



National Competency Standards for Retail Operations Management Junior Sales Officer (Retail) Level-2



National Vocational and Technical Training Commission
(NAVTC),

Government of Pakistan

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1. INTRODUCTION

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

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

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

2. PURPOSE OF THE QUALIFICATION

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



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

3. MAIN OBJECTIVES OF QUALIFICATION

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

1. Perform Basic Computer Application
2. Develop Computer application skills
3. Apply Work Health and Safety Practices (WHS)
4. Perform Stocking Operation
5. Attain Product Knowledge
6. Handle Cash Counter
7. Perform Sales
8. Perform Basic Communication

4. DATE OF REVIEW

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

5. CODE OF QUALIFICATION

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

Qualification Titles	Code
Certificate in Retail Operations Management (Junior Sales Officer (Retail) Level 2	0416ROM2



6. QUALIFICATION DEVELOPMENT COMMITTEE

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

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



7. QUALIFICATION VALIDATION COMMITTEE

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

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



8. ENTRY REQUIREMENTS

The entry for National Vocational Certificates is given below:

Title	Entry requirements
National Vocational Certificate level 2, in Retail Operations Management (Junior Sales Officer (Retail))	Matric

9. REGULATIONS FOR THE QUALIFICATION AND SCHEDULE OF UNITS

Not applicable



10.SUMMARY OF COMPETENCY STANDARDS

Code	Competency Standards	Level	Contact Hours	Credit hours	Category
0416ROM2-A	Perform Basic Computer Application	2	40	4	Generic
0416ROM2-B	Develop Computer Application Skills	2	120	12	Generic
0416ROM2-C	Apply Work Health and Safety Practices (WHS)	2	40	4	Functional
0416ROM2-D	Perform Stocking Operation	2	80	8	Technical
0416ROM2-E	Attain Product Knowledge	2	80	8	Technical
0416ROM2-F	Handle Cash Counter	2	80	8	Technical
0416ROM2-G	Perform Sales	2	120	12	Technical
0416ROM2-H	Perform Basic Communication	2	40	4	Functional
Total			600	60	



1. Perform Basic Computer Applications

Overview: This unit describes the skills and knowledge required to use spreadsheet to prepare a page of document, develops familiarity with Word and email

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

Knowledge and Understanding

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

- K1:** Describing formatting styles and their effect on formatting, readability and appearance of documents
- K2:** Outline purpose, use and function of word-processing software.



- K3:** Editing in MS Word
- K4:** Formatting in MS word
- K5:** Use of different search engines
- K6:** Use of different web pages

Critical Evidence(s) Required

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

- Identify the components of computer
- Create, open and retrieve documents using customized basic settings
- Format documents by creating tables and adding text, objects and images
- Save and prints documents.
- Download data through web browser



2. Develop Computer Application Skills

Overview:

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

Competency Units	Performance Criteria
CU1. Prepare In-page documents as per required information	Trainee will be able to: - P1 Set keyboard preferences according to information requirements - P2 Layout Page according to information requirements - P3 Toggle between Languages - P4 Identify the usage of tool bar - P5 Insert Columns as per requirement - P6 Print the document
CU2. Prepare Spreadsheets as per required information	Trainee will be able to: - P1 Create workbook according to information requirements - P2 Insert sheet according to information requirements - P3 Enter basic formulae / functions using cell referencing when required - P4 Correct formulas when error messages occur - P5 Use a range of common tools during spreadsheet development - P6 Edit columns and rows within the spreadsheet Filter data - P7 Save the spreadsheet to a folder on a storage device - P8 Format spreadsheet using formatting features as required - P9 Incorporate object and chart in spreadsheet - P10 Print spreadsheet



CU3. Perform computer graphics in basic applications	Trainee will be able to: P1. Perform graphic fundamentals in basic applications P2. Draw Points and lines to make images P3. Draw Dots in space to make images P4. Draw lightening blot Shapes to make images P5. Enlarge circles and rectangles to block in forms
CU4. Create Email account for communications	Trainee will be able to: P1 Make email account for communications P2 . Compose text of an email message according to organizational guidelines as required P3 Create an automatic signature for the user P4 Attach files to email message where required P5 Send email message P6 Reply to / forward a received message using available features P7 Save an attachment to the relevant folder P8 Save email message using available settings P9 Adjust email accounts to restrict and quarantine possible email security problems P10 Print email message as required

Knowledge & Understanding:

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

- K1 List basic technical terminology related to reading help files and prompts
- K2 Explain the effect of formatting and appearance on the readability and usability of spreadsheets
- K3 Outline log-in procedures relating to accessing a personal computer (PC)
- K4 Describe the purpose, use and function of spreadsheet applications.
- K5 Understand MS Word to create documents, flyers, publications
- K6 Understand MS PowerPoint to create presentations
- K7 Understand MS Excel to store, organize, and manipulate data
- K8 Understand OneNote to organize data you collect including handwritten notes, drawings, screen captures, audio clips, and more
- K9 Understand of Publisher to create extensive publications, posters, flyers, menus



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

Critical Evidence(s) Required:

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

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

Tools & Equipment required:

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

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



3. Apply Work Health and Safety Practices (WHS)

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

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

Knowledge and Understanding



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

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

Critical Evidence(s) Required

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

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



4. Attain Product Knowledge

Overview:

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

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

Understanding and Knowledge:

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

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



K8: Explain product handling manuals

Critical Evidence (s) required:

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

1. Identify categories in store
2. Identify product ranges in categories
3. Identify products' feature, & benefits
4. Handle products as per manuals

Tools & Equipment required:

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

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



5. Perform Sales

Overview:

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

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



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

Understanding and Knowledge:

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

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

Critical Evidence (s) required:

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

1. Identify customer
2. Intercept customer
3. Advice and demonstrate products to customer
4. pitch customer and close the sales



Tools & Equipment required:

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

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



6. Handle Cash Counter

Overview:

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

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



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

Understanding and Knowledge:

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

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

Critical Evidence (s) required:

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

1. Operate POS Systems
2. Operate Credit/debit card machine
3. Pack goods as per SOPs
4. Prepare sales reconciliation

Tools & Equipment required:

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

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



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



7. Perform Stocking Operation

Overview:

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

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



Understanding and Knowledge:

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

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

Critical Evidence (s) required:

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

1. Receive stock
2. Place stock back store
3. Place tags on products
4. Place stock in shelves
5. Prepare stock reports

Tools & Equipment required:

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

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



8. Perform Basic Communication

Overview:

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

Competency Units	Performance Criteria
CU1. Communicate in a Team	Trainee will be able to: P1. Treat team members with respect and maintain positive relationships to achieve common organizational goals P3. Get work related information from team members/supervisors and identify interrelated work activities to avoid confusion P4. Adopt communication skills, appropriate to work activities and organizational procedures P5. Identify problems and resolve them through discussion and mutual agreement
CU2. Follow Supervisor's instructions as per organizational SOPs	Trainee will be able to: P1. Receive the instructions from Supervisor P2. Carry out the instructions of the supervisor P3. Report to the supervisor as per organizational SOPs
CU3. Develop Generic communication work skills at workplace	Trainee will be able to: P1. Develop foundation skills for communication at workplace: • Reading Skills • Writing skills • Verbal communication skills • Learning skills • Problem solving skills • Self Management Skills • Technology Skills



	• Interview Skills P2. Communicate foundation skills required to perform work activity
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Knowledge & Understanding

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

- K1 Learn and understand Types of communication
- K2 Reading Skills
- K3 Writing skills
- K4 Verbal communication skills
- K5 Problem solving skills
- K6 Self-Management Skills
- K7 Technology Skills
- K8 Interview Skills
- K9 Workplace dress code
- K10 the role of team members and functionality of the teams

Critical Evidence(s) Required

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

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



COMPLETE LIST OF TOOLS & EQUIPMENT

List of Tools & Equipment

Sr. No	Description	Quantity
1.	Computer	26
2.	Printer & Scanner	1
3.	POS system	5
4.	Credit card machine	1
5.	Bar code	5
6.	RFID remover	5
7.	UPS	5
8.	RIFD Scanner	2
9.	White Board	1
10.	PPEs	As per requirement

List of Stationary

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

