

Assessment Evidence Guide
for
“Manage Staff”
Level-5



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate			
Title of Qualification: Diploma in Retail Operations Management (Floor In charge/ Operational Manager)	CS Code:	Level: 5	Version: 1
Competency Standard Title: Manage staff	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 3 hours (for practical demonstration & assessment): 1. Assessment Task 1: Candidate is required to perform following as per instruction given by assessor: ✓ Maintain duty roster ✓ Allocate duties to staff ✓ Monitor staff ✓ Resolve staff conflict ✓ Comply with store values ✓ Handle harassment issues ✓ Perform time management ✓ Align staff with store KPIs ✓ Prepare staff succession plan And complete: 2. Knowledge assessment test (Written or Oral) 3. 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: Plan duty roster of staff as per store policies Performance Criteria 2: Assign proper duty as per expertise Performance Criteria 3: Monitor staff performance as per store policies Performance Criteria 4: Prepare staff conflict report Performance Criteria 5: Conduct employee assessment on company values Performance Criteria 6: Resolve harassment issues as per store policies Performance Criteria 7: Create check list of routine tasks Performance Criteria 8: Communicate the KPIs to the staff Performance Criteria 9: Identify future staff requirement Performance Criteria 10: Prepare pool staff

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 following as per instruction given by assessor: ✓ Maintain duty roster ✓ Allocate duties to staff ✓ Monitor staff ✓ Resolve staff conflict ✓ Comply with store values ✓ Handle harassment issues ✓ Perform time management ✓ Align staff with store KPIs ✓ Prepare staff succession plan		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Plan duty roster of staff as per store policies			
2.	Assign proper duty as per expertise			
3.	Monitor staff performance as store policies			
4.	Prepare staff conflict report			
5.	Conduct employee assessment on company values			
6.	Resolve harassment issues as per store policies			
7.	Create check list of routine tasks			
8.	Communicate the KPIs to the staff			
9.	Identify future staff requirement			
10.	Prepare pool staff			
Competent ☐		Not Yet Competent ☐		

Assessment Evidence Guide

for

“Provide Training to Staff”

Level-5



National Vocational & Technical
Training Commission



Instruction Sheet for the Candidate			
Title of Qualification: Diploma in Retail Operations Management (Floor In charge/ Operational Manager)	CS Code:	Level: 5	Version: 1
Competency Standard Title: Provide training to staff	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 perform training need analysis on scenario given in Annexure A as per assessor's instructions Assessment Task 2: Candidate is required to perform following as per instruction given by assessor: ✓ Perform morning meetings/refreshers ✓ Arrange staff training ✓ Provide training on store policies ✓ Provide product knowledge trainings 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 staff competences needs Performance Criteria 2: Identify trainable competence Performance Criteria 3: Prepare gap analysis report Assessment Task 2: Performance Criteria 1: Use learning tools & methods for morning meeting/ refreshers Performance Criteria 2: Check the staff availability for training Performance Criteria 3: Schedule the training as per HR plan Performance Criteria 4: Document training programs and their result Performance Criteria 5: Prepare refresher trainings store polices Performance Criteria 6: Assess the staff 's capability on products Performance Criteria 7: Develop training course for products/categories Performance Criteria 8: Conduct training as per developed trainings

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 training need analysis on scenario given in Annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Identify staff competences needs			
2	Identify trainable and non-trainable competence			
3	Prepare gap analysis report			
Competent ☐		Not Yet Competent ☐		

Assessment Task 2		Description of assessment task 2		
		Perform following as per instruction given by assessor: ✓ Perform morning meetings/refreshers ✓ Arrange staff training ✓ Provide training on store policies ✓ Provide product knowledge trainings		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Use learning tools & methods for morning meeting/ refresher			
2.	Check the staff availability for training			
3.	Schedule the training as per HR plan			
4.	Document training programs and their result			
5.	Prepare refresher trainings store policies			
6.	Assess the staff 's capability on products			
7.	Develop training course for products/categories			
8.	Conduct training as per developed trainings			
Competent ☐		Not Yet Competent ☐		

Annexure A

Employee A is a very good team player, one thing is that he never comes on time. His dressing is not according to the store policy. But have great communication skills and his attitude towards colleagues is not really good.

Employee "B" comes on time and needs little improvement in communication skills. He always think negative about others.

Employee "C" do not like to work in a team, he always wants to come alone, not good with the communication skills. He always comes on time.

Employee "D" never cuts his nails and his product knowledge is really good.

Employee "E" is very good with other employees and average in communication.

Employee "F" always wear neat and clean clothes he sometime comes late.

Employee "G" is not good with the product information and he always want to work with others.

Employee "H" sometimes want to work alone and sometimes he wants to work in a team.

Employee "I" does not wear good clothes and his product knowledge is really good.

Employee "J" is a good team player. He should work on his communication skills and personal hygiene.

Employee "K" do not wear neat and clean clothes He never cuts nails on time. His communication skill is good and very good with product knowledge.

Employee "M" always think positive, always ready to help others but he never comes on time.

Store is planning to conduct these trainings as per the employee needs.

Store Manger wants to plan the trainings as per below chart:

Competency	No. of Employee
Teamwork	2
Grooming Skills	3
Product Knowledge	5
Communication Skills	1
Decision Making	3
Attitude	7
Punctuality	6

January Training Calendar

Day: Monday	Day: Tuesday	Day: Wednesday	Day: Thursday	Day: Friday	Day: Saturday
Date: 2 Jan	Date: 3 Jan	Date: 4 Jan	Date: 5 Jan	Date: 6 Jan	Date: 7 Jan
Day: Monday	Day: Tuesday	Day: Wednesday	Day: Thursday	Day: Friday	Day: Saturday
Date: 9 Jan	Date: 10 Jan	Date: 11 Jan	Date: 12 Jan	Date: 13 Jan	Date: 14 Jan
Day: Monday	Day: Tuesday	Day: Wednesday	Day: Thursday	Day: Friday	Day: Saturday
Date: 16 Jan	Date: 17 Jan	Date: 18 Jan	Date: 19 Jan	Date: 20 Jan	Date: 21 Jan
Day: Monday	Day: Tuesday	Day: Wednesday	Day: Thursday	Day: Friday	Day: Saturday
Date: 23 Jan	Date: 24 Jan	Date: 25 Jan	Date: 26 Jan	Date: 27 Jan	Date: 28 Jan

S.No	Employee ID	Name	Competency	
			Trainable	Non Trainable
1	90123	A		
2	90545	B		
3	90674	C		
4	90376	D		
5	90110	E		
6	90766	F		
7	90443	G		
8	90023	H		
9	90812	I		
10	90234	J		
11	90909	K		
12	90023	M		

Annexure A

S.No	Employee ID	Name	Competency				
			Teamwork	Grooming Skills	Product Knowledge	Communication Skills	Decision Making
1	90123	A					
2	90545	B					
3	90674	C					
4	90376	D					
5	90110	E					
6	90766	F					
7	90443	G					
8	90023	H					
9	90812	I					
10	90234	J					
11	90909	K					
12	90023	M					

Assessment Evidence Guide

for

“Manage Business Partner Relationship”

Level-5



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification: Diploma in Retail Operations Management (Floor In charge/ Operational Manager)	CS Code:	Level: 5	Version: 1
Competency Standard Title: Manage business partner relationship	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 to maintain business partnership and coordinate with business partners as per the instruction by the assessor. Given 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: Communicate partner about customer feedback on their products Performance Criteria 2: Communicate business partner about upcoming shopper marketing program Performance Criteria 3: Communicate area of improvement to partner Performance Criteria 4: Communicate mutual benefits to partners

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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

Perform a role play to maintain business partnership and coordinate with business partners as per the instruction by the assessor.

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Communicate partner about customer feedback on their products

2. Communicate business partner about upcoming shopper marketing program

3. Communicate area of improvement to partner

4. Communicate mutual benefits to partners

Competent ☐

Not Yet Competent ☐

Annexure A

You are working in a store and taking care of relations with your vendors/business partners. There is one business partner who's items are fast moving and highly profitable but from last few days, there are complains coming about packaging malfunction from clients and store staff. As store is in his last quarter, there is a shopper marketing plan developed to increase the sales. Management has asked you to crake a good deal for shopper marketing program from business partner.

Assessment Evidence Guide

for

“Manage Shopper’s Marketing Activities”

Level-5



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification: Diploma in Retail Operations Management (Floor In charge/ Operational Manager)	CS Code:	Level: 5	Version: 1
Competency Standard Title: Manage shopper marketing 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: Prepare shopper marketing activities as per 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: Use innovative ideas for customer attraction or shopper marketing programs Performance Criteria 2: Establish outcomes of shopper marketing activities Performance Criteria 3: Prepare shopper marketing activities for customers engagement

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 shopper marketing activities as per given scenario in annexure A

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1.

Use innovative ideas for customer attraction or shopper marketing programs

2.

Establish outcomes of shopper marketing activities

3.

Prepare shopper marketing activities for customers engagement

Competent ☐

Not Yet Competent ☐

Annexure A

You are a store Manager in a retail store. The store has 7 categories items (beauty, perfumes, fabric, electronics, crockery, sports, and grocery). The last annual sale of retail store is 20 million. This year, retail store has an average sale of 1 million per month. Average footfall is 5000 per day. The store has completed 3 quarters with 9 million, Store need to achieve 11 million in the last quarter (October, November and December)

Upcoming seasons are wedding, white Friday and world cup schedule. You are fully supported by higher management to plan shopper's marketing activities.

The given marketing budget is 1 million.

Assessment Evidence Guide

for

“Create Display for Small Organization”

Level-5



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification: Diploma in Retail Operations Management (Floor In charge/ Operational Manager)	CS Code:	Level: 5	Version: 1
Competency Standard Title: Create display for small organization	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 time (for practical demonstration & assessment): Assessment Task 1: Candidate is required to create a display plan on given floor plan as per instruction given by assessor in annexure A. 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: Identify target market for the display. Performance Criteria 2: Identify products display. Performance Criteria 3: Identify store requirements Performance Criteria 4: Use creative thinking techniques for display ideas Performance Criteria 5: Create display plan in detail according to develop ideas

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

Create a display plan on given floor plan as per instruction given by assessor.

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Identify target market for the display.

2. Identify products display.

3. Identify store requirements

4. Use creative thinking techniques for display ideas

5. Create display plan in detail according to develop ideas

Competent ☐

Not Yet Competent ☐



Assessment Evidence Guide

for

“Buy Store Merchandise”

Level-5



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate			
Title of Qualification: Diploma in Retail Operations Management (Floor In charge/ Operational Manager)		CS Code:	Level: 5
		Version: 1	
Competency Standard Title: Buy store merchandise		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 time (for practical demonstration & assessment): 1. Assessment Task 1: Candidate is required to perform following as per instructions given by assessor: ✓ Analyse market ✓ Plan product range ✓ Establish supplier relations ✓ Monitor quality control ✓ Introduce product range ✓ Maximize profit ✓ Rationalize stock And complete: 2. Knowledge assessment test (Written or Oral) 3. 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 and analyse store marketing policies. Performance Criteria 2: Monitor customer requirements in order to evaluate market trends and customer needs. Performance Criteria 3: Research new products and services. Performance Criteria 4: Identify opportunities to improve sales. Performance Criteria 5: Evaluate and set stock range and sources of supply according to management, staff and customer feedback Performance Criteria 6: Prepare suppliers performance matrix. Performance Criteria 7: Record stock return figures against target figure Performance Criteria 8: Communicate relevant staff about new product ranges and advised on preferred location of merchandise. Performance Criteria 9: Set store pricing policies according to store merchandising plan and consumer law. Performance Criteria 10: Review stock range at regular intervals.

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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

Perform following as per instructions given by assessor:

- ✓ Analyse market
- ✓ Plan product range
- ✓ Establish supplier relations
- ✓ Monitor quality control
- ✓ Introduce product range
- ✓ Maximize profit
- ✓ Rationalize stock

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Identify and analyse store marketing policies.

2. Monitor customer requirements in order to evaluate market trends and customer needs.

3. Research new products and services.

4. Identify opportunities to improve sales.

5. Evaluate and set stock range and sources of supply according to management, staff and customer feedback

6. Prepare suppliers performance matrix.

7. Record stock return figures against target figure

8. Communicate relevant staff about new product ranges and advised on preferred location of merchandise.

9. Set store pricing policies according to store merchandising plan and consumer law.

10. Review stock range at regular intervals.

Competent ☐

Not Yet Competent ☐

Assessment Evidence Guide

for

“Develop Team and Individuals”

Level-5



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification: Diploma in Retail Operations Management (Floor In charge/ Operational Manager)	CS Code:	Level: 5	Version: 1
Competency Standard Title: Develop team and individuals	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 perform following as per instruction given by assessor: ✓ Develop team commitment and cooperation ✓ Plan learning and development in the team ✓ Select suitable learning method ✓ Facilitate accomplishment of organizational goals Assessment Task 2: candidate is required to monitor and evaluate learning scenario given 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 (if any)
Minimum Evidence Required	During a practical assessment, under observation by an assessor, you will complete: Assessment Task 1 Performance Criteria 1: Make decisions about team in accordance with its agreed roles and responsibilities. Performance Criteria 2: Identify learning and development needs in line with organizational requirements based on feedback on performance and self-evaluation. Performance Criteria 3: Develop & implement learning plan to meet individual and group training and developmental needs collaboratively Performance Criteria 4: Identify learning and development programme goals and objectives to match the specific knowledge and skills requirements of competency standards. Performance Criteria 5: Select delivery methods for learner for the learning goals, the learning style of participants and availability of equipment and resources. Performance Criteria 6: Participate with team members actively in team activities and communication processes. Performance Criteria 7: Develop team members & individual responsibility for their actions. Performance Criteria 8: Make collaborative efforts to attain organizational goals.

	Assessment Task 2 Performance Criteria 1: Get feedback from individuals or teams is used to identify and implement improvements in future learning arrangements. Performance Criteria 2: Assess performance of individuals/teams and recorded to determine the effectiveness of development programmes and the extent of additional support. Performance Criteria 3: Modify learning plans to improve the efficiency and effectiveness of learning. Performance Criteria 4: Records and reports of competency are maintained within organizational requirement.
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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 following as per instruction given by assessor:

- ✓ Develop team commitment and cooperation
- ✓ Plan learning and development in the team
- ✓ Select suitable learning method
- ✓ Facilitate accomplishment of organizational goals

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Make decisions about team in accordance with its agreed roles and responsibilities.

2. Identify learning and development needs in line with organizational requirements based on feedback on performance and self-evaluation.

3. Develop & implement learning plan to meet individual and group training and developmental needs collaboratively

4. Identify learning and development programme goals and objectives to match the specific knowledge and skills requirements of competency standards.

5. Select delivery methods for learner for the learning goals, the learning style of participants and availability of equipment and resources.

6. Participate with team members actively in team activities and communication processes.

7. Develop team members & individual responsibility for their actions.

8. Make collaborative efforts to attain organizational goals

Competent ☐

Not Yet Competent ☐

Assessment Task 2		Description of assessment task 2 Monitor and evaluate learning scenario given in annexure A as per instruction given by assessor.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Get feedback from individuals or teams is used to identify and implement improvements in future learning arrangements.			
2.	Assess performance of individuals/teams and recorded to determine the effectiveness of development programme and the extent of additional support.			
3.	Modify learning plans to improve the efficiency and effectiveness of learning.			
4.	Records and reports of competency are maintained within organizational requirement.			
Competent ☐		Not Yet Competent ☐		

Annexure A

Assessment Scenario:

Employee “A” and “B” are not working properly and they need some guidance or one on one session so that they can work within the team.

Employee “C” is not into the learning and he likes to watch videos He never sits and listen the lecture.

Employee “D” is motivated employee and always ready to learn new skills.

Employee “E” do not like to stay at one place and listen to the audio but he loves cricket and outdoor activities.

Employee “F” actively attends training and wants to learn new things.

Employee “G” attitude towards work is negative and he is spreading negative image of the company.

Employee “H” is weak in teamwork and wants to explore new things.

You have to conduct the training and you have following things, how will rank the things? which things you need first for the training and which thing you do not need for the training arrangement?

Following are the resources:

Resources
Torch
Colored Note Books
Phone Charger
Training Feedback Forms
Bangles
Balls
Multi Media
Tissue Box
USB
Markers
Sound System
A 4 Size Papers
Laptop Bag
Employee Files
Software CD

Training Methods

Classroom Trainings / Outdoor Trainings / Counselling / Video Based Trainings

Employee A
Employee B
Employee C
Employee D
Employee E
Employee F
Employee G
Employee H

Resources	Rank
Torch	
Coloured Note Books	
Phone Charger	
Training Feedback Forms	
Bangles	
Balls	
Multi Media	
Tissue Box	
USB	
Markers	
Sound System	
A 4 Size Papers	
Laptop Bag	
Employee Files	
Software CD	

(Session-) - (Date)						
Sr	Name	Pre Quiz	%	Post Quiz	%	Improvement %
1	A	5		6		
2	B	6		7		
3	C	2		6		
4	D	3		5		
5	E	4		6		
6	F	5		8		
7	G	6		7		
8	H	7		8		
9	I	7		8		
10	J	8		9		
11	K	2		5		
12	L	9		9		
13	M	8		9		
14	N	8		9		
15	O	8		9		
		Pre Quiz %		Post Quiz %		

TRAINING FEEDBACK FORM

TRAINING NAME:

TRAINER`S NAME:

Questions	p1	p2	p3	p4	p5	p6	p7	p8	p9	p10	Average	Total
1	5	3	5	5	5	0	5	5	5	5		
2	4	5	5	4	5	5	5	4	5	5		
3	5	4	5	5	5	5	4	5	5	5		
4	5	3	5	4	5	4	5	5	5	5		
5	5	5	4	5	5	5	5	4	5	5		
6	4	4	4	4	5	4	5	5	5	5		
7	4	4	3	4	5	4	5	5	5	5		
8	5	5	5	5	5	4	5	5	5	1		
9	4	3	3	5	1	4	5	5	5	5		
10	5	5	5	4	5	4	5	5	5	5		
11	3	4	4	5	5	4	5	5	5	5		
12	4	3	5	4	5	4	5	5	5	5		
13	5	5	5	4	5	5	5	5	5	5		
14	4	4	4	5	5	4	5	1	5	5		
15	3	3	4	5	0	4	5	0	5	5		
16	5	3	5	5	0	5	5	0	5	5		

Assessment Evidence Guide

for

“Manage Finance”

Level-5



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification: Diploma in Retail Operations Management (Floor In charge/ Operational Manager)	CS Code:	Level: 5	Version: 1
Competency Standard Title: Manage Finance	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 task within given time (for practical demonstration & assessment): Assessment Task 1: Candidate is required to prepare Ledger Accounts as per details given in annexure A as per instructions given by assessor. Assessment Task 2: Candidate is required to prepare Income Statement as per details given in annexure B as per instructions given by assessor. Assessment Task 3: Candidate is required to prepare Balance Sheet as per details given in annexure B as per instructions given by assessor. Assessment Task 4: Candidate is required to prepare cashflows statement 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: Prepare Expenses T accounts Performance Criteria 2: Prepare Sales T accounts Performance Criteria 3: Prepare Accounts Receivable T accounts Performance Criteria 4: Prepare Accounts Payable T accounts Performance Criteria 5: Prepare others T accounts Assessment Task 2: Performance Criteria 1: Identify income statement account heads Performance Criteria 2: Record Total Sales in income statement Performance Criteria 3: Record Total Expenses in income statement Performance Criteria 4: Record Taxes in income statement Performance Criteria 5: Perform calculations for income statement Assessment Task 3: Performance Criteria 1: Identify balance sheet account heads Performance Criteria 2: Record assets in balance sheet Performance Criteria 3: Record liabilities in balance sheet Performance Criteria 4: Record capital in balance sheet Performance Criteria 5: Perform calculations for balance sheet Performance Criteria 6: Balance both side of balance sheet.

	Assessment Task 4: Performance Criteria 1: Identify inflows Performance Criteria 2: Identify outflows Performance Criteria 3: Record inflows Performance Criteria 4: Record outflows
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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 Ledger Accounts as per details given in annexure A as per instructions given by assessor.

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Prepare Expenses T accounts

2. Prepare Sales T accounts

3. Prepare Accounts Receivable T accounts

4. Prepare Accounts Payable T accounts

5. Prepare others T accounts

Competent ☐

Not Yet Competent ☐

Assessment Task 2

Description of assessment task 2

Prepare Income Statement as per details given in annexure B

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Identify income statement account heads

2. Record Total Sales in income statement

3. Record Total Expenses in income statement

4. Record Taxes in income statement

5. Perform calculations for income statement

Competent ☐

Not Yet Competent ☐

Assessment Task 3

Description of assessment task 3

Prepare Balance Sheet as per details given in annexure B

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Identify balance sheet account heads

2. Record assets in balance sheet

3. Record liabilities in balance sheet

4. Record capital in balance sheet

5. Perform calculations for balance sheet

6. Balance both side of balance sheet.

Competent ☐

Not Yet Competent ☐

Assessment Task 4		Description of assessment task 4 Prepare cashflows statement as per instructions given by assessor.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Identify inflows			
2.	Identify outflows			
3.	Record inflows			
4.	Record outflows			
Competent ☐		Not Yet Competent ☐		

Annexure A

General Journal

Date		Account Title and Explanations	Ref	Amount (Rs.)	
				Debit	Credit
2011					
Jan	2	Cash Computer Owner's Equity_ Miss Abida Masood (Started business with cash and computer)		50,000 20,500	70,500
	4	Office Supplies Account Payable (Office Supplies purchase on credit)		4,000	4,000
	10	Cash Bank Loan (Bank loan obtained)		20,000	20,000
	12	Utility Bills Cash (Utility bill paid)		2,750	2,750
	15	Account Payable Cash (Paid partial account payable)		3,000	3,000
	24	Account Receivable_ Annies' Flowers Advertising services (Bill to customer for services earned)		18,300	18,300
	27	Cash Account Receivable_ Annies' Flowers (Received cash from customer billed previously)		5,500	5,500
	30	Drawing Cash (Withdrew of cash by owner)		6,000	6,000
		Total		Rs. 130,050	Rs. 130,050

Annexure B

The following balances are taken from the books of ABC company at the end of his first year trading on 31 December 2014.

	Debit	Credit
	PKR	PKR
Sales		40000
Purchases	18500	
Wages and salaries	5100	
Repairs and maintenance	1300	
Heating and lighting	900	
General expenses	1200	
Insurance	800	
Cash at bank	2200	
Cash in hand	1300	
Trade receivables	4100	
Trade payables		3400
Premises	30000	
Fixtures and fittings	10000	
Motor vehicle	8000	
Capital at 1 January 2014		52000
Drawings	12000	
	<u>95400</u>	<u>95400</u>

The following additional information is available:

Inventory at 31 December 2014 was valued at \$4500.

Assessment Evidence Guide

for

“Plan and Organize work”

Level-5



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate			
Title of Qualification: Diploma in Retail Operations Management (Floor In charge/ Operational Manager)	CS Code:	Level: 5	Version: 1
Competency Standard Title: Plan and organize work	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 plan/schedule of work activities as per scenario given in Annexure A. 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 work objectives. Performance Criteria 2: Determine work activities Performance Criteria 3: Establish work activity priorities Performance Criteria 4: Allocate resource implications of the work activities Performance Criteria 5: Conduct work within established workplace policies and the business goals of the workplace Performance Criteria 6: Schedule work tasks. Performance Criteria 7: Review work plans, strategies and implementation based on relevant and current information. Performance Criteria 8: Prepare & Implement feedback mechanisms in line with organization policies.

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 plan/schedule of work activates as per scenario given in Annexure A		
During the practical assessment, candidate demonstrated the following:	Yes	No	Remarks
1. Identify work objectives.			
2. Determine work activities			
3. Establish work activity priorities			
4. Allocate resource implications of the work activities			
5. Conduct work within established workplace policies and the business goals of the workplace			
6. Schedule work tasks.			
7. Review work plans, strategies and implementation based on relevant and current information.			
8. Prepare & Implement feedback mechanisms in line with organization policies.			
Competent ☐		Not Yet Competent ☐	

Annexure A

You are the store manager of retail store which has 16 departments.

14th August Celebrations are coming up and we are planning 5 days Sale, we need to order the stock of 7 Bcute Foundations which are short, 10 fair & lovely BB Creams, 3 pieces suit of baby boys, 6 bowl sets.

You have to decorate the store with 5 flags, 100 balloons, 400 ribbons.

Set the work activity priority and schedule the store plan according to the store requirement. Need to plan the housekeeping.

Check the maintenance of lights and ACs. Check 16 departments and all departments should be neat and clean.

Also check the sound system and prepare the play list of the songs for an 14th August Celebrations.

7 resources are short in the store and we have 05 days to complete all the tasks. Also share that these are individual tasks or teamwork.

Also mention what resources are needed for this task. We have three floors in a store, 1 washroom on each floor. We also have three water dispensers. Almost 8 bottles consume in 1 day. Order water bottles for 5 days activity.

You have all the support from the back-end management. You do not need any approval for this activity.

Format

S.no	Work activity priorities	Own/team responsibilities	Resources	Time	Day
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

Assessment Evidence Guide

for

“Deliver Operational Excellence”

Level-5



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification: Diploma in Retail Operations Management (Floor In charge/ Operational Manager)	CS Code:	Level: 5	Version: 1
Competency Standard Title: Deliver Operational 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 identify near loss & lost items as per scenario given in Annexure A as per instruction given by assessor Assessment Task 2: Candidate is required to prepare a store operation plan as per scenario in Annexure A as per instruction given by assessor Assessment Task 3: Candidate is required to perform followings as per instruction given by assessor: ✓ Align Business Partners for floor upgradation ✓ Maintain Store Ambiance ✓ Monitor Operations of promotions & events ✓ Carryout Continuous Improvement activities ✓ Monitor sales conversion ratio 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 lost items of store Performance Criteria 2: Identify pilferage of store Performance Criteria 3: Prepare list of Near Loss & Lost Items of stores Performance Criteria 4: Off Shelf Expired Products from Shelves Performance Criteria 5: Prepare promotion or Mark down for near expiring products/Out dated Products Performance Criteria 6: Dispose Expired products as per SOP of stores Assessment Task 2: Performance Criteria 1: Identify stores' peak & off-peak times/hours Performance Criteria 2: Identify potential products (fast moving & slow moving) of store Performance Criteria 3: Identify potential promotion for store Performance Criteria 4: Prepare store operation plan

	Assessment Task 3: Performance Criteria 1: Communicate suggestions for store improvement to management Performance Criteria 2: Facilitate business partner & management for floor upgradation. Performance Criteria 3: Execute upgradation in store Performance Criteria 4: Maintain shelves cleanliness of store Performance Criteria 5: Maintain fixtures of stores Performance Criteria 6: Maintain store environment Performance Criteria 7: Execute promotions as per given instruction Performance Criteria 8: Maintain promotions execution Performance Criteria 9: Conduct review meeting Performance Criteria 10: Prepare action plan for store improvement implementation Performance Criteria 11: Calculate store foot fall Performance Criteria 12: Calculate sale lost
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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

Identify near loss & lost items as per scenario given in Annexure A

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Identify lost items of store

2. Identify pilferage of store

3. Prepare list of Near Loss & Lost Items of stores

4. Off Shelf Expired Products from Shelves

5. Prepare promotion or Mark down for near expiring products/Out dated Products

6. Dispose Expired products as per SOP

Competent ☐

Not Yet Competent ☐

Assessment Task 2

Description of assessment task 2

Prepare a store operation plan as per scenario in Annexure A

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Identify stores' peak & off-peak times/hours

2. Identify potential products (fast moving & slow moving) of store

3. Identify potential promotion for store

4. Prepare store operational plan

Competent ☐

Not Yet Competent ☐

Assessment Task 3		Description of assessment task 3 Perform followings as per instruction given by assessor: ✓ Align Business Partners for floor upgradation ✓ Maintain Store Ambiance ✓ Monitor Operations of promotions & events ✓ Carryout Continuous Improvement activities ✓ Monitor sales conversion ratio		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Communicate suggestions for store improvement to management.			
2.	Facilitate business partner & management for floor upgradation.			
3.	Execute upgradation in store			
4.	Maintain shelves cleanliness of store			
5.	Maintain fixtures of stores			
6.	Maintain store environment			
7.	Execute promotions as per given instruction			
8.	Maintain promotions execution			
9.	Conduct review meeting			
10.	Prepare action plan for store improvement implementation			
11.	Calculate store foot fall			
12.	Calculate sale lost			
Competent ☐		Not Yet Competent ☐		

Annexure A

Owner of a retailer store is trying to identify the reasons of store's poor operational activities. In the end he figure out that the main reasons for poor operations are ignoring the near loss and lost items, and poor store ambiance.

After identifying the problems he made a strategy for his store's operational excellence. First he made some policies regarding the inventory management. The Product which has 1 year expiry date will be considered as near loss before 1 month of expiry date. Product which has 6 months expiry date will be considered as near loss before 15 days of expiry date. Product which has 1 month expiry date will be considered as near loss before 1 week of expiry date.

After setting these policies he setup his warehouse in the way for smooth run of operations. The products which have short expiry have different shelves. Active products (which are fast moving) have different shelves which are also near from the store's gate. Same as the products which are slow moving have different shelves and are at the corner of the warehouse.

He also work on the store ambiance as it is very important to maintain good store environment to attract the customers. He brought some new shelves and fixtures and place the product in a way so that it can be easily reachable for customers.

He also notice the peak hours of the store which are 20% Footfall come at 11:00 am to 1:00 pm, 10% Footfall come at 01:00 pm to 3:00 pm, 05% Footfall come at 3:00 pm to 5:00 pm, 25% Footfall come at 5:00 pm to 7:00 pm, and 40% Footfall come at 7:00 pm to 11:00 pm. With the help of these schedule he can prepare himself and store to cope up with the customer without any difficulty and time consumption.

Following are some more details about some products

S No	Items	Item Receiving Date	Current Date	Expiry Date	Purchase d Qty	Sold Qty	Dama ged Items	Stoc k in Han d
1	A	15-9-2019	24-9-2019	31-12-2019	1000	700	3	297
2	B	09/12/2019	24-9-2019	28-2-2020	5000	4800		200
3	C	15-9-2019	24-9-2019	31-10-2019	500	300	10	190
4	D	09/01/2019	24-9-2019	31-12-2020	2000	800		1200
5	E	15-9-2019	24-9-2019	03/01/2020	800	476		324
6	F	28-8-2019	24-9-2019	03/01/2020	600	304	7	289
7	G	15-9-2019	24-9-2019	31-10-2019	500	4		496
8	H	15-9-2019	24-9-2019	28-2-2020	4000	187		3813
9	I	15-9-2019	24-9-2019	09/01/2020	6500	267	8	6225
10	J	15-9-2019	24-9-2019	31-12-2020	15000	8000		7000
11	K	15-9-2019	24-9-2019	09/01/2020	8000	415		7585
12	L	15-9-2019	24-9-2019	09/01/2020	3000	190	8	2802
13	M	15-9-2019	24-9-2019	28-2-2020	750	0		750
14	N	09/01/2019	24-9-2019	31-10-2019	600	498	9	93
15	O	15-9-2019	24-9-2019	31-03-2020	1600	508		1092
16	P	09/01/2019	24-9-2019	31-12-2020	7500	3445		4055
17	Q	27-8-2019	24-9-2019	31-03-2020	675	412		263
18	R	15-9-2019	24-9-2019	28-2-2020	500	204		296
19	S	15-9-2019	24-9-2019	31-03-2020	850	304		546
20	T	15-9-2019	24-9-2019	31-03-2020	7500	6000	8	1492
21	U	09/01/2019	24-9-2019	31-12-2020	3000	1286		1714
22	V	27-8-2019	24-9-2019	31-03-2020	200	117		83
23	W	15-9-2019	24-9-2019	28-2-2020	500	209		291
24	X	15-9-2019	24-9-2019	31-03-2020	800	318	3	479
25	Y	27-8-2019	24-9-2019	31-03-2020	250	0		250
26	Z	15-9-2019	24-9-2019	31-12-2020	900	346		554

Assessment Evidence Guide

for

“Develop Business Opportunities”

Level-5



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate			
Title of Qualification: Diploma in Retail Operations Management (Floor In charge/ Operational Manager)	CS Code:	Level: 5	Version: 1
Competency Standard Title: Develop Business Opportunities	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 SWOT analysis report on scenario given in annexure A as per Assessment Task 2: Candidate is required to prepare PEST analysis report on scenario given in annexure A 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: Performance Criteria 1: Identify business strength & weakness Performance Criteria 2: Identify market opportunities and threads Performance Criteria 3: Prepare business continuity plan Performance Criteria 4: Provide suggestions for organizational strategies
	Assessment Task 2: Performance Criteria 1: Identify competitors pricing, promotions, and loyalty programs. Performance Criteria 2: Gather information from industry's newsletters. Performance Criteria 3: Identify future events & new launch Performance Criteria 4: Prepare market analysis report. Performance Criteria 5: Prepare market trend report. Performance Criteria 6: Prepare market comparison 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 SWOT analysis report on scenario given in annexure A

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Identify business strength & weakness

2. Identify market opportunities and threads

3. Prepare business continuity plan

4. Provide suggestions for organizational strategies

Competent ☐

Not Yet Competent ☐

Assessment Task 2

Description of assessment task 2

Prepare PEST analysis report on scenario given in annexure A

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1. Identify competitors pricing, promotions, and loyalty programs.

2. Gather information from industry's newsletters.

3. Identify future events & new launch

4. Prepare market analysis report.

5. Prepare market trend report.

6. Prepare market comparison report

Competent ☐

Not Yet Competent ☐

Annexure A

Sally's is a small, independent owned, high fashion ladies clothing shop located in Dolmen mall in Karachi. It is full-price, full-service store for fashion-forward shoppers. Sally's carries sportswear from popular designers, has a personal shopper for busy executives, and has an on-premises tailor. The store is updating its strategic plan as a mean of getting additional financing for an anticipated expansion.

Current Organizational Mission: A high fashion clothing retailer selling high quality and designer-label clothing and accessories in an attractive full-service store environment.

Current Ownership & Management Alternatives: Sole proprietor, independent store.

Current Goods/Services Category: Ladies coats, jackets, blouses, and suits from major designers, as well as a full line of fashion accessories (such as scarves, belts and hats)

Sally's have an excellent reputation for high-fashion clothing and accessories with in the community. The store owner have exclusive relationship with some well-known and some emerging designer. The store also have very good relation with the suppliers too. But the store operations are not that good. Inventory, sales, purchasing histories are recorded manually.

Sally's have some Italian and French designers as well but the delivery time of these designers are too long. As there is no other branch of Sally's and the store's small space limits assortment and depth. So that's very difficult for the staff to work in seasonal and peak time as there are tailors too in the store for alteration job and customer finds it difficult too for shopping peak hours.

Because the customer's complain about the store space Sally's is now thinking to expand its store and moreover for more customers comfort Sally's is going to open the website and starting its delivery services. To add value Sally's is deciding to hire another experienced tailor with the following to create a custom-made clothing department. The larger store allow Sally's to expand number of designers, as well as the product line carried.

There are rumors that Bloomingdale's, a fashion base department store, may soon locate a new store in dolmen mall on the same floor. This could effect relationship with suppliers, as well as customers. Bloomingdale's offer one stop shopping and has flexible return policy for unaltered merchandise with its labels intact.

Assessment Evidence Guide for “Manage Outlet/Store Sales Performance”

Level-5



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification: Diploma in Retail Operations Management (Floor In charge/ Operational Manager)	CS Code:	Level: 5	Version: 1
Competency Standard Title: Manage outlet/store sales performance	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 sale forecast for next year tenure according to assessor's instructions and data provided in annexure A Assessment Task 2: Candidate is required to set sale's staff targets by using annexure B and as per given instructions of assessor. Assessment Task 3: Candidate is required to perform followings as per given instructions of assessor: ✓ Maintain outlet/store sales performance ✓ Communicate sales performance to management ✓ Use control charts to monitor sales 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: Gather past sales data Performance Criteria 2: Gather past foot fall data Performance Criteria 3: Prepare list of upcoming seasons & occasions Performance Criteria 4: Make Sales Forecast according to past sales, customer footfall, and upcoming seasons & occasion Assessment Task 2 Performance Criteria 1: Identify individual sales potential of staff Performance Criteria 2: Communicate sales targets in units and amount Performance Criteria 3: Communicate incentives on sales targets Assessment Task3 Performance Criteria 1: Develop and implement weekly/monthly sales plans for achieving sales targets Performance Criteria 2: Use liquidation strategies for slow movers Performance Criteria 3: Monitor salesperson performances & their sales targets Performance Criteria 4: Prepare Sections' Sales report Performance Criteria 5: Present sales performance to management Performance Criteria 6: Present key areas to improve for better results Performance Criteria 7: Use Histogram for monitoring sales Performance Criteria 8: Use Pie Chart for monitoring sales Performance Criteria 9: Use upper control & lower control chart for monitoring sales Performance Criteria 10: Use X bar chart for monitoring sales

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 sale forecast for next year tenure according to assessor's instructions and data provided in annexure A

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1.

Gather past sales data

2.

Gather past foot fall data

3.

Prepare list of upcoming seasons & occasions

4.

Make Sales Forecast according to past sales, customer footfall, and upcoming seasons & occasion

Competent ☐

Not Yet Competent ☐

Assessment Task 2

Description of assessment task 2

Set sale's staff targets by using annexure B and as per given instructions of assessor.

During the practical assessment, candidate demonstrated the following:

Yes

No

Remarks

1.

Identify individual sales potential of staff

2.

Communicate sales targets in units and amount

3.

Communicate incentives on sales targets

Competent ☐

Not Yet Competent ☐

Assessment Task 3		Description of assessment task 3 Perform followings as per given instructions of assessor: ✓ Maintain outlet/store sales performance ✓ Communicate sales performance to management ✓ Use control charts to monitor sales		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Develop and implement weekly/monthly sales plans for achieving sales targets			
2.	Use liquidation strategies for slow movers			
3.	Monitor salesperson performances & their sales targets			
4.	Prepare Sections' Sales report			
5.	Present sales performance to management			
6.	Present key areas to improve for better results			
7.	Use Histogram for monitoring sales			
8.	Use Pie Chart for monitoring sales			
9.	Use upper control & lower control chart for monitoring sales			
10.	Use X bar chart for monitoring sales			
Competent ☐		Not Yet Competent ☐		

Annexure A

You are working in a cosmetic retail store as Store Manager. Being Store Manager, one of the task you have is calculating your store sales forecast. Your store has been working pretty fine in terms of sales, you have over achieved your sales target by PKR 500,000/-. Your store's footfall from January to December was 15000, 18000, 32000, 20000, 25000, 60000, 50000, 30000, 18000, 50000, 50000, and 45000 respectively. Management communicated that there will be one more promotion this year along previously offered promotions. This year's additional promotion will be in the month of February named as Month of Love and company will be offering 10% off. Last year you have witness Ramzan in May, Eid ul iftar in June. There were 3 Wedding season in the months of July, October, & November. These occasions will occur as same as last year. Management wants you to forecast your stores sales with 20% increase in your achieved sales.

Following is the last year sales details.

S No	Month	Sales Target	Achieved Sale	Promotions
1	January	1,300,000	1,100,000	
2	February	1,500,000	1,200,000	
3	March	1,500,000	1,300,000	
4	April	1,800,000	1,800,000	
5	May	1,800,000	1,500,000	
6	June	5,500,000	5,900,000	Eidi Discount 10%
7	July	5,000,000	5,300,000	Wedding Packages
8	August	2,700,000	2,500,000	
9	September	1,500,000	1,400,000	
10	October	5,000,000	5,300,000	Discounted Wedding Packages
11	November	5,000,000	5,200,000	Discounted Wedding Packages
12	December	3,300,000	3,900,000	Flat Sale 25% Discount

Annexure B

Being Store Manager of kids clothing store, you got store's sales target of PKR 1Million. You company has very unique incentive plan. Following is some details.

Achievement	Incentives
Above 150% of store's sales target	2.5% of total sales + PKR 20000 + 1% of above 150% sales
150% of store's sales target	2.5% of total sales + PKR 20000
125% of store's sales target	2.5% of total sales + PKR 15000
110% of store's sales target	2.5% of total sales + PKR 10000
100% of store's sales target	2.5% of total sales

Sales executives will be entitled to incentives only when store's sales target achieved not individually.

One of the task you have is setting sales target of your executives as per store's sales target. Your store's footfall from July to December was 500, 300, 180, 250, 500, and 400 respectively. You have team of 5 sales executive named as Aslam, Fayyaz, Yasir, Abdul Raffay & Ali. Abdul raffay and ali has been top performer for last two months. Fayyaz & Yasir are new inducements in your store. Aslam is the most senior among them. Following some more details about your sales executives' performances

S No.	Staff Name	Last Month Sales Target	Achieved Target
1	Aslam	250000	229000
2	Yasir	100000	60000
3	Fayyaz	100000	71000
4	Abdul Rafay	200000	225000
5	Ali	200000	228000

Assessment Evidence Guide

for

“Manage Store Categories”

Level-5



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate			
Title of Qualification: Diploma in Retail Operations Management (Floor In charge/ Operational Manager)	CS Code:	Level: 5	Version: 1
Competency Standard Title: Manage Store Categories	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): 1. Assessment Task 1: Candidate is required to perform followings as per given instructions of assessor: ✓ Identify categories for stores ✓ List & de-list category ✓ Plan store category layout ✓ Evaluate category performance ✓ Facilitate Vendors And complete: 2. Knowledge assessment test (Written or Oral) 3. Portfolios at the time of assessment
	During a practical assessment, under observation by an assessor, you will complete: Assessment Task3 Performance Criteria 1: Collate customers' feedback on product categories Performance Criteria 2: Identify category assortment for stores Performance Criteria 3: Perform category assortment for stores Performance Criteria 4: Remove non-performing & obsolete products Performance Criteria 5: Add new products Performance Criteria 6: Place category or products in store for sales improvement Performance Criteria 7: Prepare store layout plan for promotion Performance Criteria 8: Identify slow moving products Performance Criteria 9: Prepare Category Profit/Loss Statement Performance Criteria 10: Identify fast moving products Performance Criteria 11: Facilitate vendor for billing e payment queries issues Performance Criteria 12: Facilitate vendor for logistics issue Performance Criteria 13: Facilitate vendors for product display issues Performance Criteria 14: Facilitate vendors for administrative issues

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 sale forecast for next year tenure according to assessor's instructions and data provided in annexure A		
During the practical assessment, candidate demonstrated the following:	Yes	No	Remarks
1. Collate customers' feedback on product categories			
2. Identify category assortment for stores			
3. Perform category assortment for stores			
4. Remove non-performing & obsolete products			
5. Add new products			
6. Place category or products in store for sales improvement			
7. Prepare store layout plan for promotion			
8. Identify slow moving products			
9. Prepare Category Profit/Loss Statement			
10. Identify fast moving products			
11. Facilitate vendor for billing e payment queries issues			
12. Facilitate vendor for logistics issue			
13. Facilitate vendors for product display issues			
14. Facilitate vendors for administrative issues			
Competent ☐		Not Yet Competent ☐	