

Assessment Evidence Guide
for
“Perform Stocking
Operation”
Level-2



National Vocational & Technical
Training Commission

Instruction Sheet for the Candidate

Title of Qualification: Certificate in Retail Operations Management (Junior Sales Officer (Retail))	CS Code:	Level: 2	Version: 1
Competency Standard Title: Perform Stocking Operation Perform Basic Communication Apply Work Health and Safety Practices (WHS)	Assessment Date (DD/MM/YY):		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	To meet this standard, you are required to complete the following tasks within given time (for practical demonstration & assessment): Assessment Task 1: Candidate is required to place stock in back store as per instructions given by assessor. Assessment Task 2: Candidate is required to place tags on products as per instructions given by assessor. And complete: Knowledge assessment test (Written or Oral) Portfolios at the time of assessment
Minimum Evidence Required	Assessment Task 1: Performance Criteria 1: Apply Occupational, Health and Safety regulations, codes and practices in the workplace Performance Criteria 2: Distribute the stock according to categories Performance Criteria 3: Place the stock as per store policies Performance Criteria 4: Maintain bin carts of back store Performance Criteria 5: Receive the instructions from Supervisor Assessment Task 2: Performance Criteria 1: Apply Occupational, Health and Safety regulations, codes and practices in the workplace Performance Criteria 2: Identify product's tags Performance Criteria 3: Verify tags through barcodes Performance Criteria 4: Place the tags Performance Criteria 5: Place rail cards on shelves Performance Criteria 6: Carry out the instructions of the supervisor

	Portfolios required at the time of assessment (if any) for Log book of practical work for perform stocking operations Performance Criteria 1: Sign the delivery challan Performance Criteria 2: Maintain vendor delivery challan record Performance Criteria 3: Inspect the stock as per store policies Performance Criteria 4: Display the products according to category Performance Criteria 5: Apply LIFO & FIFO rule Performance Criteria 6: Refill the stock on shelves Performance Criteria 7: Prepare near expiry report of store stock Performance Criteria 8: Prepare expired product's report of store stock Performance Criteria 9: Prepare available inventory report of store stock Performance Criteria 10: Prepare slow mover item report as per store policies
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Assessors Judgment Guide

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT ☐ NOT YET COMPETENT ☐ Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Observation Checklist

Assessment Task 1		Description of assessment task 1 Place stock in back store		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Apply Occupational, Health and Safety regulations, codes and practices in the workplace			
2.	Distribute the stock according to categories			
3.	Place the stock as per store policies			
4.	Maintain bin carts of back store			
5.	Receive the instructions from Supervisor			
Competent ☐		Not Yet Competent ☐		

Assessment Task 2		Description of assessment task 2 Place tags on products		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Apply Occupational, Health and Safety regulations, codes and practices in the workplace			
2.	Identify product's tags			
3.	Verify tags through barcodes			
4.	Place the tags			
5.	Place rail cards on shelves			
6.	Carry out the instructions of the supervisor			
Competent ☐		Not Yet Competent ☐		

Portfolio (if any)		Description of portfolio Log book of practical work		
Current ☐ Sufficient ☐ Authentic ☐ Valid ☐ Reliable ☐				
Portfolio meet the following performance standards:		Yes	No	Remarks
1.	Sign the delivery challan			
2.	Maintain vendor delivery challan record			
3.	Inspect the stock as per store policies			
4.	Display the products according to category			
5.	Apply LIFO & FIFO rule			
6.	Refill the stock on shelves			
7.	Prepare near expiry report of store stock			
8.	Prepare expired product's report of store stock			
9.	Prepare available inventory report of store stock			
10	Prepare slow mover item report as per store policies			
Competent ☐		Not Yet Competent ☐		

Assessment Evidence Guide

for

“Attain Product Knowledge”

Level-2



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification: Certificate in Retail Operations Management (Junior Sales Officer (Retail))	CS Code:	Level: 2	Version: 1
Competency Standard Title: Attain Product Knowledge Apply Work Health and Safety Practices (WHS) Perform Basic Communication	Assessment Date (DD/MM/YY):		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	To meet this standard, you are required to complete the following tasks within given time (for practical demonstration & assessment): Assessment Task 1: Candidate is required to identify categories in a scenario given in annexure A as per instruction given by assessor. Assessment Task 2: Candidate is required to identify benefits and features of products from given scenario in annexure A. as per instruction given by assessor. And complete: 1. Knowledge assessment test (Written or Oral) 2. Portfolios at the time of assessment
Minimum Evidence Required	During a practical assessment, under observation by an assessor, you will complete: Assessment Task 1: Performance Criteria 1: Identify no. of categories in store. Performance Criteria 2: Identify products assortment in categories. Performance Criteria 3: Identify range of products with in each category Performance Criteria 4: Get work related information from team members/supervisors and identify interrelated work activities to avoid confusion Performance Criteria5: Implement relevant rules and procedures of WHS at work place. Assessment Task 2: Performance Criteria 1: Identify features & benefits of products Performance Criteria 2: Identify products' key selling points. Performance Criteria 3: Identify alternates of the products Performance Criteria 4: Adopt communication skills, appropriate to work activities and organizational procedures Performance Criteria5: Comply with duty of care requirements

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Assessors Judgment Guide

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT ☐ NOT YET COMPETENT ☐ Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement							

Observation Checklist

Each Assessment Task (with performance criteria)

Assessment Task 1

Description of assessment task 1

Identify categories in a scenario given in annexure A

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Identify categories in store.

2. Identify products assortment in categories.

3. Identify range of products with in each category

4. Get work related information from team members/supervisors and identify interrelated work activities to avoid confusion

5. Implement relevant rules and procedures of WHS at

Competent ☐

Not Yet Competent ☐

Assessment Task 2

Description of assessment task 2

Identify benefits and features of products from given scenario in annexure A

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Identify feature of products

2. Identify products' key selling points.

3. Identify alternates of the products

4. Adopt communication skills, appropriate to work activities and organizational procedures

5. Comply with duty of care requirements

Competent ☐

Not Yet Competent ☐

Annexure A

Scenario

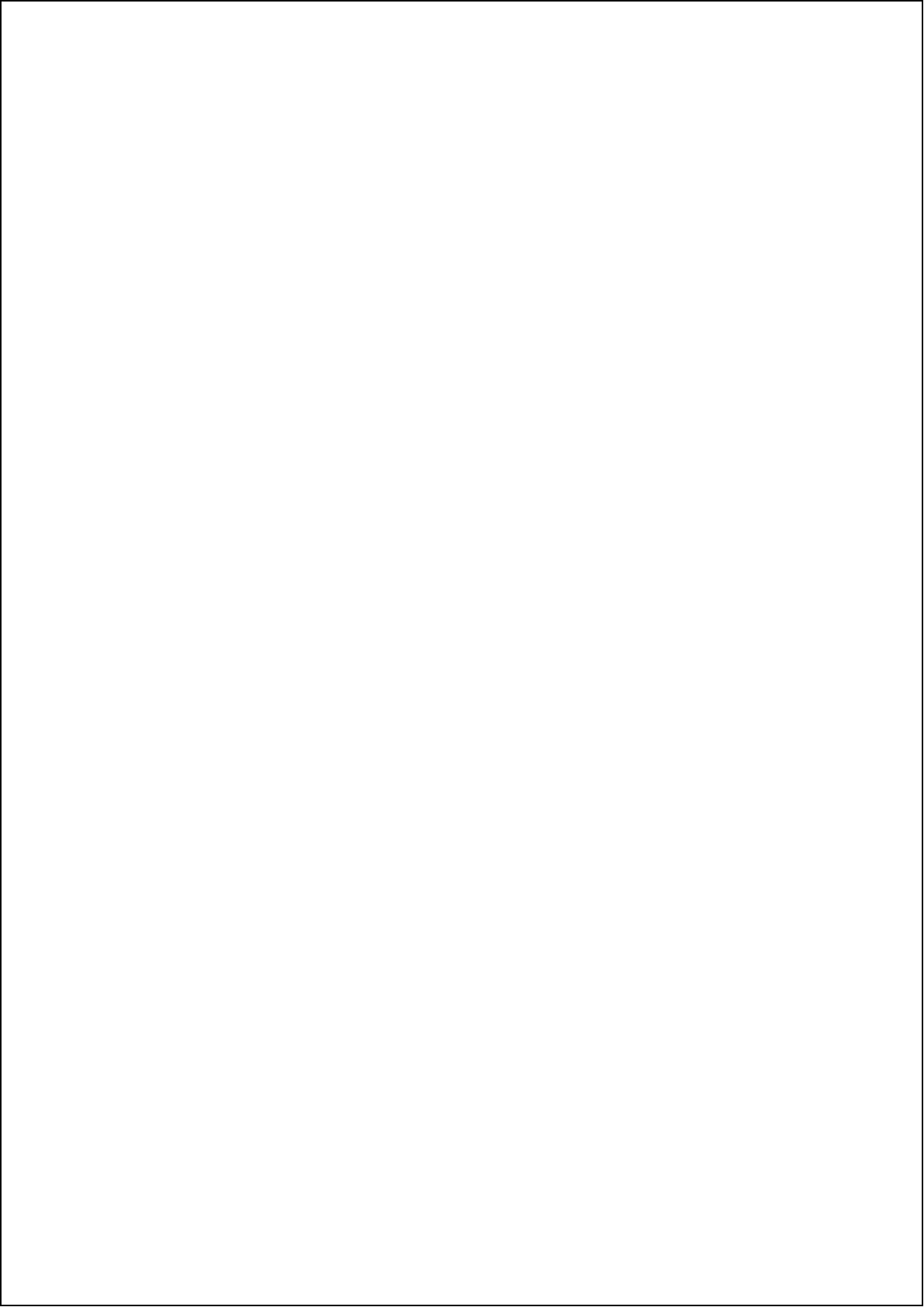
You work as Sales Executive in a super store named as Fancy Super Store. Fancy Super Store has a goal to become customers trusted Super Market and a one-stop Super Market for all your groceries and other requirements. Fancy Super Store offers a variety of products to a great extent. Prominent varieties they have include baby care, baby food, toys, skin and hair care, perfumes, oil and ghee, Ketchup and Mayonnaise and frozen items.

S. No	Store Sections	Brand	Features/Benefits	Packaging
1	Oil /ghee	Hamd's Canola Hamd's Ghee	VTF With additional Vitamins Low Saturated Fat Ease to handle packaging	Poly, tin, carton
		Mumtaz Oil Mumtaz Ghee	VTF With additional Vitamins Omega 4 Ease to handle	Tin, bottle(5 liter)
		Prime Oil	Combination with Olive Oil Attractive packaging GMO Free	Bottle(5 liter, 2.5 liter), tin
		Delta Ghee Delta Oil	VTF No. 1 Brand Omega 6 Brand of Year Award	Bottle (2.5 liter), tin
		Essential Sunflower Oil	100% Sunflower Seed Oil Best Oil in Market GMO Free Organic	Tin, bottle(5 liter)
2	Ketchup & Mayonnaise	Michael	Imported, 100% Tomato, World's Top Brand	Poly, bottle
		Alpha	Local Manufactured, No. 1 Brand	Poly, bottle
		Fancy	Store's brand	Poly
3	Skin and Hair care	Lords Hair Color	paraben free, silicon free, synthetics, metallic, world's top brand	Bottle, jar, combined package
		Beauty Permeant Hair Care Beauty Semi Permeant Hair Care	Permanent, semi-permanent Synthetic, Metallic Most innovative brand	Bottle, tube
		Care	Synthetic, Metallic	Bottle, jar
4	Perfumes	Hello	Alcohol Free , EDT (Eu de toilet) Halal Certified Arabic Aroma	Gift pack, 50 ml, 100 ml, travel pack,
		Beauty	Alcohol free oil base itthar, Mix with Oud	Gift pack, 50 ml, 100 ml,12 ml
		Choice	body spray gas free	120 ml
		Devote	body spray with gas	120 ml

5	Frozen items	Manpasand's Nuggets, hot shot, burger petties, seekh kabab	GMO free, Chef Recommendations	300 gm, 500 gm, 1000 gm
		Daily's Nuggets, hot shot, burger petties, seekh kabab, Sausages	MSG Free, GMO Free Best Brand in Market	300 gm, 500 gm, 1000 gm
		Delicious' Nuggets, hot shot, burger petties, seekh kabab, Sausages, Vegetables,	Wide Range Customer Choice Award Best Brand Award	250 gm, 500 gm, 1000 gm
		Deli's Nuggets, hot shot, burger petties, seekh kabab, Sausages, French fries	GMO Free MSG Free Top Brand	250 gm, 500 gm, 1000 gm
6	Baby care	Ma's Choice Diapers, baby wipes	Max Absorb Good for Sensitive Skins Cheap in Price	Diapers sizes (S, M, L, XL) small pack, jumbo pack Wipes: 200 pcs
		Babytouch Diapers	No. 1 Brand Durable Ease to use Max absorb	Small, jumbo, economy pack
		Infantcare's Baby powder, baby soap, baby lotion,	Fragrance Allergy Free Hazardous Free Packaging No Tears	Combined package, gift pack,
		HappyBaby Baby wipes, diapers	Alcohol Free Special for Sensitive Skin	Diapers sizes (S, M, L, XL) small pack, jumbo pack Wipes: 100 pcs
7	Baby Food	Formula A formula milk, baby food, feeder	Halal Certified Powdered Formula Lactose-Free Prebiotics DHA PBA Free	Formula Milk, 800gm, 400gm Baby food: small pack Feeder: 3 oz., 7oz.
		BestNutri formula milk, baby food, feeder,	Powdered Formula Prebiotics DHA choline	Formula Milk: 400gm Baby food: poly, small & large pack Feeder: 3 oz., 7oz & 12 oz.
		Protect formula milk	Liquid Concentrate whey-based Formula ARA DHA	Formula Milk: 400gm
8	Toys	FisherPrince	rattle, stuffed toys, action figures, radio controlled toys, dolls,	Gift pack

Answer Sheet

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Assessment Evidence Guide

for

“Handle Cash Counter”

Level-2



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification: Certificate in Retail Operations Management (Junior Sales Officer (Retail))	CS Code:	Level: 2	Version: 1
Competency Standard Title: Handle cash counter Perform Basic Communication Apply Work Health and Safety Practices (WHS)	Assessment Date (DD/MM/YY): Time:		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	To meet this standard, you are required to complete the following tasks within given time (for practical demonstration & assessment): Assessment Task 1: Candidate is required to operate POS system as per assessor's instructions Assessment Task 2: Candidate is required to operate credit card/debit card machine as per assessor's instructions Assessment Task 3: Candidate is required to prepare sales reconciliation as per assessor's instructions Assessment Task 4: Candidate is required to perform cash management as per assessor's instructions And complete: 1. Knowledge assessment test (Written or Oral) 2. Portfolios at the time of assessment (if any)
Minimum Evidence Required	During a practical assessment, under observation by an assessor, you will complete: Assessment Task 1: Performance Criteria 1: Set POS system as per machine manual Performance Criteria 2: Start & Close POS terminal as per SOP Performance Criteria 3: Verify the product bar code before scan Performance Criteria 4: Ensure the product quantity and bill amount Performance Criteria 5: Communicate verbally price/total/amount of bill & cash received to customer. Performance Criteria 6: Enter debit/credit card & machine details in POS systems Performance Criteria 7: Ensure to sign out from POS system Performance Criteria 8: Adopt communication skills, appropriate to work activities and organizational procedures Assessment Task 2: Performance Criteria 1: Set credit/debit card machine Performance Criteria 2: Charge credit/debit card details Performance Criteria 3: Make sure to enter exact amount Performance Criteria 4: Get signature of customer on credit/debit card slip Performance Criteria 5: Create a credit/debit machine settlement slip Performance Criteria 6: Maintain record of slips Performance Criteria 7: Comply with duty of care requirements

	Assessment Task 3: Performance Criteria 1: Prepare POS sales report Performance Criteria 2: Match POS sale report with counter cash Performance Criteria 3: Match POS sales report with credit/debit card slip Performance Criteria 4: Records transaction errors according to store policy Performance Criteria 5: Verify the short and excess amount Performance Criteria 6: Deposit the amount to accounts department Performance Criteria 7: Identify problems and resolve them through discussion and mutual agreement
	Assessment Task 4: Performance Criteria 1: Count the opening amount Performance Criteria 2: Receive and count the cash amount according to bill Performance Criteria 3: Check fake currency note and report as per store policy Performance Criteria 4: Place currency note as per denominator Performance Criteria 5: Maintain supplies of change in point-of-sale terminal according to store policy. Performance Criteria 6: Handle cash according to store security procedure Performance Criteria 7: Deposited the amount to accounts department

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Assessors Judgment Guide

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT ☐ NOT YET COMPETENT ☐ Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement							

Observation Checklist				
Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1		
		Operate POS System as per assessor's instructions		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Set POS system as per machine manual			
2.	Start & Close POS terminal as per SOP			
3.	Verify the product bar code before scan			
4.	Ensure the product quantity and bill amount			
5.	Communicate verbally price/total/amount of bill & cash received to customer.			
6.	Enter debit/credit card & machine details in POS systems			
7.	Ensure to sign out from POS system			
8.	Adopt communication skills, appropriate to work activities and organizational procedures			
Competent ☐		Not Yet Competent ☐		

Assessment Task 2		Description of assessment task 2		
		Operate credit card/debit card machine as per assessor's instructions		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Set credit/debit card machine			
2.	Charge credit/debit card details			
3.	Make sure to enter exact amount			
4.	Get signature of customer on credit/debit card slip			
5.	Create a credit/debit machine settlement slip			
6.	Maintain record of slips			
7.	Comply with duty of care requirements			
Competent ☐		Not Yet Competent ☐		

Assessment Task 3		Description of assessment task 3		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Prepare POS sales report			
2.	Match POS sale report with counter cash			
3.	Match POS sales report with credit/debit card slip			
4.	Records transaction errors according to store policy			

5.	Verify the short and excess amount			
6.	Deposit the amount to accounts department			
7.	Identify problems and resolve them through discussion and mutual agreement			
Competent ☐		Not Yet Competent ☐		

Assessment Task 4		Description of assessment task 4		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Count the opening amount			
2.	Receive and count the cash amount according to bill			
3.	Check fake currency note and report as per store policy			
4.	Place currency note as per denominator			
5.	Maintain supplies of change in point-of-sale terminal according to store policy.			
6.	Handle cash according to store security procedure			
7.	Deposited the amount to accounts department			
Competent ☐		Not Yet Competent ☐		

Assessment Evidence Guide
for
“Perform Sales”
Level-2



National Vocational & Technical
Training Commission

Instruction Sheet for the Candidate

Title of Qualification: Certificate in Retail Operations Management (Junior Sales Officer (Retail))	CS Code:	Level: 2	Version: 1
Competency Standard Title: Perform Sales Perform Basic Communication Apply Work Health and Safety Practices (WHS)	Assessment Date (DD/MM/YY): Time:		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	To meet this standard, you are required to complete the following tasks within 3 hours (for practical demonstration & assessment): Assessment Task 1: Candidate is required to perform followings as per assessor's instructions ✓ Identify prospects/customer ✓ Intercept customer ✓ Provide product advice ✓ Perform product demonstration ✓ Pitch the customer ✓ Use selling techniques ✓ Close the sales ✓ Maintain relationship with customer And complete: 3. Knowledge assessment test (Written or Oral) 4. Portfolios at the time of assessment (if any)
Minimum Evidence Required	During a practical assessment, under observation by an assessor, you will complete: Assessment Task 1: Performance Criteria 1: Analyse customer data Performance Criteria 2: Greet Customer as per SOP Performance Criteria 3: Use Intercepting techniques Performance Criteria 4: Apply questioning techniques for customer buying motive identification Performance Criteria 5: Provide product specification to customer Performance Criteria 6: Demonstrate product & its feature as per SOP Performance Criteria 7: Adopt communication skills, appropriate to work activities and organizational procedures Performance Criteria 8: Identify problems and resolve them through discussion and mutual agreement Performance Criteria 9: Use engaging techniques Performance Criteria 10: Perform Cross Selling Performance Criteria 11: Perform Up Selling Performance Criteria 12: Perform Down Selling Performance Criteria 13: Follow closing techniques to finalize the sale Performance Criteria 14: Create a positive first impression and establish credibility with client

Assessors Judgment Guide

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT ☐ NOT YET COMPETENT ☐ Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement							

Observation Checklist

Each Assessment Task (with performance criteria)

Assessment Task 1

Description of assessment task 1

Perform followings as per assessor's instructions

- ✓ Identify prospects/customer
- ✓ Intercept customer
- ✓ Provide product advice
- ✓ Perform product demonstration
- ✓ Pitch the customer
- ✓ Use selling techniques
- ✓ Close the sales
- ✓ Maintain relationship with customer

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

- | | | | | |
|-----|--|--|--|--|
| 1. | Analyse customer data | | | |
| 2. | Greet Customer as per SOP | | | |
| 3. | Use Intercepting techniques | | | |
| 4. | Apply questioning techniques for customer buying motive identification | | | |
| 5. | Provide product specification to customer | | | |
| 6. | Demonstrate product & its feature as per SOP | | | |
| 7. | Adopt communication skills, appropriate to work activities and organizational procedures | | | |
| 8. | Identify problems and resolve them through discussion and mutual agreement | | | |
| 9. | Use engaging techniques | | | |
| 10. | Perform Cross Selling | | | |
| 11. | Perform Up Selling | | | |
| 12. | Perform Down Selling | | | |
| 13. | Follow closing techniques to finalize the sale | | | |
| 14. | Create a positive first impression and establish credibility with client | | | |

Competent ☐

Not Yet Competent ☐

Assessment Evidence Guide
for
“Perform Basic Computer
Applications
Develop Computer
Application Skills”
Level-2



National Vocational & Technical
Training Commission

Instruction Sheet for the Candidate

Title of Qualification: Certificate in Retail Operations Management (Junior Sales Officer (Retail))	CS Code:	Level: 2	Version: 1
Competency Standard Title: Perform Basic Computer Application Develop Computer Application Skills Perform Basic Communication Apply Work Health and Safety Practices (WHS)	Assessment Date (DD/MM/YY): Time:		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	To meet this standard, you are required to complete the following tasks within given time (for practical demonstration & assessment): Assessment Task 1: Candidate is required to create Word document per assessor's instructions Assessment Task 2: Candidate is required to prepare in-page document as per assessor's instructions Assessment Task 3: Candidate is required to prepare spread sheet as per assessor's instructions Assessment Task 4: Candidate is required to perform cash management as per assessor's instructions And complete: 5. Knowledge assessment test (Written or Oral) 6. Portfolios at the time of assessment (if any)
Minimum Evidence Required	During a practical assessment, under observation by an assessor, you will complete: Assessment Task 1: Performance Criteria 1: Edit word document as required Performance Criteria 2: Use simple formatting tools when creating the document Performance Criteria 3: Insert table in a word document Performance Criteria 4: Insert appropriate images into document as necessary Performance Criteria 5: Insert header/footer in a word document Performance Criteria 6: Print the document Performance Criteria 7: Adopt communication skills, appropriate to work activities and organizational procedures

	Assessment Task 2: Performance Criteria 1: Set keyboard preferences according to information requirements Performance Criteria 2: Layout Page according to information requirements Performance Criteria 3: Toggle between Languages Performance Criteria 4: Insert Columns as per requirement Performance Criteria 5: Print the document Performance Criteria 6: Comply with duty of care requirements
	Assessment Task 3: Performance Criteria 1: Create workbook according to information requirements Performance Criteria 2: Insert sheet according to information requirements Performance Criteria 3: Enter basic formulae / functions using cell referencing when required Performance Criteria 4: Use a range of common tools during spreadsheet development Performance Criteria 5: Print spreadsheet Performance Criteria 6: Identify problems and resolve them through discussion and mutual agreement
	Assessment Task 4: Performance Criteria 1: Perform graphic fundamentals in basic applications Performance Criteria 2: Draw Points and lines to make images Performance Criteria 3: Draw Dots in space to make images Performance Criteria 4: Draw lightening blot Shapes to make images Performance Criteria 5: Enlarge circles and rectangles to block in forms

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Assessors Judgment Guide

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT ☐ NOT YET COMPETENT ☐ Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement							

Observation Checklist				
Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Create Word document per assessor's instructions		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Edit word document as required			
2.	Use simple formatting tools when creating the document			
3.	Insert table in a word document			
4.	Insert appropriate images into document as necessary			
5.	Insert header/footer in a word document			
6.	Print the document			
7.	Adopt communication skills, appropriate to work activities and organizational procedures			
Competent ☐		Not Yet Competent ☐		

Assessment Task 2		Description of assessment task 2 prepare in-page document as per assessor's instructions		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Set keyboard preferences according to information requirements			
2.	Layout Page according to information requirements			
3.	Toggle between Languages			
4.	Insert Columns as per requirement			
5.	Print the document			
6.	Comply with duty of care requirements			
Competent ☐		Not Yet Competent ☐		

Assessment Task 3		Description of assessment task 3 Prepare spread sheet as per assessor's instructions		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks

1.	Create workbook according to information requirements			
2.	Insert sheet according to information requirements			
3.	Enter basic formulae / functions using cell referencing when required			
4.	Use a range of common tools during spreadsheet development			
5.	Print spreadsheet			
6.	Identify problems and resolve them through discussion and mutual agreement			
Competent ☐		Not Yet Competent ☐		

Assessment Task 4		Description of assessment task 4 Perform cash management as per assessor's instructions		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Perform graphic fundamentals in basic applications			
2.	Draw Points and lines to make images			
3.	Draw Dots in space to make images			
4.	Draw lightening blot Shapes to make images			
5.	Enlarge circles and rectangles to block in forms			
Competent ☐		Not Yet Competent ☐		