



National Competency Standards for Retail Operations Management Sales Officer (Retail) Level-3



**National Vocational and Technical Training Commission
(NAVTTTC),
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. Prepare Inventory Requirements & reports
2. Provide Customer Services
3. Perform Retail Finance
4. Manage Omi-Chanel
5. Communicate at workplace
6. Operate digital media technology
7. Develop workplace documents
8. Manage Staff

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 Level 3 (Sales Officer-Retail)

0416ROM3



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. Safiullah	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 3, in Retail Operations Management (Sales Officer-Retail)	Level -2 in Retail Operations Management (Junior Sales Officer-Retail)

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
0416ROM3-A	Provide Customer Services	3	100	10	Technical
0416ROM3-B	Prepare Inventory Requirements & reports	3	80	8	Technical
0416ROM3-C	Perform Retail Finance	3	120	12	Technical
0416ROM3-D	Manage Omi-Chanel	3	100	10	Technical
0416ROM3-E	Communicate at workplace	3	40	4	Generic
0416ROM3-F	Operate digital media technology	3	60	6	Functional
0416ROM3-G	Manage staff	3	60	6	Generic
0416ROM3-H	Develop workplace documents	3	40	4	Functional
Total			600	60	



1. Provide Customer Services

Overview: This competency standard covers the skills and knowledge required to delivery services to customers, maintain customer data, provide after sales services, deal customer complaints, & deal return & exchanges.

Competency Units				Performance Criteria
CU1.	Deliver Service to Customers			Trainee will be able to: P1. Communicate with customers conducted in a professional, courteous manner, according to store policy P2. Meet customer's requests or refer to supervisor as per store policy P3. Maintain contact with customer till sales completion P4. Use verbal and non-verbal communication to develop rapport with customer
CU2.	Maintain Data	Customer		Trainee will be able to: P1. Identify customer feedback objectives P2. Design customer feedback form P3. Obtain relevant information from customer P4. Record customer feedback P5. Record customer details & information P6. Prepare Customer Directory
CU3.	Provide after sales services			Trainee will be able to: P1. Record customer's demands / complaints attentively. P2. Use simple, clear and assertive language during interaction P3. Gather information about customer's demands & need P4. Coordinate with other departments to resolve customer issues
CU4.	Deal Complaints	Customer		Trainee will be able to: P1. Identify customer complain type/nature by active listening & questioning P2. Identify solutions for complain as per SOP P3. Handle customer & his complain with sensitively, courteously and with discretions P4. Resolve customer complain as per SOP



	P5. Refer supervisor for unresolved customer dissatisfaction or complaints P6. Ensure customer satisfaction during resolution of complain P7. Record Post complain customer feedback
CU5. Deal Returns & Exchange	Trainee will be able to: P1. Identify products condition received for return/exchange P2. Identify store policy for return/exchange P3. Communicate store policy to customer P4. Handle return/exchange with sensitively, and courteously P5. Return/exchange products as per SOP

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 customer services
- K2:** Explain techniques of customer services
- K3:** Describe types of customers
- K4:** Explain techniques of providing services to customer
- K5:** Describe verbal and non-verbal communication in customer services
- K6:** Define customer database
- K7:** Describe customer database collecting & maintaining techniques
- K8:** Explain after sales services
- K9:** Describe techniques of handling complains

Critical Evidence (s) required:

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

1. Provide customer services
2. Provide after sales services
3. Handle complains, return & exchanges

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



2. Prepare Inventory Requirements & Reports

Overview: This competency standard covers the skills and knowledge required to prepare purchase requisition, record inventory data, monitor shrinkage, & perform stocking taking.

Competency Units	Performance Criteria
CU1. Prepare purchase requisition	Trainee will be able to: P1. Identify product requirement for store P2. Make purchase requisition as per store policies P3. Submit purchase requisition as per store policies P4. Follow up on purchase request P5. Maintain purchase requisition record
CU2. Record Inventory Data	Trainee will be able to: P1. Enter the data in software as per store policies P2. Prepare inventory report as per store policies
CU3. Monitor Shrinkage	Trainee will be able to: P1. Identify the damaged/near expiry/expired items/theft P2. Prepare shrinkage report as per store policies P3. Communicate shrinkage to management as per store policies P4. Return the damaged items to relevant supplier/vendor
CU4. Perform stock taking	Trainee will be able to: P1. Verify the physical and system stock as per store policies P2. Prepare stock report as per store policies P3. Record stock discrepancies store policies P4. Report stock discrepancies as per store policies P5. Submit report to the management P6. Keep the record reports P7. Stock performance monitored and fast/slow selling items identified and reported according to store policy.

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 Purchase requisition

K2: Describe purchase requisition process



- K3:** Describe recording procedures of inventory data
K4: Explain damage, near expiry and theft items
K5: Describe shrinkage report and its purpose
K6: Explain shrinkage report content
K7: Explain ways to communication shrinkage to management
K8: Explain stock taking
K9: Describe stock taking procedure
K10: Explain stock taking techniques
K11: Describe recording methods of stock and discrepancies

Critical Evidence (s) required:

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

1. Prepare purchase requisition
2. Record inventory data
3. Monitor shrinkage
4. Perform stock taking.

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



3. Manage Oni-Channel

Overview: This competency standard covers the skills and knowledge required to take order confirmation, pack online orders, coordinate with delivery partners/teams, dispatch online orders and manage online orders, returns and exchange, monitor fake orders, seek delivery confirmation and feedback.

Competency Units	Performance Criteria
CU1. Take order confirmation	Trainee will be able to: P1. Authenticate customer and order details. P2. Confirm mode of payment P3. Confirm delivery address
CU2. Pack online orders	Trainee will be able to: P1. Remove unneeded tags/information from the product P2. Place warranty card or any document P3. Follow guidelines for packaging P4. Select packaging material as per SOP. P5. Pack products as per SOP P6. Place Marks & Labels- prepare delivery challan
CU3. Coordinate with Delivery Partner/Team	Trainee will be able to: P1. Communicate delivery pickup time to dispatch team/partner P2. Communicate customer information/delivery location to dispatch team/partner
CU4. Dispatch Online Orders	Trainee will be able to: P1. Arrange pick up from delivery services provider of order P2. Ensure packing & labeling on package P3. Handover package to delivery services provider P4. Take tracking no from delivery service provider
CU5. Manage online orders, returns & exchange	Trainee will be able to: P1. Track orders delivery P2. Get delivery confirmation from customer P3. Follow company SOPs for return & exchange. P4. Issue return or exchange authorization tracking number for customer order returns & exchange P5. Follow-up customer complaints and its resolution P6. Follow-up delivery services provider for payments



CU6. Monitor Fake Orders	Trainee will be able to: P1. Identify and cross check orders fraudulently placed using fake customer identification and payment methods. P2. Follow the guide line and engage the customer using various technique to verify customer authentications and confirm denied the order
CU7. Seek Delivery Confirmation & feedback	Trainee will be able to: P1. Confirm order is delivered in good condition and exact address. P2. Record positive/negative feedback from the customer.

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 importance of order confirmation
- K2:** Describe order confirmation procedure
- K3:** Describe packing protocols
- K4:** Describe delivery partners and its importance
- K5:** Explain fake orders
- K6:** Describe techniques to identify fake orders
- K7:** Explain delivery confirmation and feedback & its importance

Critical Evidence (s) required:

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

1. Take order confirmation
2. Pack online orders
3. Coordinate with delivery partners/teams
4. Dispatch online orders
5. Manage online orders, returns and exchange
6. Monitor fake orders
7. Seek delivery confirmation and feedback.

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.	Printer & Scanner



4. Perform Retail Finance

Overview:

This competency standard covers the skills and knowledge required to process petty cash transactions, prepare banking documents, process non-cash transactions, reconcile invoices for payment to creditors, and prepare invoices for debtors.

Competency Units	Performance Criteria
CU1. Process petty cash transactions	Trainee will be able to: P1. Check petty cash claims for approval, accuracy and authenticity before processing. P2. Balance transactions as per store policy and procedures. P3. Note irregularities in petty cash claims P4. Resolve noted irregularities in petty cash claim from concern persons. P5. Process petty cash transactions as store policies P6. Record petty cash transactions as per store procedures
CU2. Prepare banking documents	Trainee will be able to: P1. Balance cashbook entries with counter sales takings P2. Compile and balance deposit entries accurately as per store policies. P3. List cash and non-cash transactions on banking deposit slips in accordance with the banking institution's guidelines. P4. Process in-store credit systems as per store policy.
CU3. Process non-cash transactions	Trainee will be able to: P1. Balance & present credit card transactions to relevant personnel for checking. P2. Note irregularities in non-cash transaction P3. Resolve noted irregularities in non-cash transaction from relevant personnel
CU4. Reconcile invoices for payment to creditors	Trainee will be able to: P1. Identify discrepancies between invoices and delivery and delivery notes P2. Report identified discrepancies between invoices and delivery and delivery notes to relevant personnel/section. P3. Identify errors in invoice charges



	P4. Report identified errors in invoice charges to relevant personnel/section for correction/resolution. P5. Rectify discrepancies and errors from invoices. P6. Process corrected and authorized invoices for payment as per store policy.
CU5. Prepare invoices for debtors	Trainee will be able to: P1. Perform preparatory calculations to produce accurate customer invoices. P2. Arrange delivery challans and other documents for invoicing P3. Prepare invoices for debtors as per store policies P4. Dispatch verified documents as per store policies P5. Prepare set of verified documents for recording & auditing purposes

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 petty cash

K2: Describe petty cash processing procedure

K3: Explain banking documents

K4: Describe filling banking documents

K5: Describe procedure of processing non cash transaction

K6: Explain reconciliation steps

K7: Describe procedure of processing invoices of debtors and creditors

Critical Evidence (s) required:

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

1. process petty cash transactions
2. prepare banking documents
3. process non-cash transactions
4. reconcile invoices for payment to creditors
5. prepare invoices for debtors

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.Communicate at Workplace

Overview:

This unit describes the performance outcomes, skills and knowledge required to develop communication skills in the workplace. It covers gathering, conveying and receiving information, along with completing assigned written information under direct supervision.

Competency Units	Performance Criteria
CU1. Communicate within the organization	Trainee will be able to: P1 Communicate within a department for successful interaction P2 Communication with other departments. P3 Use various media to communicate effectively. P4. Communicate verbally and non-verbally using professionalism
CU2. Communicate outside the organization	Trainee will be able to: P1. Deal with vendors P2. Deal with clients/customers P3. Interact with other organisations P4. Use various media to communicate effectively P5. Work with people of different cultures / backgrounds
CU3. Communicate effectively in workgroup	Trainee will be able to: P1 Assess the issues to provide relevant suggestion to group members P2 Resolve the issues/ problems /conflicts within the group P3 . Arrange group working sessions to increase the level of participation in the group processes P4 Communicate messages to group members clearly to ensure interpretation is valid P5 Communicate style /manner to reflect



	professional standards/ awareness of appropriate cultural practices P6 . Act upon constructive feedback
CU4. Communicate in writing	Trainee will be able to: P1 Identify relevant procedures for written information P2 Use strategies to ensure correct communication in writing. i.e. • correct composition • clarity • comprehensiveness • accuracy • appropriateness P3 Draft assigned written information for approval, ensuring it is written within designated timeframes P4 Ensure written information meets required standards of style, format and detail P5 Seek assistance / feedback to aid communication skills development

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.** Importance of intra and inter organizational communication
- K2.** Basics of business communication
- K3.** Defining Modes of communication
- K4.** effective communication in workgroup
- K5.** communicating through writing
- K6.** the importance of teamwork

Critical Evidence(s) Required

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

In your current position, what types of written communication do you use most often? (List them all.



Digital Skills

6. Operate digital media technology

Overview:

This unit describes the performance outcomes, skills and knowledge required to identify, select and use a digital media package and supporting technologies.

Unit of Competency	Performance Criteria
CU1. Use appropriate OHS office work practices	Trainee will be able to: P1. Use safe work practices to ensure ergonomic, work organization, energy and resource conservation requirements are addressed P2. Use wrist rests and document holders where appropriate P3. Use monitors anti-glare and radiation reduction screens where appropriate
CU2. Identify and select appropriate digital media package	Trainee will be able to: P1. Identify the basic requirements of a design brief, including user environment P2. Research and review suitable available digital media packages P3. Select an appropriate digital media package to meet design brief requirements
CU3. Use digital media package	Trainee will be able to: P1. Procure or create suitable data to meet requirements of the brief P2. Manipulate data using digital media package tools P3. Ensure naming and storing of documents in appropriate file format in directories or folders
CU4. Review digital media design	Trainee will be able to: P1. Evaluate design for creative, dramatic and technical quality, file size, and suitability to meet the brief P2. Test and run any incorporated graphics, video or sound as part of a digital media presentation and present designs in the appropriate format P3. Review final product against design brief

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.** Basic principles of visual design
- K2.** Functions and features of digital media packages and technologies
- K3.** Graphic design and stylistic language conventions
- K4.** OHS principles and responsibilities for ergonomics, such as work periods and breaks



- K5.**Principles of digital imaging and file formats, video and sound file formats, file management and transfer systems
- K6.**Vendor product directions in digital media hardware and software
- K7.**Visualization and interpreting creative information, scripts (text) and images

Critical Evidence(s) Required

A person who demonstrates competency in this unit must be able to provide evidence of the ability to identify, select and use a digital media package and supporting technologies. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence of the ability to:

- Identify basic requirements of a design brief
- Use digital media package to meet organizational requirements
- Use OHS principles and responsibilities for ergonomics, such as work periods and breaks
- Use help manuals and online help when appropriate
- Use digital media technologies to support design brief requirements.



Soft Skills

7. Manage staff

Overview:

This unit describes the skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organizing the minutes and reporting meeting outcomes. It applies to individuals employed in a range of work environments who are required to organize and manage meetings within their workplace, including conducting or managing administrative tasks in providing agendas and meeting material. They may work as senior administrative staff or may be individuals with responsibility for conducting and chairing meetings in the workplace.

Unit of Competency	Performance Criteria
CU1. Prepare meetings for	Trainee will be able to: - P1. Develop agenda in line with stated meeting purpose - P2. Ensure style and structure of meeting are appropriate to its purpose - P3. Identify meeting participants and notify them in accordance with organizational procedures - P4. Confirm meeting arrangements in accordance with requirements of meeting - P5. Dispatch meeting working papers to participants within designated timelines
CU2. Conduct meetings	Trainee will be able to: - P1. Chair meetings in accordance with organizational requirements, agreed conventions for type of meeting and legal and ethical requirements - P2. Conduct meetings to ensure they are focused, time efficient and achieve the required outcomes - P3. Ensure meeting facilitation enables participation, discussion, problem-solving and resolution of issues - P4. Brief minute-taker on method for recording meeting minutes in accordance with organizational requirements and conventions for type of meeting
CU3. Follow up meetings	Trainee will be able to: - P1. Check transcribed meeting notes to ensure they reflect a true and accurate record of the meeting and are formatted in accordance with organizational procedures and meeting conventions - P2. Distribute and store minutes and other follow-up documentation within designated timelines, and according to organizational requirements - P3. Report outcomes of meetings as required, within designated timelines

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 meeting terminology, structures, arrangements
- K2.** Outline responsibilities of the chairperson and explain group dynamics in relation to managing meetings
- K3.** Describe options for meetings including In-person/physical, teleconferencing, web-conferencing and using webcams
- K4.** Identify the relevant organizational procedures and policies regarding meetings, chairing and minutes including identifying organizational formats for minutes and agendas.

Critical Evidence(s) Required

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

A candidate who demonstrates competency in this unit must be able to provide evidence of the ability to manage meetings. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Demonstrated evidence is required of the ability to:

- apply conventions and procedures for formal and informal meetings including:
 - developing and distributing agendas and working papers
 - identifying and inviting relevant meeting participants
 - organizing and confirming meeting arrangements
 - running the meeting and following up
- organize, take part in and chair a meeting
- record and store meeting documentation
- Follow organizational policies and procedures



8. Develop workplace documents

Overview:

This unit covers interpreting and composing a range of workplace documents from a number of sources. It includes interpreting written information for workplace purposes as well as planning, drafting and reviewing a basic document before writing the final version. The focus is on the content and structure of written materials and not on the use of computer technology

Unit of Competency	Performance Criteria
CU1. Interpret written information	Trainee will be able to: P1. Read workplace materials to identify the subject and key information for using or reporting to others. P2. Read procedural manuals and codes of practice to locate specific information to carry out work functions in accordance with policy and standards. P3. Read a range of written materials to locate and select required information for summaries, short reports and response to requests. P4. Identify the cultural context and prior knowledge required to interpret workplace information and obtain assistance when required. P5. Determine candidate and purpose for the document P6. Seek assistance with interpretation of complex materials in accordance with organizational procedures.
CU2. Develop written materials	Trainee will be able to: P1. Identify and comply with established requirements for a range of written materials P2. Determine format and structure P3. Identify organizational requirements P4. Establish method of communication P5. Develop introductory guide for incumbents
CU3. Draft document	Trainee will be able to: P1. Develop draft document to communicate key points P2. Obtain and include any required additional information
CU4. Review document	Trainee will be able to: P1. Check draft for suitability of tone for audience, purpose, format and communication style P2. Check draft for readability, grammar, spelling, sentence and paragraph construction and correct any inaccuracies or gaps in content. P3. Check draft for sequencing and structure P4. Check draft to ensure it meets organizational requirements P5. Ensure draft is proofread, where appropriate, by supervisor or colleague
CU5. Write final document	Trainee will be able to:



	P1. Make and proofread necessary changes P2. Ensure document is sent to intended recipient within required time frames P3. File copy of document in accordance with organizational policies and procedures
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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.** Reading and writing procedures at a level to cope with a range of workplace materials
- K2.** Integration of information from a number of sources in order to generate meaning
- K3.** Ways to write and sequence paragraphs according to the required purpose of written material
- K4.** Outline the linking ideas in written material through selection and use of words, grammatical structures, headings and punctuation appropriate to the purpose
- K5.** Spelling, punctuation and grammar for workplace documents at an experienced level
- K6.** Response to diversity, including gender and disability
- K7.** Implementation of ergonomic requirements for office work
- K8.** Environmental policies such as those relating to paper use/wastage/recycling
- K9.** Preparation of general information and papers according to target audience
- K10.** Problem solving skills to determine document design and production processes
- K11.** Usage of resources to assist in document production, such as dictionary, thesaurus, templates, style sheets
- K12.** Ways to produce business letters, memos, job applications, resumes, meeting agendas and minutes
- K13.** Ways to handle courier/postal services

Critical Evidence(s) Required

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

A person who demonstrates competency in this unit must be able to provide evidence of the ability to interpret written information for workplace purposes and plan, draft and review a basic document before writing the final version. The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other circumstances and environments.

Evidence of the following is essential:

- Producing a range of documents that accurately convey required information including single and multipage business letters, memos, job applications, resumes, meeting agendas and minutes.
- Knowledge of organizational policies and procedures for document production



COMPLETE LIST OF TOOLS & EQUIPMENT

List of Personal Protective Equipment

Sr. #	Description	Specifications	Quantity
1.	First AID Box	Standard	2
2.	Fire Extinguisher Cylinder	Co2- 5 Kg	5
3.	Fire Blanket	Standard	2
4.	Fire Bucket	Standard	2
5.	Safety Gloves	Standard	5
6.	Safety Goggles	White	5
7.	Safety Shoes	Standard	5
8.	Safety Belt	Standard	5

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

List of Stationary

Sr. #	Description
1.	Handbooks / Registers
2.	Pencils/ pens
3.	Rubbers
4.	Sharpeners
5.	Paper Cutter
6.	Colors



7.	White charts
8.	Brown sheets
9.	White board markers
10.	Permanent markers
11.	File cover and files
12.	Tag cards
13.	Small Knife and blades

