support people / recourses to accomplish tasks
CU4. Manage your Professional Development	Trainee will be able to:
	P1. Take inventory of your personal interests, abilities, skills, knowledge etc.
	P2. Identify and prioritize the strengths and gaps.
	P3. Use available assessment tools.
	P4. Create a personal growth strategy / career path.
	P5. Set personal goals and timeframe for achieving them.
	P6. Learn from your mistakes.
CU5. Participate in Trainings and performance review	Trainee will be able to:
	P1. Analyze, evaluate and improve performance, and report significant issues/problems to senior management
	P2. Demonstrate to-do Attitude in Profession
	P3. Demonstrate understanding of skills requirements
	P4. Use the competences acquired in Trainings

Understanding and Knowledge:

The candidate must possess underpinning knowledge and understanding required to carry out tasks covered in this competency standard. Therefore he/she must be able to:

K1. Define principles of work ethic and expectations, such as be punctual, prepared for work, cooperative, honest, productive and respectful

K2. Define Own current mental, emotional, and physical state

K3. Elaborate factors/situations/conditions that cause stress in professional and personal life

K4. Describe impact of fatigue on job performance.

K5. Read Applicable legislation, such as harassment

K6. Define Conflict resolution Techniques.

K7. Explain own role and responsibilities

K8. Describe Roles and responsibilities of others in industry.

K9. Explain work assignment, location, and working conditions

K10. Describe the Importance of effective communication

K11. Define Roles of individuals on job site, such as supervisor, inspector, other trades people

K12. Describe types of documentation required, such as log books, safety reports, maintenance reports, inspection reports, time cards

K13. Describe Importance of complete, legible, and accurate documentation

K14. Describe the role and responsibilities of signalers

K15. Describe audible and warning signals used on job site

K16. Write Types of communication equipment used on job site

Critical Evidence (s) required:

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

1. Own current mental, emotional, and physical state.
2. Use of Effective communication.
3. Manage attitude and time

Tools & Equipment required:

Sr. no.	Tools & Equipment
1.	Computer
2.	Multimedia
3.	Printer
4.	Internet

31. Manage Finance

Overview:

This competency standard covers the skills and knowledge required to prepare ledger accounts, prepare income statement, prepare balance sheet, and prepare cashflows statement.

Competency Units	Performance Criteria
CU1. Prepare Ledger Accounts	Trainee will be able to: **P1.** Prepare Expenses T accounts **P2.** Prepare Sales T accounts **P3.** Prepare Accounts Receivable T accounts **P4.** Prepare Accounts Payable T accounts **P5.** Prepare others T accounts
CU2. Prepare Income Statement	Trainee will be able to: **P1.** Identify income statement account heads **P2.** Record Total Sales in income statement **P3.** Record Total Expenses in income statement **P4.** Record Taxes in income statement **P5.** Perform calculations for income statement
CU3. Prepare Balance Sheet	Trainee will be able to: **P1.** Identify balance sheet account heads **P2.** Record assets in balance sheet **P3.** Record liabilities in balance sheet **P4.** Record capital in balance sheet **P5.** Perform calculations for balance sheet **P6.** Balance both side of balance sheet.
CU4. Prepare Cashflows statement	Trainee will be able to: **P1.** Identify inflows **P2.** Identify outflows **P3.** Record inflows **P4.** Record outflows **P5.** Prepare cash flows statement

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K5: Describe general journal

K6: Explain rules of general journal entries

K7: Describe cash book

K8: Explain cashbook entries, procedures and rules

K9: Describe T accounts

K10: Explain procedure, and rules of T accounts

K11: Describe Income statements

K12: Explain procedure and rules of income statement

K13: Describe Balance Sheet

K14: Explain procedure and rules of balance sheet

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:

3. Prepare general journal

4. Prepare cashbook

5. Prepare ledger accounts

6. Prepare income statement

7. Prepare balance sheets

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

32. Manage Inventory Control

Overview:

This competency standard covers the skills and knowledge required to monitor shrinkage, & perform stocking taking.

Competency Units	Performance Criteria
CU1. Monitor Shrinkage	Trainee will be able to: **P1.** Identify the damaged/near expiry/expired items/theft **P2.** Prepare shrinkage report as per store polices **P3.** Communicate shrinkage to management as per store polices **P4.** Return the damaged items to relevant supplier/vendor
CU2. Perform stock taking	Trainee will be able to: **P1.** Verify the physical and system stock as per store policies **P2.** Prepare stock report as per store polices **P3.** Record stock discrepancies store policies **P4.** Report stock discrepancies as per store policies **P5.** Submit report to the management **P6.** Keep the record reports **P7.** Stock performance monitored and fast/slow selling items identified and reported according to store policy.

Understanding and Knowledge:

The trainee must be able to demonstrate knowledge and understanding required to carry out tasks covered in this competency standard, which includes the knowledge of:

K12:   Explain Purchase requisition
K13:   Describe purchase requisition process
K14:   Describe recording procedures of inventory data
K15:   Explain damage, near expiry and theft items
K16:   Describe shrinkage report and its purpose
K17:   Explain shrinkage report content
K18:   Explain ways to communication shrinkage to management
K19:   Explain stock taking
K20:   Describe stock taking procedure
K21:   Explain stock taking techniques
K22:   Describe recording methods of stock and discrepancies

Critical Evidence (s) required:

The trainee needs to produce following critical evidence (s) to be competent in this competency standard:

5. Prepare purchase requisition
6. Record inventory data
7. Monitor shrinkage
8. Perform stock taking.

Tools & Equipment required:

The tools and equipment required for this competency standard are given below:

Sr. No	DESCRIPTION
1.	Computer
2.	Operating System
3.	Application Software
4.	Product manuals
5.	Internet
6.	Printer & Scanner

Digital Skills

1. Operate digital media technology

Overview:

This unit describes the performance outcomes, skills and knowledge required to identify, select and use a digital media package and supporting technologies.

Unit of Competency	Performance Criteria
1. Use appropriate OHS office work practices	P1. Use safe work practices to ensure ergonomic, work organization, energy and resource conservation requirements are addressed P2. Use wrist rests and document holders where appropriate P3. Use monitor anti-glare and radiation reduction screens where appropriate
2. Identify and select appropriate digital media package	P1. Identify the basic requirements of a design brief, including user environment P2. Research and review suitable available digital media packages P3. Select an appropriate digital media package to meet design brief requirements
3. Use digital media package	P1. Procure or create suitable data to meet requirements of the brief P2. Manipulate data using digital media package tools P3. Ensure naming and storing of documents in appropriate file format in directories or folders
4. Review digital media design	P1. Evaluate design for creative, dramatic and technical quality, file size, and suitability to meet the brief P2. Test and run any incorporated graphics, video or sound as part of a digital media presentation and present designs in the appropriate format P3. Review final product against design brief

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- **K1.** Basic principles of visual design
- **K2.** Functions and features of digital media packages and technologies
- **K3.** Graphic design and stylistic language conventions
- **K4.** OHS principles and responsibilities for ergonomics, such as work periods and breaks
- **K5.** Principles of digital imaging and file formats, video and sound file formats, file management and transfer systems
- **K6.** Vendor product directions in digital media hardware and software
- **K7.** Visualization and interpreting creative information, scripts (text) and images

Critical Evidence(s) Required

A person who demonstrates competency in this unit must be able to provide evidence of the ability to identify, select and use a digital media package and supporting technologies. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence of the ability to:

- Identify basic requirements of a design brief
- Use digital media package to meet organizational requirements
- Use OHS principles and responsibilities for ergonomics, such as work periods and breaks
- Use help manuals and online help when appropriate
- Use digital media technologies to support design brief requirements.

Overview:

This unit describes the performance outcomes, skills and knowledge required to establish a social networking presence using social media tools and applications. The unit specifically identifies the requirement to review, compare and use different types of social networking tools and applications.

Unit of Competency	Performance Criteria
1. Describe different types of social media tools and applications	P1. Explain characteristics of the term social media P2. Identify different types of social-media tools and applications P3.Illustrate some of the issues associated with the use of social media tools and applications
2. Compare different types of social media tools and applications	P1. Select one social media type for review P2. Review most popular tools and applications within that social media type P3. Itemize benefits across a range of the most popular tools and applications P4.Select most appropriate social media tool or application
3. Set up and use popular social media tools and applications	P1. Identify social media tools and applications for possible implementation P2. Initiate preferred social media tools and applications for use P3. Establish social media interface using text and file content P4. Initiate social networking interaction P5. Test and evaluate tools and applications for ease of use P6. Present findings

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

K1. Basic technical terminology in relation to social networking and social media applications and tools

K2. Basic knowledge of uploading images, text files, pdf files, audio files, video files and link associated files

K3. Features and functions of social media applications

K4. Import and export software functions

K5. Linking documents

K6. OHS principles and responsibilities for ergonomics, including work periods and breaks

K7. Tagging to facilitate collaborative folksonomy

K8. Social media applications and procedures for connecting to social networking sites

K9. Use of input and output devices

K10. Use of RSS feeds to connect a social network.

Critical Evidence(s) Required

A person who demonstrates competency in this unit must be able to provide evidence of the ability to create technical documentation that is clear to the target audience and easy to navigate. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to:
- Establish customer needs
- Design and develop technical documentation, such as system, procedures, training material and user guides, incorporating appropriate standards

1. Develop Entrepreneurial Skills

Overview:

This Competency Standard identifies the competencies required to develop entrepreneurial skills by Hotel manager, in accordance with the organization's approved guidelines and procedures. You will be expected to develop a business plan, collect information regarding revenue generation, develop a marketing plan and develop basic business communication skills. Your underpinning knowledge regarding entrepreneurial skills will be sufficient to provide you the basis for your work.

Unit of Competency	Performance Criteria
1. Develop a business plan	P1. Conduct a market survey to collect following information • Business Model • Financials • Equipment Estimation • Revenue Generation Sources • Marketing strategy • Market Trends • Overall Expenses P2. Select the best option in terms of cost, service, quality, sales, operational expenses P3. Compile the information collected through the market survey, in the business plan format
2. Develop a marketing plan	P1. Make a marketing plan for the service products, price, placement, promotion, people, packaging and positioning P2. Include the information of marketing plan in the business plan
3. Develop basic business communication skills	P1. Communicate with guests using effective communication skills P2. Use different modes of communication to communicate effectively e.g.: presentation, speaking, writing, listening, visual representation, reading etc. P3. Use specific business terms used in the market

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:
  K1. 7Ps of marketing including product, price, placement, promotion, people, packaging and positioning

K2. 7Cs of business communication

K3. Different modes of communication and their application in the industry

K4. Specific business terms used in the industry

K5. Available funding sources

K6. Low interest loans to start a new business

K7. Market survey and its tools e.g: questionnaire, interview, observation etc

K8. Market trends for specific product offering

K9. State the main elements of business plan

K10. Business plan format

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

- List 7Ps
- List 7Cs

2. Apply project information management and communications techniques

Overview:

This unit describes the skills and knowledge required to provide a critical link between people, ideas and information at all stages in the project life cycle. It involves assisting the project team to plan communications, communicating information related to the project, and reviewing communications. It applies to individuals who are project practitioners working in a project support role.

Unit of Competency	Performance Criteria
1.Contribute to communications planning	P1. Identify, source and contribute relevant information requirements to initial project documentation P2. Contribute to developing and implementing the project communications plan and communications networks
2. Conduct information-management activities	P1. Act on and process project information according to agreed procedures as directed, to aid decision-making processes throughout project life cycle P2. Maintain information to ensure data is secure and auditable
3. Communicate project information	P1. Communicate with clients and other stakeholders during project using agreed networks, processes and procedures to ensure flow of necessary information P2. Ensure reports are prepared and released according to authorization, or produced for release by others P3.Seek information and advice from appropriate project authorities as required
4. Contribute to assessing effectiveness of communication	P1. Assist in ongoing review of project outcomes to determine effectiveness of communications-management activities P2. Report communications-management issues and responses to higher project authorities for application of lessons learned to future projects

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

K1. Summarize models and methods of communications management in context of project life cycle and other project management functions
K2. Importance of managing risk by treating information securely
K3. Methods of reviewing outcomes
K4. Organizational policies and procedures relevant to this role in a specific context.

Critical Evidence(s) Required
The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to apply project information management and communications techniques. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

3. Apply Project Human Resources Management

Overview:

This unit describes the skills and knowledge required to assist with aspects of human resources management of a project. It involves establishing human resource requirements, identifying the learning and development needs of people working on the project, facilitating these needs being met, and resolving conflict in the team. It applies to individuals who are project practitioners working in a project support role.

Unit of Competency	Performance Criteria
1. Assist in determining human resource requirements	P1. Analyze work breakdown structure to determine human resource requirements P2. Prepare a skills analysis of project personnel against project task requirements P3. Assist in assigning responsibilities for achieving project deliverables
2. Contribute to establishing and maintaining productive team relationships	P1. Actively seek views and opinions of team members during task planning and implementation P2. Promote cooperation and effective activities, goals and relationships within team P3. Communicate with others using styles and methods appropriate to organizational standards, group expectations and desired outcomes P4. Communicate information and ideas to others in a logical, concise and understandable manner P5. Regularly seek feedback on nature and quality of work relationships, and use feedback as basis for own improvement and development
3. Assist with human resource monitoring	P1. Monitor work of project personnel against assigned roles and responsibilities within delegated authority levels P2. Monitor and control actual effort against project plan P3 Review skill levels against allocated tasks and recommend solutions, where required, to others P4. Advise others within delegated authority when assigned responsibilities are not met by project personnel P5. Undertake work in a multi-disciplinary environment according to established human resource management practices, plans, guidelines and procedures P6. Resolve conflict within delegated authority according to agreed dispute-resolution processes P7. Assist in offering human resource development opportunities to individuals with skill gaps
4. Contribute to evaluating human resource practices	P1. Contribute to assessing effectiveness of project human resources management P2. Document lessons learned to support continuous improvement processes

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- **K1.** Alternative project personnel engagement options
- **K2.** Job design principles and work breakdown structures
- **K3.** Learning and development approaches that can be incorporated into project life cycle
- **K4.** Methods for skills analysis
- **K5.** Project roles, responsibilities and reporting requirements for human resources.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A candidate who demonstrates competency in this unit must be able to provide evidence of the ability to apply project human resources management approaches. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

4. Develop Project Management Plan

Overview:

This unit describes the skills and knowledge to develop a plan for a hotel management plan, including assessing project requirements and planning for all stages to completion and final documentation.

Unit of Competency	Performance Criteria
1. Prepare project management plan	P1. Evaluate and assess project brief and related documents P2. Produce document on project tasks and associated timelines, including installation processes and test requirements P3. Assess and produce document on resource requirements to assist allocation of appropriate resources P4. Produce training plan assessing training needs and associated timelines for efficient project implementation P5. Determine and document budgetary requirements P6. Discuss roles of all identified parties associated with project to ensure their involvement P7. Produce project verification document, including monitoring and control processes, and review processes such as quality audits P8. Consult with all relevant parties prior to finalizing draft plan and make changes as appropriate
2. Develop and evaluate management plan	P1. Produce preliminary plan for consultation, including identified factors that may impact on realization of project and observance of relevant legislation, codes, regulation and standards P2. Consult with client and clarify any amendments P3 Develop final plan with recommendations
3. Communicate project information	P1. Produce and document final plan to include implementation details and training needs P2. Present plan to client and obtain sign off
4. Contribute to assessing effectiveness of communication	P1. Assist in ongoing review of project outcomes to determine effectiveness of communications-management activities P2. Report communications-management issues and responses to higher project authorities for application of lessons learned to future projects

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- **K1.** Key attributes of common telecommunications applications and related equipment
- **K2.** Evaluate the connections to carrier infrastructure or equipment
- **K3.** Current legislation relating to the design of installation of telecommunications equipment and connection to carrier services
- **K4.** Advantages of leasing and purchase options to assist in delivering cost effective solutions

K5. Evaluate network and transmission equipment

K6. Network topologies, and interface and interconnect solutions

K7. Workplace health and safety (WHS) issues that need to be built into a plan, with consideration of:
- electrical safety
- materials handling
- physical hazards
- confined spaces
- heights
- lifting

K8. Evaluate the power requirements and electrical safety aspects of the installation plan

K9. Performance parameters and typical faults that may be encountered in client equipment and related connection and transmission media

K10. Various test equipment types suitable for tests to be made

K11. Warranty information for equipment supplies and contractor work guarantees.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to develop a project management plan. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

- determine the project attributes and specifications
- prepare a coherent draft project management plan
- consult on and revise a project management plan
- document final project management plan and obtain sign off

5. Solve problems which jeopardize safety and security

Overview:

This unit is focus on negotiation in critical incidents and the development of strategic responses designed to resolve threatening incidents.

Unit of Competency	Performance Criteria
1. Identify a problem	P1. Form a problem statement and analyze root cause. P2. Take initiative in tackling problems rather than relying solely on directives P3. Follow logic steps in understanding root cause and analyzing potential solutions.
2. Determine strategies for a required solution	P1. Analyze all aspects of the incident for degree of hazard, priorities, optional outcomes and appropriate strategies P2. Analyze and determine strategies and priorities on the incident sought from a range of sources P3. Assess long term objectives against resources and priorities P4. Apply a range of communication techniques to make and maintain contact with the key people P5. Provide clear and factual information to enable an honest and realistic assessment of the interests of the key people and their positions P6. Resolve the conflict and express their likely consequences clearly and do an analysis of the benefits P7. Reassess points of disagreements for common positive Positions
3. Coordinate support services	P1. Assess the need for support services in terms of the determined strategies and priorities P2. Negotiate the resources of support services according to established procedures and availability P3. Provide information on strategies to support services and maintain the communication P4 .Delegate roles and responsibilities according to expertise and resources
4. Restore order	P1 .Assess the incidents for degree of risk and take appropriate action to reduce and remove the impact of the incident and restore order P2 .Take action designed to minimize risk and the preserve the safety and security of all involved P3 .Take action to prevent the escalation of the incident appropriate to the circumstances and agreed procedures. P4 .Carry out the use of force for the restoration of control and the maintenance of security in the least restrictive manner. P5 .Complete reports accurately and clearly provided to the appropriate authority promptly P6 .Review, evaluate and analyze the incident and the organizational response to it and report it promptly and accurately.
5. Provide leadership. direction and guidance to the work group	P1. Link between the function of the group and the goals of the organization

	P2 .Participate in decision making routinely to develop, implement and review work of the group and to allocate responsibilities where appropriate
	P3 .Give opportunities and encouragement to others to develop new and innovative work practices and strategies
	P4. Identify conflict and resolve with minimum disruption to work group function
	P5.Provide staff with the support and supervision necessary to perform work safely and without risk to health
	P6 .Allocate tasks within the competence of staff and support with appropriate authority, autonomy and training
	P7 .Supervise appropriately the changing priorities and situations and takes into account the different needs of individuals and the requirements of the task

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

K1. Organization's policies, guidelines and procedures related to control and surveillance, safety and preventing and responding to incidents and breaches of orders covered in the range of variables.

K2. Organization's management and accountability systems

K3. Teamwork principles and strategies

K4. Principles of effective communication

K5. Guidelines for use of equipment and technology

K6. Code of conduct

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A candidate who demonstrates competency in this unit must be able to provide evidence of the ability to resolve problems which jeopardize safety and security. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

1. Manage meetings

Overview:

This unit describes the skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organizing the minutes and reporting meeting outcomes. It applies to individuals employed in a range of work environments who are required to organize and manage meetings within their workplace, including conducting or managing administrative tasks in providing agendas and meeting material. They may work as senior administrative staff or may be individuals with responsibility for conducting and chairing meetings in the workplace.

Unit of Competency	Performance Criteria
1. Prepare for meetings	P1. Develop agenda in line with stated meeting purpose P2. Ensure style and structure of meeting are appropriate to its purpose P3. Identify meeting participants and notify them in accordance with organizational procedures P4. Confirm meeting arrangements in accordance with requirements of meeting P5. Dispatch meeting working papers to participants within designated timelines
2. Conduct meetings	P1. Chair meetings in accordance with organizational requirements, agreed conventions for type of meeting and legal and ethical requirements P2. Conduct meetings to ensure they are focused, time efficient and achieve the required outcomes P3. Ensure meeting facilitation enables participation, discussion, problem-solving and resolution of issues P4. Brief minute-taker on method for recording meeting minutes in accordance with organizational requirements and conventions for type of meeting
3. Follow up meetings	P1. Check transcribed meeting notes to ensure they reflect a true and accurate record of the meeting and are formatted in accordance with organizational procedures and meeting conventions P2. Distribute and store minutes and other follow-up documentation within designated timelines, and according to organizational requirements P3. Report outcomes of meetings as required, within designated timelines

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

K1. Outline meeting terminology, structures, arrangements

K2. Outline responsibilities of the chairperson and explain group dynamics in relation to managing meetings

K3. Describe options for meetings including In-person/physical, teleconferencing, web-conferencing and using webcams

K4. Identify the relevant organizational procedures and policies regarding meetings, chairing and minutes including identifying organizational formats for minutes and agendas.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A candidate who demonstrates competency in this unit must be able to provide evidence of the ability to manage meetings. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to:
- apply conventions and procedures for formal and informal meetings including:
  - developing and distributing agendas and working papers
  - identifying and inviting relevant meeting participants
  - organizing and confirming meeting arrangements
  - running the meeting and following up
- organize, take part in and chair a meeting
- record and store meeting documentation
- Follow organizational policies and procedures

2. Manage workforce planning

Overview:

This unit describes the skills and knowledge required to manage planning in relation to an organization's workforce including researching requirements, developing objectives and strategies, implementing initiatives and monitoring and evaluating trends. It applies to individuals who are human resource managers or staff members with a role in a policy or planning unit that focuses on workforce planning.

Unit of Competency	Performance Criteria
1. Identify workforce	P1. Review current data on staff turnover and demographics P2. Assess factors that may affect workforce supply P3. Develop organization's requirement for skilled workforce
2. Develop workforce objectives and strategies	P1. Review organizational strategy and establish aligned objectives for modification P2. Prepare strategies to address unacceptable staff turnover, if required P3. Define objectives to retain required skilled labor P4. Define objectives for workforce diversity and cross-cultural management P5. Obtain agreement and endorsement for objectives and establish targets P6. Develop contingency plans to cope with extreme situations
3. Implement initiatives to support workforce planning objectives	P1. Implement action to support agreed objectives for recruitment, training, redeployment and redundancy P2. Develop and implement strategies to assist workforce to deal with organizational dynamics P4. Implement succession planning model to ensure desirable workers are developed and retained P5. Implement programs to ensure workplace is an employer of choice
4. Monitor and evaluate workforce trends	P1. Evaluate workforce plan against patterns in exiting employee and workforce changes P2. Monitor labor supply trends for areas of high turnover in external environment P3. Monitor effects of labor trends on demand for labor P4. Survey organizational climate to gauge worker satisfaction P5. Refine objectives and strategies in response to national and international changes and make recommendations in response to global trends. P6. Regularly review government policy on labor jobs according to labor rights. P7. Evaluate effectiveness of change processes against agreed objectives

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

K1. Explain current information about external labor supply relevant to the specific industry or skill requirements of the organization

K2. Outline industrial relations relevant to the specific industry

K3. Describe labor force analysis and forecasting skills

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in department must be able to provide evidence of the ability to manage workforce planning. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to:

- review and interpret information from a range of internal and external sources to identify:
  o current staff turnover and demographics
  o labor supply trends factors that may affect workforce supply
  o organization's workforce requirements objectives and strategies
- manage workforce planning including developing, implementing, monitoring and reviewing strategies to meet workforce needs
- review relevant trends and supply and demand factors that will impact on an organization's workforce
- Develop a workforce plan that includes relevant research and specific strategies to ensure access to a skilled and diverse workforce.

Overview:

This unit describes the skills and knowledge required to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalizing the project and reviewing the project to identify lessons learned for application to future projects. This unit applies to individuals who play a significant role in ensuring a project meets timelines, quality standards, budgetary limits and other requirements set for the project.

Unit of Competency	Performance Criteria
1. Define project	P1. Assess project scope and other relevant documentation P2. Identify project stakeholders P3. Seek clarification of discrepancies from delegating authority related to project and project parameters P4. Determine and access available resources to undertake project
2. Develop project plan	P1. Develop project feasibility report P2. Develop project plan in line with the project parameters P3. Develop and approve project budget P4. Formulate risk management plan for project, including Workplace Health and Safety (WHS)
3. Administer and monitor project	P1. Ensure project team members are clear about their responsibilities and the project requirements P2. Ensure outcomes and documented time lines of the project are met P3. Maintain required recordkeeping systems throughout the project P4. Implement and monitor plans of project finances and resources P5. Prepare project progress reports as required to stakeholders P6. Monitor risk management as required to ensure project outcomes are met
4. Finalize the project	P1. Complete financial recordkeeping associated with project for audit P2. Maintain proper record of unused items during project P2. Complete project documentation and obtain necessary sign-offs for concluding project

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

K1. Give examples of project management tools and how they contribute to a project
K2. Outline types of documents and other sources of information commonly used in defining the parameters of a project
    a. Explain processes for identifying and managing risk in a project

      b. Explain the organization's procedures and processes that are relevant to managing a project including:

      c. lines of authority and approvals

      d. quality assurance

      e. human resources

      f. budgets and finance

      g. recordkeeping

      h. reporting

K3. Outline the legislative and regulatory context of the organization in relation to project work, including workplace health and safety (WHS) requirements.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to undertake project work. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to:
- define the parameters of the project including:
  o project scope
  o project stakeholders
  o relationship of project to organizational objectives
  o reporting requirements
  o resource requirements
- use project management tools to develop and implement a project plan including:
  o deliverables
  o work breakdown
  o budget and allocation of resources
  o timelines
  o risk management
  o recordkeeping and reporting
- consult and communicate with relevant stakeholders to generate input and engagement in planning, implementing and reviewing the project
- provide support to team members to enable them to achieve deliverables and to transition them as appropriate at completion of the project
- finalize the project including documentation and reporting
- review and document the project outcomes

Overview:

This unit describes the skills and knowledge required to conduct research to identify and communicate career trends. It establishes the need to interact professionally with others in assessing career needs, to effectively assist clients identify competencies they require for a career and employability in a given context. It also examines how to maintain quality of career development services and professional practice. It applies to individuals seeking to identify and communicate trends in career development.

Unit of Competency	Performance Criteria
1. Research and explore career trends	P1. Apply knowledge of changing organizational structures, lifespan of careers and methods of conducting work search, recruitment and selection processes P2. Analyze changing worker and employer issues, rights and responsibilities in context of changing work practices P3. Examine importance of quality careers development services P4. Maintain all research, documentation, sources and references (digital or physical). P5. Analyze implications of relevant policy, legislation, professional codes of practice and national standards relating to worker and employer issues P6. Confirm cluster employability skills and preferences that may open employment options in other career pathways
2. Assess and confirm ongoing career development	P1. Assess success of previous career development services P2. Maintain privacy and security of all data, research and personal records according to relevant policy P3. Establish existing work-life balance and friendly environment
3. Maintain quality of career development services and professional practice	P1. Analyze and review relevance of career theories, models, frameworks and SOPs P2. Incorporate into career development services and professional practice P3. Comply with all relevant policies

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Diversity and its potential effects on career choices
- Outline human psychological development and needs in relation to career development
- Outline relevant policy, legislation, codes of practice and standards relevant to career development
- Explain recruitment and selection processes in the context of career development services
- Describe a range of data gathering and research techniques
- Explain techniques used to analyze trends.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to identify and communicate trends in career development. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to:

- research and analyze current economic, labor market, employment, career and vocational educational and training trends
- identify choices and career development needs for individuals within a given context
- report and document management of research and career development materials
- Comply with all relevant local, state/territory and national legislation, policies and practices.

5. Develop workplace documents

Overview:

This unit covers interpreting and composing a range of workplace documents from a number of sources. It includes interpreting written information for workplace purposes as well as planning, drafting and reviewing a basic document before writing the final version. The focus is on the content and structure of written materials and not on the use of computer technology

Unit of Competency	Performance Criteria
1. Interpret written information	P1. Read workplace materials to identify the subject and key information for using or reporting to others. P2. Read procedural manuals and codes of practice to locate specific information to carry out work functions in accordance with policy and standards. P3. Read a range of written materials to locate and select required information for summaries, short reports and response to requests. P4. Identify the cultural context and prior knowledge required to interpret workplace information and obtain assistance when required. P5. Determine candidate and purpose for the document P6. Seek assistance with interpretation of complex materials in accordance with organizational procedures.
2. Develop written materials	P1. Identify and comply with established requirements for a range of written materials P2. Determine format and structure P3. Identify organizational requirements P4. Establish method of communication P5. Develop introductory guide for incumbents
3. Draft document	P1. Develop draft document to communicate key points P2. Obtain and include any required additional information
4. Review document	P1. Check draft for suitability of tone for audience, purpose, format and communication style P2. Check draft for readability, grammar, spelling, sentence and paragraph construction and correct any inaccuracies or gaps in content. P3. Check draft for sequencing and structure P4. Check draft to ensure it meets organizational requirements P5. Ensure draft is proofread, where appropriate, by supervisor or colleague
5. Write final document	P1. Make and proofread necessary changes P2. Ensure document is sent to intended recipient within required time frames P3. File copy of document in accordance with organizational policies and procedures

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

K1. Reading and writing procedures at a level to cope with a range of workplace materials

K2. Integration of information from a number of sources in order to generate meaning

K3. Ways to write and sequence paragraphs according to the required purpose of written material

K4. Outline the linking ideas in written material through selection and use of words, grammatical structures, headings and punctuation appropriate to the purpose

K5. Spelling, punctuation and grammar for workplace documents at an experienced level

K6. Response to diversity, including gender and disability

K7. Implementation of ergonomic requirements for office work

K8. Environmental policies such as those relating to paper use/wastage/recycling

K9. Preparation of general information and papers according to target audience

K10. Problem solving skills to determine document design and production processes

K11. Usage of resources to assist in document production, such as dictionary, thesaurus, templates, style sheets

K12. Ways to produce business letters, memos, job applications, resumes, meeting agendas and minutes

K13. Ways to handle courier/postal services

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

A person who demonstrates competency in this unit must be able to provide evidence of the ability to interpret written information for workplace purposes and plan, draft and review a basic document before writing the final version. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Evidence of the following is essential:

- Producing a range of documents that accurately convey required information including single and multipage business letters, memos, job applications, resumes, meeting agendas and minutes.
- Knowledge of organizational policies and procedures for document production

Communication Skills

1. Perform Basic Communication

Overview:

This unit describes the skills and knowledge required to assist in the development of communication competence by providing information regarding different forms of communication and their appropriate use.

By the end of this program, learners will be able, to communicate more effectively and efficiently by: working in a team, follow supervisor's instructions and develop generic communication work skills at workplace.

Competency Units	Performance Criteria
1. Work in aTeam to achieve intended outcomes	P1. Treat team members with respect and maintain positive relationships to achieve common organizational goals P3. Get work related information from team members/supervisors and identify interrelated work activities to avoid confusion P4.Adopt communication skills, appropriate to work activities and organizational procedures P5.Identify problems and resolve them through discussion and mutual agreement
2. Follow Supervisor's instructions as per organizational SOPs	P1. Receive the instructions from Supervisor P2. Carry out the instructions of the supervisor P3. Report to the supervisor as per organizational SOPs
3. Develop Generic communication work skills at workplace	P1. Develop foundation skills for communication at workplace: • Reading Skills • Writing skills • Verbal communication skills • Learning skills • Problem solving skills • Self Management Skills • Technology Skills • Interview Skills

	P2.	Communicate foundation skills required to perform work activity

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

K1 Learn and understand Types of communication

K2 Reading Skills

K3 Writing skills

K4 Verbal communication skills

K5 Problem solving skills

K6 Self Management Skills

K7 Technology Skills

K8 Interview Skills

K9 Workplace dress code

K10 the role of team members and functionality of the teams

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Make a list of appropriate communication skills with colleagues and supervisors

2. Communicate at Workplace

Overview:

This unit describes the performance outcomes, skills and knowledge required to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision.

Competency Units	Performance Criteria
1. Communicate within the organization	P1 Communicate within a department for successful interaction P2 Communication with other departments. P3 Use various media to communicate effectively. P4. Communicate verbally and non-verbally using professionalism
2. Communicate outside the organization	P1. Deal with vendors P2. Deal with clients/customers P3. Interact with other organisations P4. Use various media to communicate effectively P5. Work with people of different cultures / backgrounds
3. Communicate effectively in workgroup	P1 Assess the issues to provide relevant suggestion to group members P2 Resolve the issues/ problems /conflicts within the group P3 . Arrange group working sessions to increase the level of participation in the group processes P4 Communicate messages to group members clearly to ensure interpretation is valid P5 Communicate style /manner to reflect professional standards/ awareness of appropriate cultural practices P6 . Act upon constructive feedback

4. Communicate in writing	**P1** Identify relevant procedures for written information
	P2 Use strategies to ensure correct communication in writing. i.e. - correct composition - clarity - comprehensiveness - accuracy - appropriateness
	P3 Draft assigned written information for approval, ensuring it is written within designated timeframes
	P4 Ensure written information meets required standards of style, format and detail
	P5 Seek assistance / feedback to aid communication skills development

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

K1. Importance of intra and inter organizational communication
K2. Basics of business communication
K3. Defining Modes of communication
K4. effective communication in workgroup
K5. communicating through writing
K6. the importance of teamwork

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

In your current position, what types of written communication do you use most often? (List them all.

3. Perform Advance Communication

Overview:

This unit describes the performance outcomes, skills and knowledge required to develop communication skills used professionally. It covers plan and organise work and conduct trainings at workplace, along with demonstrating professional skills independently.

Competency Units	Performance Criteria
1. Demonstrate professional skills	P1 Use different modes of communication to communicate • Speaking • reading • Writing • Listening • Presentation • visual representation etc P2 Illustrate business terms used at workplace P3. Upgrade professional skills by attending trainings, webinars, conferences etc. P4 Perform Continuous professional development required at workplace P5 Develop interview skills
2. Plan and Organize work	P1 Identify task requirements. P2 Plan steps to complete tasks. P3 Organize work. P4 Review planning and organizing process .
3. Provide trainings at workplace	P1 Assess the need for training P2 Prepare trainees for the learning experience P3 Present training session P4 Support trainees in managing their own learning P5 Facilitate group learning P6 Provide opportunity for practice P7 Provide feedback on progress on trainees P8 Review delivery experience

Knowledge and Understanding:

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

K1 Explaining the training skills
K2 Identification of the professional skills
K3 Describing the advanced language skills
K4 Understanding of the assessment and trainees feedback methods
K5 Direct and indirect communication methods
K6 Explaining the need of the training type at the work place

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Job sheet
- Office emails and coordination reports
- Feedback proforma

4. Perform Managerial Communication

Overview:

After successful completion of this module you will be able to provide motivational support and good behavior for team leaders, Manage interview to collect and provide information and apply problem solving techniques in the workplace, communicate trends for career development and throughout your career.

This unit of competency is designed to perform managerial and supervisory tasks that can help in improving work quality and quantity through most advance level communication skills

Competency Units	Performance Criteria
Provide Motivational Support to others	P1 Recognize and reward people for their achievements. P2 Acknowledge people for their contributions. P3 Encourage people to feel good about their accomplishments. P4 Find creative ways to make people's work rewarding. P5 Signals own commitment to a process by being personally present and involved at key events. P6 Give presentations that energize groups.
Communicate with team leaders	P1 Provide opportunities for people to learn to work together as a team. P2 Enlist the active participation of everyone. P3 Promote cooperation with other work units. P4 Ensure that all team members are treated fairly. P5 Recognize and encourage the behaviors that contribute to teamwork
Manage interview to provide information	P1 Plan an interview P2 Conduct an interview P3 Provide follow up action as a result of the interview
Apply problem solving techniques at workplace	P1. Identify the issues (Diagnostic Information Gathering) P2. Analyze everyone's interests (Analytical Thinking) P3. List the possible solutions/options P4. Evaluate the options P5. Select the option(s)

	P6. Document the agreement
	P7. Agree on contingences, monitoring and evaluation (Forward Thinking)
	P8. Openness to different and new ways of doing things (Flexibility)
	P9. Communicate ethically
	P10. Manage conflict
Communicate for business in career development	P1. Adopt channels of communication • Radio • Television • Newspaper • Flyers/Leaflets • Social media • Videos/films P2. Adopt 7 c's of communication • Clarity • Completeness • Conciseness • Concreteness • Courtesy • Correctness • Consider
Communicate trends in career development	P1. Plan for career development as per current trends P2. Develop a model for career development P3. Communicate trends with subordinates : • Avoid following the crowd • Avoid influencing of others • Avoid accepting the parents decision • Avoid jumping into any career • Increase motivation • Avoid living in Fantasy world

Knowledge and Understanding:
The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

K1 Explaining the motivational skills
K2 Identification of the problem solving techniques
K3 Understanding of the advanced language skills
K4 Communicating trends for career development
K5 Describe communication channels

K6 Describing the career development plan

Critical Evidence(s) Required
The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Make a career development plan of 1year

- Use different communication channels to send your data to employer

- Conduct an interview professionally

COMPLETE LIST OF TOOLS & EQUIPMENT

List of Personal Protective Equipment

Sr. #	Description	Specifications	Quantity
1.	First AID Box	Standard	2
2.	Fire Extinguisher Cylinder	Co2- 5 Kg	5
3.	Fire Blanket	Standard	2
4.	Fire Bucket	Standard	2
5.	Safety Gloves	Standard	5
6.	Safety Goggles	White	5
7.	Safety Shoes	Standard	5
8.	Safety Belt	Standard	5

List of Tools & Equipment

Sr. No	Description	Specification	Quantity
1.	Computer	Processor: Core i5 RAM: 8GB Hard Disk: 1TB Display: 20" Window 10 Office 2019	5
2.	Printer & Scanner	Multi-Function Laser Jet 10ppm or above Black & white	1
3.	POS system	Cash Drawer Thermal Printer Label Printer POS Software	5
4.	Credit card machine	OEM Specs	1
5.	Bar code	Wireless Bar Code	5
6.	RFID remover	OEM Specs	5
7.	UPS	600-700VA	5
8.	RIFD Scanner	For Security	2

List of Stationary

Sr. #	Description
1.	Handbooks / Registers
2.	Pencils/ pens
3.	Rubbers
4.	Sharpeners
5.	Paper Cutter
6.	Seizers
7.	Colors
8.	White charts
9.	Brown sheets
10.	White board markers
11.	Permanent markers
12.	File cover and files
13.	Tag cards
14.	Small Knife and blades