

Assessment Evidence Guide

For

**Floor In charge/ Operational
Manager**

Level 5

(Summative)



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification:	CS Code:	Level:	Version:
Diploma in Retail Operations Management (Floor In charge/ Operational Manager)		5	1
Competency Standard Title:	Assessment Date (DD/MM/YY):		
Manage Staff Provide Training to staff Develop Teams & Individuals Manage Shopper's Marketing Activities Create display for small Business Buy store Merchandise Manage store categories Manage Outlet/Store Sales Performance Manage Business partners relationship Develop Business Opportunities Manage Finance Plan & Organize Work Deliver Operational Excellence Implement Green Skills at Workplace	Time: 5 hours		

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 Income Statement and Balance sheet as per scenario given in Annexure A Assessment Task 2: Candidate is required to Identify near loss and lost item as per scenario given in annexure B Assessment Task 3: Candidate is required to Perform training need analysis and arrange staff meeting as per instructions given by assessor. Assessment Task 4: Candidate is required to Identify the nature of the product and then evaluate the supplier as per instructions given by assessor. Assessment Task 5: Candidate is required to prepare SWOT analysis report on 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: make adjusted entries from data given in task 1. Performance Criteria 2: make adjusted trial balance from the data given in task 1. Performance Criteria 3: make income statement from the data given in task 1. Performance Criteria 4: make balance sheet from the data given in task 1.
	Assessment Task 2 Performance Criteria 1: Identify lost items of store Performance Criteria 2: identify the operations that done for smooth inventory moving. Performance Criteria 3: make a schedule for managing work load
	Assessment Task 3 Performance Criteria 1: Identify staff competences needs Performance Criteria 2: Identify trainable competence Performance Criteria 3: Prepare gap analysis report Performance Criteria 4: Prepare training calendar Performance Criteria 5: Prepare training schedule
	Assessment Task 4 Performance Criteria 1: identify which product should be of what nature Performance Criteria 2: identify which product should be purchase when Performance Criteria 3: evaluate supplier by making the scorecard Performance Criteria 4: choose the best supplier for placing the order
	Assessment Task 5 Performance Criteria 1: Identify strength of company Performance Criteria 2: Identify Weakness of company Performance Criteria 3: Identify opportunity of company Performance Criteria 4: Identify threats of company
	Portfolio (if required) File / folder includes evidence of Manage outlet/store sales performance Performance Criteria 1: Collate customers' feedback on product categories Performance Criteria 1: Perform category assortment for stores Performance Criteria 1: Prepare store layout plan for promotion Performance Criteria 1: Prepare Category Profit/Loss Statement Performance Criteria 1: Facilitate vendor for billing e payment queries issues Performance Criteria 1: 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		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	make adjusted entries from data given in task 1.			
2.	make adjusted trial balance from the data given in task 1.			
3.	make income statement from the data given in task 1.			
4.	make balance sheet from the data given in task 1.			
Competent ☐		Not Yet Competent ☐		

Assessment Task 2		Description of assessment task 2		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Identify lost items of store			
2.	identify the operations that done for smooth inventory moving.			
3.	Performance Criteria 3: make a schedule for managing work load			
Competent ☐		Not Yet Competent ☐		

Assessment Task 3		Description of assessment task 3		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Performance Criteria 1: Identify staff competences needs			
2.	Performance Criteria 2: Identify trainable and non-trainable competence			
3.	Performance Criteria 3: Prepare gap analysis report			
4.	Performance Criteria 4: Prepare training calendar			
Competent ☐		Not Yet Competent ☐		

Assessment Task 4		Description of assessment task 4		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	identify which product should be of what nature			
2.	identify which product should be purchase when			
3.	evaluate supplier by making the scorecard			
4.	choose the best supplier for placing the order			
Competent ☐		Not Yet Competent ☐		

Assessment Task 5		Description of assessment task 4		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Identify strength of company			
2.	Identify Weakness of company			
3.	Identify opportunity of company			
4.	Identify threats of company			
Competent ☐		Not Yet Competent ☐		

Portfolio (if any)		Description of portfolio File / folder includes evidence of Manage outlet/store sales performance		
Current ☐ Sufficient ☐ Authentic ☐ Valid ☐ Reliable ☐				
Portfolio meet the following performance standards:		Yes	No	Remarks
1.	Collate customers' feedback on product categories			
2.	Perform category assortment for stores			
3.	Prepare store layout plan for promotion			
4.	Prepare Category Profit/Loss Statement			
5.	Facilitate vendor for billing e payment queries issues			
6.	Facilitate vendors for administrative issues			
Competent ☐		Not Yet Competent ☐		

Annexure A

Mah Gul Jadoon

Trial Balance

31-Dec-15

Description	Debit	Description	Credit
Sundry Debtors	145,000	Sundry Creditors	63,000
Drawings	52,450	Opening Capital	710,000
Insurance Expense	6,000	Purchase Return	5,000
General Expenses	30,000	Sales	988,800
Salaries	150,000	Commission	3,200
Patents	75,000		
Machinery	200,000		
Leasehold Land	100,000		
Building	300,000		
Opening Inventory	58,600		
Carriage on Purchases	20,400		
Carriage on Sales	32,000		
Fuel and Power	47,300		
Wages	104,800		
Return Inward	6,800		
Cash at Bank	29,500		
Cash in Hand	5,400		
Purchases	406,750		
Total	Rs. 1,770,000	Total	Rs. 1,770,000

Adjustments

Inventory on 31st, December 2015 was valued at Rs. 68,000.

Depreciation Machinery by 10 % and amortization of Patents by 20 %.

Unexpired Insurance at the end financial year was Rs. 2,000.

Wages includes Rs. 7,000 paid as advance to employees (Prepaid Wages Debit).

Annexure B:

Owner of a retailer store is trying to identify the reasons of store's poor operational activities. In the end he figure's 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 make 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.

PRODUCTS	CURRENT DATE	MANUFACTURING DATE	EXPIRY DATE
A	23/10/2019	24/1/2019	25/12/2019
B	23/10/2019	26/7/2019	3/2/2020
C	23/10/2019	20/11/2018	18/11/2019
D	23/10/2019	29/10/2018	6/11/2019
E	23/10/2019	25/9/2019	26/10/2019
F	23/10/2019	2/5/2019	31/10/2019
G	23/10/2019	27/10/2018	24/10/2019
H	23/10/2019	22/6/2019	15/6/2020
I	23/10/2019	26/9/2019	25/10/2019
J	23/10/2019	28/4/2019	26/10/2019
K	23/10/2019	22/10/2019	21/11/2019
L	23/10/2019	31/4/2019	2/11/2019
M	23/10/2019	31/12/2018	1/1/2020
N	23/10/2019	26/4/2019	25/10/2019

Annexure C

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 are not really good.

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

Employee C is really 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 nail 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, he also needs little improvement in communication skills.

Employee I do 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:

Teamwork	3
Grooming Skills	2
Product Knowledge	4
Communication Skills	3
Decision Making	4
Attitude	5
Punctuality	8

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		

S.No	Employee ID	Name	Competency						
			Teamwork	Grooming Skills	Product Knowledge	Communication Skills	Decision Making	Attitude	Punctuality
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 D

You are the manager of a retail store and your duty is to keep operations smooth by managing the inventory. Following are the products with the full description by their purchasing date and the remaining quantity. Now as a manager you have to figure out which product is fast moving product and which one slow. After identifying the nature of the product you have to make the decision which product should have to be purchase in which quantity and with which frequency. The store policy is that the product quantity in inventory shouldn't be less than 15%. They categories the products into 3 categories.

1. Active product (which are on high demand) need to be purchased within 1 month
2. Normal product (which are on average demand) need to be purchased within 3-6 months
3. Death product (which are not selling) need to be purchased in small quantity and mostly after a year or more.

S.no	Product name	Date of purchase	Quantity purchase	Current date	Remaining quantity	Product nature	Estimated purchasing time
1	A	15/09/2019	1000	17/10/2019	30		
2	B	07/05/2019	50	17/10/2019	35		
3	C	18/08/2019	450	17/10/2019	90		
4	D	2/02/2018	70	17/10/2019	38		
5	E	1/10/2019	680	17/10/2019	210		
6	F	28/09/2019	1200	17/10/2019	85		
7	G	1/08/2019	800	17/10/2019	65		

The store is very conscious about the quality of the product and for that they use a score card to evaluate the quality of the product supplied by the supplier. For product A they have 2 suppliers.

SUPPLIER 1:

QUALITY	7/10
LEAD TIME	9/10
PREVIOUS PERFORMANCE	6//10
CREDIT TERM	8/10

SUPPLIER 2:

QUALITY	10/10
LEAD TIME	8/10
PREVIOUS PERFORMANCE	7/10
CREDIT TERM	4/10

SCORECARD FOR SUPPLIER 1:

PARTICULARS	WEIGHTAGE	RATING	TOTAL
QUALITY	0.4		
LEADTIME	0.3		
PREVIOUS PERFORMANCE	0.1		
CREDIT TERMS	0.2		

SCORECARD FOR SUPPLIER 2:

PARTICULARS	WEIGHTAGE	RATING	TOTAL
QUALITY	0.4		
LEADTIME	0.3		
PREVIOUS PERFORMANCE	0.1		
CREDIT TERMS	0.2		

Knowledge Assessment

Title of Qualification: Diploma in Retail Operations Management (Floor In charge/ Operational Manager)	CS Code:	Level: 05	Version: 01
Competency Standard Title: Manage Staff Provide Training to staff Develop Teams & Individuals Manage Shopper's Marketing Activities Create display for small Business Buy store Merchandise Manage store categories Manage Outlet/Store Sales Performance Manage Business partners relationship Develop Business Opportunities Manage Finance Plan & Organize Work Deliver Operational Excellence Implement Green Skills at Workplace	Assessment Date (DD/MM/YY): Assessment Time: 30 min		

Guidance for Candidate	To complete your assessment for this Competency Standard, you need to answer the questions on the following pages successfully.
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Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Written Assessment Outcome	COMPETENT ☐ NOT YET COMPETENT ☐ Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Question	Candidate's answer
Answer these questions.	
1. Enlist five ways to collect data.	
2. Define target market?	

Question	Candidate's answer
Answer these questions.	
3. What are the 4Ps of marketing?	
4. What is buying plan?	

ANSWER KEY

Sr. No	Candidate's answer
1.	Survey, Online tracking, online marketing analytics, social media monitoring, in-store traffic monitoring, Transactional data tracking etc.
2.	A target market is a group of consumer or organizations most likely to buy a company's products or services. Because those buyers are likely to want or need a company's offerings.
3.	Product, Price, Place and Promotion
4.	It is a plan that obligates a buyer to purchase items on set schedule, to buy items that a seller may deliver without notice, or pay membership fees for the opportunity to purchase at a supposed discount.