

Assessment Evidence Guide

for

“Deliver Service Excellence”

Level-4



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification: National Vocational Certificate level 4, in Retail Operations Management (Assistant Operational Manager)	CS Code:	Level: 4	Version: 1
Competency Standard Title: Deliver services excellence	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 develop a loyalty program according to given detail in Annexure A as per assessor's instructions. Assessment Task 1: Candidate is required to perform following as per assessor's instructions: ✓ Manage service quality & customer satisfaction ✓ Manage in store service performance ✓ Develop service operation ✓ Manage customer services at customer touch points And complete: Knowledge assessment test (Written or Oral) 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 type of loyalty program for stores Performance Criteria 2: Develop loyalty program for stores Performance Criteria 3: Implement loyalty program in store Performance Criteria 4: Monitor loyalty program in store Performance Criteria 5: Implement improvements in loyalty program

	Assessment Task 2 Performance Criteria 1: Monitor customer complaints which have been referred by staff, resolved according to store policy. Performance Criteria 2: Implement, communicate & review policies and procedures for service delivery in store on regular basis Performance Criteria 3: Monitor service targets/plans to ensure that customer satisfaction. Performance Criteria 4: Implement corrective measures to minimise factors which may disrupt operations. Performance Criteria 5: Prepare service operation framework Performance Criteria 6: Prepare a service recovery framework Performance Criteria 7: Identify customer touch points in store Performance Criteria 8: Implement operations for service excellence over multiple customer touch point
--	---

Continued on following page

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 Develop a loyalty program according to given annexure A and assessor's instructions		
During the practical assessment, candidate demonstrated the following:	Yes	No	Remarks
1. Identify type of loyalty program for store.			
2. Develop loyalty program for stores			
3. Implement loyalty program in store			
4. Monitor loyalty program in store			
5. Implement improvements in loyalty program			
Competent ☐		Not Yet Competent ☐	

Each Assessment Task (with performance criteria)			
Assessment Task 2	Description of assessment task 2 Perform following as per assessor's instructions: ✓ Manage service quality & customer satisfaction ✓ Manage in store service performance ✓ Develop service operation ✓ Manage customer services at customer touch points		
During the practical assessment, candidate demonstrated the following:	Yes	No	Remarks
1. Monitor customer complaints which have been referred by staff, resolved according to store policy.			
2. Implement, communicate & review policies and procedures for service delivery in store on regular basis			
3. Monitor service targets/plans to ensure that customer satisfaction.			
4. Implement corrective measures to minimise factors which may disrupt operations.			
5. Prepare service operation framework			
6. Prepare a service recovery framework			
7. Identify customer touch points in store			
8. Implement operations for service excellence over multiple customer touch point			
Competent ☐		Not Yet Competent ☐	

Annexure A

You are working in a cosmetic store in a posh area with assortment of local & imported items. Store has mixed kind of customer foot fall. Store Management ask you to design a loyalty program through which repeat purchases customer loyalty & store brand value increases. In order to create loyalty program, store management conducted a survey and following are the key findings

Customer is:

- Price sensitive
- Discount oriented
- Required more categories
- 25% are repeat customers
- Like store ambiance
- Satisfied with customer service
- Satisfied with quality of products
- 75% customer don't comeback due to less brand loyalty.

Assessment Evidence Guide

for

“Manage Inventory Control”

Level-4



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification: National Vocational Certificate level 4, in Retail Operations Management (Assistant Operational Manager)	CS Code:	Level: 4	Version: 1
Competency Standard Title: Manage inventory Control	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 prepare a shrinkage report by using given data in Annexure A as per instructions given by assessor. Assessment Task 2: Candidate is required to perform stock taking as per instructions given by assessor. And complete: Knowledge assessment test (Written or Oral) 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 the damaged/near expiry/expired items/pilferage Performance Criteria 2: Prepare shrinkage report as per store policies Performance Criteria 3: Communicate shrinkage to management as per store policies Performance Criteria 4: Return the damaged items to relevant supplier/vendor Assessment Task 2: Performance criteria 1: Verify the physical and system stock as per store policies Performance criteria 2: Prepare stock report as per store policies Performance criteria 3: Report stock discrepancies store policies Performance criteria 4: Submit report to the management Performance criteria 5: Stock performance monitored and fast/slow selling items identified and reported according to store policy.

Continued on following page

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	
		Prepare a shrinkage report by using given data in Annexure A as per instructions given by assessor.	
During the practical assessment, candidate demonstrated the following:		Yes	No
1.	Identify the damaged/near expiry/expired items/pilferage		
2.	Prepare shrinkage report as per store policies		
3.	Communicate shrinkage to management as per store policies		
4.	Return the damaged items to relevant supplier/vendor		
Competent ☐		Not Yet Competent ☐	

Each Assessment Task (with performance criteria)			
Assessment Task 2		Description of assessment task 2	
		Perform stock taking as per instructions given by assessor.	
During the practical assessment, candidate demonstrated the following:		Yes	No
1.	Verify the physical and system stock as per store policies		
2.	Prepare stock report as per store policies		
3.	Report stock discrepancies store policies		
4.	Submit report to the management		
5.	Stock performance monitored and fast/slow selling items identified and reported according to store policy.		
Competent ☐		Not Yet Competent ☐	

Annexure A

You are a floor manager in a retail store. Following is the data to prepare shrinkage report and propose correction report. All amount is PAK rupees.

DAMAGE SUMMARY

DATE	DAMAGE	EXPIRED	MOUSE CUT	NON SALEABLE	SHORT EXPIRY	GRAND TOTAL
Jun-19	661,119	544,235	66,168	144,906	174,147	1,590,575
Jul-19	1,245,440	1,324,245	207,270	273,215	279,824	3,329,994
Aug-19	712,119	126,174	193,083	249,371	850,561	2,131,308
Grand total	2,618,678	1,994,654	466,521	667,492	1,304,532	7,051,877

EXCHANGE SUMMARY

DATE	DAMAGE	EXPIRED	SHORT EXPIRY	GRAND TOTAL
Jun-19	44,076			44,076
Jul-19	213,378			213,378
Aug-19	46,256	31,882	134,158	212,296
Grand total	303,710	31,882	134,158	

Assessment Evidence Guide
for
“Carryout Administrative
Activities”
Level-4



National Vocational & Technical
Training Commission

Instruction Sheet for the Candidate

Title of Qualification: Certificate in Retail Operations Management level 4	CS Code:	Level: 4	Version: 1
Competency Standard Title: Carryout administrative activities	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 prepare housekeeping plan for a retail store as per given scenario in annexure A. as per instruction given by assessor. Assessment Task 2: Candidate is required to perform following as per instruction given by assessor: ✓ Maintain store facilities ✓ Coordinate with contractors ✓ Manage utilities ✓ Comply with govt. rules & regulations ✓ Manage External affairs And complete: Knowledge assessment test (Written or Oral) 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: Create housekeeping plan for store Performance Criteria 2: Execute housekeeping plan for store Performance Criteria 3: Monitor housekeeping activities in store Assessment Task 2: Performance Criteria 1: Perform remedial actions for removal of issues in store facilities Performance Criteria 2: Report out of order store facilities Performance Criteria 3: Prepare contingency plan for event of maintenance problem Performance Criteria 4: Resolve issues with contractors Performance Criteria 5: Perform electricity load management of store Performance Criteria 6: Launch utilities complains to respective utility provider Performance Criteria 7: Follow identified govt. rules & regulations for store Performance Criteria 8: Consult with management about the situation Performance Criteria 9: Make incident report

Continued on following page

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

Prepare housekeeping plan for a retail store as per given scenario.

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1.

Create housekeeping plan for store

2.

Execute housekeeping plan for store

3.

Monitor housekeeping activities in store

Competent ☐

Not Yet Competent ☐

Assessment Task 2

Description of assessment task 2

Perform following as per instruction given by assessor:

- ✓ Maintain store facilities
- ✓ Coordinate with contractors
- ✓ Manage utilities
- ✓ Comply with govt. rules & regulations
- ✓ Manage External affairs

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1.

Perform remedial actions for removal of issues in store facilities

2.

Report out of order store facilities

3.

Prepare contingency plan for event of maintenance problem

4.

Resolve issues with contractors

5.

Perform electricity load management of store

6.

Launch utilities complains to respective utility provider

7.

Follow identified govt. rules & regulations for store

8.

Consult with management about the situation

9.

Make incident report

Competent ☐

Not Yet Competent ☐

Annexure A

A retail store management is identifying the issues regarding the store's administrative activities. First they listed the store facilities they have which are 10 passages, 2 wash rooms, 5 cash counters, 500 shelves, 25 gondolas, 20 tee stands, 10 rain fall stands, 300 tube lights, 25 ACs, 3 offices, reception area, return/exchange counter, 12 deep freezers, 10 refrigerators, glass walls and glass doors. It has 8 janitorial staff.

The management is trying to make a plan to cut down the expenses as much as it is possible. As the utilities expense are effecting a lot on the profit margin but the management cannot decrease the equipment from the store. So to manage the usage of electricity the management decided to use the electricity according to the footfall of customers at the store. To manage the electricity load they made the following schedule according to their observation.

- 20% Footfall comes at 11:00 am to 1:00 pm
- 10% Footfall comes at 01:00 pm to 3:00 pm
- 05% Footfall comes at 3:00 pm to 5:00 pm
- 25% Footfall comes at 5:00 pm to 7:00 pm
- 40% Footfall comes at 7:00 pm to 11:00 pm

Assessment Evidence Guide

for

“Maintain Store Safety”

Level-4



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification: National Vocational Certificate level 4, in Retail Operations Management (Assistant Operational Manager)	CS Code:	Level: 4	Version: 1
Competency Standard Title: Maintain store safety	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: Perform a role play as per the given scenario in Annexure A with the instructions provided by assessor. And complete: Knowledge assessment test (Written or Oral) 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: Provide information on identified hazards and risk control procedures regularly to team members. Performance Criteria 2: Communicate outcomes of issues raised on occupational health and safety matters to team members Performance Criteria 3: Solve issues are raised according to store policy. Performance Criteria 4: Deal with hazardous events according to store policies. Performance Criteria 5: Investigate unsafe or hazardous events to identify cause and inadequacies in risk control measures Performance Criteria 6: Implement risk control measures to prevent re-occurrence and minimize risks of unsafe and hazardous events and monitored according to store policy. Maintain equipment as per occupational health and safety regulations & polices. Performance Criteria 7: Record occupational injury and disease as per store policy. Performance Criteria 8: Report event and its causes to management

Continued on following page

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 a role play as per the given scenario in annexure A with the instructions provided by assessor.

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1.

Provide information on identified hazards and risk control procedures regularly to team members.

2.

Communicate outcomes of issues raised on occupational health and safety matters to team members

3.

Solve issues are raised according to store policy.

4.

Deal with hazardous events according to store policies.

5.

Investigate unsafe or hazardous events to identify cause and inadequacies in risk control measures

6.

Implement risk control measures to prevent re-occurrence and minimize risks of unsafe and hazardous events and monitored according to store policy. Maintain equipment as per occupational health and safety regulations & polices.

7.

Record occupational injury and disease as per store policy.

8.

Report event and its causes to management

Competent ☐

Not Yet Competent ☐

Annexure A

A reputable retail store which is very conscious about their customer satisfaction along with their health and safety. A new manager is appointed to manage all safety precautions of the retail store as there were some incidents happened before.

Incidents Scenario:

- There is a wet floor of retail store, due to which a customer slipped down and seriously got injured.

OR

- A customer damaged the shelf of perfumes by his shopping trolley.

OR

- As a store staff was stocking the products on high level of shelf by fork lift a customer got hurt by fork lift due to unavailability of safety sign.

ABC STORE

INCIDENT REPORT

Record No.F/ADM/15

Rev.no.

Rev. date:

1. EMPLOYEE INFORMATION

Name:

Employee ID:

Designation:

Department:

Location:

Date of Joining:

Date of Birth:

Gender:

☐ Male

☐ Female

Immediate Supervisor / Incharge :

2. INCIDENT INFORMATION

Date of Incident:

Time of Incident:

Date Reported:

Time Reported:

Who Reported the Accident :

Incident Type:

☐ Theft

☐ Damage

I. Description of incident (extra sheet can be attached if required)

IV. Preventive Action Taken:

Assessment Evidence Guide

for

“Maintain Store Security”

Level-4



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate			
Title of Qualification: National Vocational Certificate level 4, in Retail Operations Management (Assistant Operational Manager)	CS Code:	Level: 4	Version: 1
Competency Standard Title: Maintain store security	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: Perform a role play as a security in charge of retail store as per assessor's instructions and given scenario in annexure A And complete: Knowledge assessment test (Written or Oral) 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: Apply store security systems and procedures as per store policy. Performance Criteria 2: Monitor suspect behaviour by customers and deal it as per store policy. Performance Criteria 3: Deal internal and external theft as per store policy. Performance Criteria 4: Store products and equipment in a secure manner. Performance Criteria 5: Perform appropriate action to minimise theft by applying store procedures. Performance Criteria 6: Maintain surveillance of merchandise as per store policy. Performance Criteria 7: Check suspected customer as per store policy. Performance Criteria 8: Maintain security of stock, cash and equipment in regard to customers, staff and outside contractors as per store policy. Performance Criteria 9: Deal with suspected or potential thieves as per store policy and procedures. Performance Criteria 10: Monitor & review store security procedures. Performance Criteria 11: Execute procedures to minimize theft of easily stolen merchandise. Performance Criteria 12: Communicate team members and staff about store security policies and procedures.

Continued on following page

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 a role play as a manager of retail store as per assessor's instructions and given scenario in annexure A

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1.

Apply store security systems and procedures as per store policy.

2.

Monitor suspect behavior by customers and deal it as per store policy.

3.

Deal internal and external theft as per store policy.

4.

Store products and equipment in a secure manner.

5.

Perform appropriate action to minimise theft by applying store procedures.

6.

Maintain surveillance of merchandise as per store policy.

7.

Check suspected customer as per store policy.

8.

Maintain security of stock, cash and equipment in regard to customers, staff and outside contractors as per store policy.

9.

Deal with suspected or potential thieves as per store policy and procedures.

10

Monitor & review store security procedures.

11

Execute procedures to minimize theft of easily stolen merchandise.

12

Communicate team members and staff about store security policies and procedures.

Competent ☐

Not Yet Competent ☐

Annexure A

You are working in a retail store as store security in-charge, retail store has annual sales and there is huge no. of customers in your store. When there are lot of customers there are highest chances of shop lifting. There are group 3 ladies in your store roaming around. They are little confused or nervous and not maintaining eye contact with staff. One of them is carrying over size bag. You have suspected them on shop lifting. Now investigate.

ABC STORE	INCIDENT REPORT	Record No.F/ADM/15 Rev.no. Rev. date:
1. <u>EMPLOYEE INFORMATION</u>		
Name:	Employee ID:	
Designation:	Department:	
Location:	Date of Joining: Birth:	Date of
Gender: ☐ Male ☐ Female	Immediate Supervisor / Incharge :	
2. <u>INCIDENT INFORMATION</u>		
Date of Incident:	Time of Incident:	
Date Reported:	Time Reported:	
Who Reported the Accident:	Incident Type: ☐ Theft ☐ Damage	
I. Description of incident (extra sheet can be attached if required) _____ _____ _____		
IV. Preventive Action Taken: _____ _____		

Assessment Evidence Guide

for

“Perform Book Keeping”

Level-4



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification: National Vocational Certificate level 4, in Retail Operations Management (Assistant Operational Manager)	CS Code:	Level: 4	Version: 1
Competency Standard Title: Perform book keeping	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 prepare general journal as per details given in annexure A as per instructions given by assessor. Assessment Task 2: Candidate is required to prepare cashbook as per details given in annexure B as per instructions given by assessor. And complete: Knowledge assessment test (Written or Oral) 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: Record Debit Entries in general journal Performance Criteria 2: Record Credit Entries in general journal Performance Criteria 3: Record narration to entries
	Assessment Task 2 Performance Criteria 1: Record Cash Entries in cashbook Performance Criteria 2: Record Bank Entries in cashbook Performance Criteria 3: Record Expenses Entries in cashbook Performance Criteria 4: Reconcile balances of cashbook

Continued on following page

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

Prepare General Journal as per details given in annexure A

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Record Debit Entries in general journal

2. Record Credit Entries in general journal

3. Record narration to entries

Competent ☐

Not Yet Competent ☐

Assessment Task 2

Description of assessment task 2

Prepare Cashbook as per details given in annexure B

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Record Cash Entries in cashbook

2. Record Bank Entries in cashbook

3. Record Expenses Entries in cashbook

4. Reconcile balances of cashbook

Competent ☐

Not Yet Competent ☐

Annexure A

SENERIO: 1

You commenced business on 1st January, 2019 with a capital of Rs. 100,000 in cash. On the same date you opened the bank account in HBL and deposited Rs. 20,000. During the month of January 2019, the following transactions took place:

- 1st January Bought goods for cash 70,000
- 2nd January Sold goods to Steve Co. (Credit) 38,000
- 15th January Sold goods for cash 9,000
- 21 January Steve Co. paid by cheque 35,000
- 22nd January Stationery bill paid by cheque 2,000
- 22nd January Telephone bill by cash 500
- 31st January Paid rent by cash 2,000
- 31st January Paid salaries by cash 3,000
- 31st January Withdrew cash personal use 5,000

Required:

Make journal entries for the transactions

OR

SENERIO: 2

You have the following transactions in the month of April.

10th April: Commenced business with a capital of 100,000.

- 11th April: Purchased goods from Mr. Ali for 20,000.
- 13th April: Purchased Goods for Cash 15,000
- 20th April: Sold goods to Mr. Usman for 6,000
- 21st April: Sold goods to Mr. Bilal on credit for 17,000
- 22nd April: returned goods to Mr. Ali of 3,000
- 28th April: Purchase computer from Dell of 25,000
- 30th April: brought furniture for proprietor's residence and paid cash 10,000

Required:

Make journal entries for the transactions

Annexure B

SENERIO: 1

On April 1, 2019, Hassan Sajjad Store's Cash Book showed debit balances of Cash Rs. 1,550 and Bank Rs. 13,575. During the month of April following business was transacted. You are required to prepare Cash Book?

April 2019

- 02 Purchased Office Type-Writer for Cash Rs. 750; Cash Sales Rs. 1,315.
- 07 Deposited Cash Rs. 500 to bank.
- 10 Received from A. Hussain a check for Rs. 2,550 in part payment of his account (not deposited).
- 16 Paid by check for merchandise purchased worth Rs. 1,005.
- 20 Deposited into Bank the check received from A. Hussain.
- 22 Received from customer a check for Rs. 775 in full settlement of his accounts (not deposited).
- 24 Sold merchandise to sweet Bros. for Rs 1,500 who paid by check which was deposited into bank.
- 26 Paid creditor a Salman Rs. 915 by check.
- 28 Deposited into Bank the check of customer of worth Rs. 775 was dated 22nd April.

OR

SENERIO: 2

From the following particulars make cash book of Ghulam Fatima Trading Co. for the month of November, 2016:

- 1. Cash balance (Cr) Rs. 2,000; Bank balance Rs. 40,000.
- 4. Cash sales Rs. 3,700; Credit sales Rs. 1,800 would be received at near future.
- 6. Paid Ahmed & Bros. by cash Rs. 500; Received cash by debtors Rs. 1,800.
- 12. Paid to vendor by means of check worth Rs. 2,700.
- 13. Paid Utility bills in cash Rs. 250; Bought goods by check Rs. 750.
- 19. Drew from Bank for office use Rs. 160; Personal withdrawal of cash Rs. 1,000.
- 20. Received a check from Hamid Rs. 2,700 and deposited into the bank.
- 21. Received by check from Munir Rs. 1,360; Discount Rs. 140 (not deposited).
- 25. Cash sales Rs. 2,100; Paid wages by bank Rs. 1,500.
- 28. Deposited Munir's check into bank.
- 29. Payment by check to Anees for Rs. 175; Discount received Rs. 25.
- 30. Munir's check has been dishonored and return by bank.

Assessment Evidence Guide
for
“Monitor in Store Display”
Level-4



**National Vocational & Technical
Training Commission**

Title of Qualification: National Vocational Certificate level 4, in Retail Operations Management (Assistant Operational Manager)	CS Code:	Level: 4	Version: 1
Competency Standard Title: Monitor in store display	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 interpret visual merchandising plan as per instruction given by assessors Assessment Task 2: Candidate is required to perform following as per instruction given by assessors: ✓ Monitor display requirements ✓ Maintain displays to organization requirements and plan ✓ Contribute to the visual merchandising standards of the organisation And complete: Knowledge assessment test (Written or Oral) 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 design requirements of visual merchandising plan Performance Criteria 2: Arrange resources required to implement visual merchandising plan. Performance Criteria 3: Identify factors that may impact on visual merchandising plan Assessment Task 2: Performance Criteria 1: Identify In damage or changes to the display. Performance Criteria 2: Rectify any changes to the display. Performance Criteria 3: Maintain clean & tidy displays. Performance Criteria 4: Make additions or changes to displays adhere to the visual merchandising plan. Performance Criteria 5: Maintain organization's requirements for visual merchandising Performance Criteria 6: Interpret visual merchandising standards of the organization. Performance Criteria 7: Identify opportunities for improving visual merchandising standards. Performance Criteria 8: Make contributions to the visual merchandising standards

Continued on following page

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 1I Interpret visual merchandising plan as per instruction given by assessors		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Identify design requirements of visual merchandising plan			
2.	Arrange resources required to implement visual merchandising plan.			
3.	Identify factors that may impact on visual merchandising plan			
Competent ☐		Not Yet Competent ☐		

Each Assessment Task (with performance criteria)				
Assessment Task 2		Description of assessment task 2 Perform following as per instruction given by assessors: ✓ Monitor display requirements ✓ Maintain displays to organization requirements and plan ✓ Contribute to the visual merchandising standards of the organisation		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Identify In damage or changes to the display.			
2.	Rectify any changes to the display.			
3.	Maintain clean & tidy displays.			
4.	Make additions or changes to displays adhere to the visual merchandising plan.			
5.	Maintain organization's requirements for visual merchandising			
6.	Interpret visual merchandising standards of the organization.			
7.	Identify opportunities for improving visual merchandising standards.			
8.	Make contributions to the visual merchandising standards			
Competent ☐		Not Yet Competent ☐		