

Retail Store Ops Assistant SYLLABUS/ CURRICULUM

This Programme is aimed at training candidates for the job of “Retail Store Ops Assistant”, in the “Retail” Sector/Industry and by the end of the program aims at building the following key competencies amongst the learner:

1	Receive and store goods in retail operations	2	Deliver products to customers
3	Maintain required levels of stock in retail operations	4	Maintain adequate stock levels for sale
5	Maintain health and safety	6	Create a positive image of self & organisation in the customers mind
7	Work effectively in a retail team	8	Work effectively in an organisation

This course encompasses 8/ 8_NOS of “Retail Store Ops Assistant” - RAS/Q0101, Qualification Pack issued by RASCI.

S.No	Module/Topic	Durati on (hrs)	Key Learning Outcomes	NOS Code
1.	Receive and store goods in retail operations		Performance Criteria The learners will be able to: <ul style="list-style-type: none"> • identify quantity and nature of goods to be received. • confirm appropriate storage space availability. • check and confirm that all equipment required for receipt and movement of goods is available and in good working order. • complete required paperwork, checking for accuracy and completeness. • ensure that the area for receiving goods is clean, tidy and free from obstruction and perils. • report any shortfall in space or malfunction with equipment to supervisor • check that all goods as detailed in the delivery note have been received. • record refusals accurately following organisational standard operating procedures. • accurately update stock control systems to reflect receipt of goods. • confirm storage requirements and conditions for the incoming goods. • ensure appropriate handling procedures for perishable and non-perishable goods is in 	RAS/N0101

S.No	Module/Topic	Duration (hrs)	Key Learning Outcomes	NOS Code
			<p>place.</p> <ul style="list-style-type: none"> • follow all relevant legislation and organisation policies and procedures. • complete all administrative procedures to ensure appropriate rotation of goods <p>Knowledge and Understanding Organizational Context: The learners will be able to apply knowledge of:</p> <ul style="list-style-type: none"> • requirements for maintaining security and safety during delivery and storage of goods. • policies for receiving and storing a range of products including perishable goods. • administrative procedures required for receiving and storing goods. • refusal procedures in relation to type of goods being delivered. • supervisors for reporting product shortages or over supply. • supervisors for reporting malfunctioning or hazardous handling equipment. <p>Technical Knowledge: The learner will be able to apply technical knowledge of:</p> <ul style="list-style-type: none"> • the need to thoroughly prepare for receipt and storage of goods. • the scope of information required on quantity and type of goods. • the storage requirements for a range of products types including perishable goods. • the lifecycle of perishable products in storage (if applicable). • reporting requirements for shortage of storage space. • consequences of inaccurate recording and reporting of goods in receipt and storage. • what equipment is required for the delivery and movement of goods into storage. • the operations and function of the handling equipment. • fault finding procedures and reporting requirements. • work health and safety requirements in the delivery and storage areas. • security systems in place for loss prevention 	
2.	Deliver products		Performance Criteria	RAS/N0102

S.No	Module/Topic	Duration (hrs)	Key Learning Outcomes	NOS Code
	to customers		<p>The learners will be able to:</p> <ul style="list-style-type: none"> • check that he/she has all the products that are due to deliver. • check that he/she has the equipment and paperwork needed for the delivery. • check that he/she has all the delivery details needed and that he/she knows how to get to the delivery address. • plan a schedule of deliveries which makes the best use of time and other resources. • check that he/she has enough fuel for the delivery schedule and follow company procedures for getting more fuel if needed. • transport products and equipment safely and securely. • deliver products at the times agreed with the customer. • take action in line with company procedures if you expect to arrive at the customer's premises early or late. • follow company procedures for ensuring that deliveries are left only with individuals who may legally receive them. • take action in line with company procedures if no one is available who can receive the delivery or if the customer rejects the delivery. • unload orders safely and in ways which protect the orders from damage. • treat the customer courteously throughout the delivery process. • update records of delivery and non-delivery promptly and in line with company procedures. <p>Knowledge and Understanding Organizational Context:</p> <p>The learners will be able to apply knowledge of:</p> <ul style="list-style-type: none"> • how to check that he/she has all the products that are due to deliver. • how to check that he/she has enough fuel for the delivery schedule, and company procedures for getting more fuel if needed. • why it is important to deliver products at the times agreed with customers. 	

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			<ul style="list-style-type: none"> the company procedures to follow if he/she expects to arrive at the customer's premises early or late. relevant legal restrictions on who can receive delivery. the company procedures to follow when no one is available who can receive the delivery and when the customer rejects the delivery. why it is important to treat customers courteously, and how to do this. the records to keep of deliveries and non-deliveries and company procedures for completing these. <p>Technical Knowledge: The learner will be able to apply technical knowledge of:</p> <ul style="list-style-type: none"> how to transport products and equipment safely and securely. the importance of planning an efficient delivery schedule and how to do this. how to unload goods safely and in ways which protect goods from damage. 	
3.	Maintain required levels of stock in retail operations		<p>Performance Criteria The learners will be able to:</p> <ul style="list-style-type: none"> check existing stock levels accurately and in line with instructions and company procedures. ask the right person for advice if instructions for checking stock are not clear. spot unsaleable stock and promptly tell the right person. check stock levels in ways that do not disturb other people any more than needed. update stock records accurately and in line with company procedures. follow instructions for positioning stock. promptly ask the right person for advice if instructions for positioning stock are not clear. handle stock in ways that protect own and other people's safety. handle stock in ways that protect stock, equipment and premises from being damaged. fill shelves in ways that do not disturb other people any more than needed. promptly clean and tidy the work area when 	RAS/N0103

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			<p>he/she has finished.</p> <p>Knowledge and Understanding Organizational Context: The learners will be able to apply knowledge of:</p> <ul style="list-style-type: none"> • company procedures for updating stock records. • company procedures for checking stock levels. • instructions and procedures for checking stock levels. • the importance for maintaining accurate and up-to-date stock checks and records. • how to check stock accurately. • how to recognise unsaleable stock when checking stock levels. • how to position stock needs accurately. • safety risks of handling stocks <p>Technical Knowledge: The learner will be able to apply technical knowledge of:</p> <ul style="list-style-type: none"> • how to handle stock without risking own or other people's safety. • ways of handling stock so that stock, premises and equipment are not damaged. • the lifecycle of perishable products in storage (if applicable). • reporting requirements for shortage of storage space. • the operations and function of handling equipment. • fault finding procedures and reporting requirements. • health, safety & environmental requirement. • security systems in place for loss prevention. 	
4.	Maintain adequate stock levels for sale		<p>Performance Criteria The learners will be able to:</p> <ul style="list-style-type: none"> • use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock. • check stock so that there will be enough time to replace stocks before they run out. • check stock levels at suitable intervals. • inform promptly when stock needs replacing. • notice when stock has passed its expiry date and promptly remove it from sale and update the stock control system. 	RAS/N0104

S.No	Module/Topic	Duration (hrs)	Key Learning Outcomes	NOS Code
			<ul style="list-style-type: none"> • order enough stock to maintain the correct levels. • prepare stock for sale within the time allowed. • arrange for stock to be moved to the sales floor when it is needed. • rotate stock correctly and with the least possible disturbance to other people. • follow company procedures for getting rid of packaging waste. • update the stock control system promptly, accurately and completely. • notice changes in demand for stock and decide what stock levels are suitable. • suggest realistic changes and give reasons for his/her recommendations. <p>Knowledge and Understanding Organizational Context: The learners will be able to apply knowledge of:</p> <ul style="list-style-type: none"> • factors that can affect demand for stock, and how to work out how often to check stock levels. • how to use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock. • how to identify stock with expired date codes. • how to update the stock control system to reflect changes in stock levels. • company procedures for getting rid of packaging waste. • how to regularly check demand for stock <p>Technical Knowledge: The learner will be able to apply technical knowledge of:</p> <ul style="list-style-type: none"> • how to use the stock control system to identify the types and quantities of stock to order. • how to prepare and send orders for stock accurately and at the right times. 	
5.	Maintain health and safety		<p>Performance Criteria The learners will be able to:</p> <ul style="list-style-type: none"> • notice and correctly identify accidents and emergencies. • get help promptly and in the most suitable way. 	RAS/N0121

S.No	Module/Topic	Duration (hrs)	Key Learning Outcomes	NOS Code
			<ul style="list-style-type: none"> • follow company policy and procedures for preventing further injury while waiting for help to arrive. • act within the limits of his/her responsibility and authority when accidents and emergencies arise. • promptly follow instructions given by senior staff and the emergency services. • follow company procedures and legal requirements for reducing health and safety risks as far as possible while working. • use safety equipment correctly and in the right situations. • get advice and help from the right people when he/she is concerned about his/her ability to work safely. • take suitable safety measures before lifting to protect himself/herself and other people. • use approved lifting and handling techniques. • check that any equipment he/she needs to use is fit for use. • use lifting and handling equipment in line with company guidelines and manufacturers' instructions. • plan a safe and efficient route for moving goods. • make sure that he/she understands his/her own responsibilities when he/she asks others to help in lifting and handling operations. <p>Knowledge and Understanding Organizational Context: The learners will be able to apply knowledge of:</p> <ul style="list-style-type: none"> • the types of accident and emergency that tend to happen in stores and why they happen. • getting help in the event of an accident or emergency. • action he/she can safely and usefully take while waiting for help to arrive. • health and safety risk that can arise in a store environment. • company procedures and legal requirements for reducing health and safety risks as far as possible while working. • following health and safety procedures. • safety equipment to be used and why it is 	

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			<p>required.</p> <ul style="list-style-type: none"> • what he/she can lift safely. • weight of the loads he/she has to lift. • company guidelines for not lifting more than safe loads. • planning his/her route when moving goods including the types of obstacles to look for and how to remove or avoid them. • company guidelines and manufacturers' instructions for using lifting and handling equipment. <p>Technical Knowledge: The learner will be able to apply technical knowledge of:</p> <ul style="list-style-type: none"> • approved techniques for safe handling and lifting. • approved procedures for using safety equipment. 	
6.	Create a positive image of self & organisation in the customers mind		<p>Performance Criteria The learners will be able to:</p> <ul style="list-style-type: none"> • meet the organisation's standards of appearance and behaviour. • greet customers respectfully and in a friendly manner. • communicate with customers in a way that makes them feel valued and respected. • identify and confirm the customer's expectations. • treat customers courteously and helpfully at all times. • keep customers informed and reassured. • adapt his/her behaviour to respond effectively to different customer behaviour. • respond promptly to a customer seeking assistance. • select the most appropriate way of communicating with customers. • check with customers that he/she has fully understood their expectations. • respond promptly and positively to customers' questions and comments. • allow customers time to consider his/her response and give further explanation when appropriate. • quickly locate information that will help customers. 	RAS/N0130

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			<ul style="list-style-type: none"> • give customers the information they need about the services or products offered by the organisation. • recognise information that customers might find complicated and check whether they fully understand. • explain clearly to customers any reasons why their needs or expectations cannot be met. <p>Knowledge and Understanding Organizational Context: The learners will be able to apply knowledge of:</p> <ul style="list-style-type: none"> • organisation's standards for appearance and behaviour. • organisation's guidelines for how to recognise what customers want and respond appropriately. • organisation's rules and procedures regarding the methods of communication used. • how to recognise when a customer is angry or confused. • organisation's standards for timeliness in responding to customer questions and requests for information. 	
7.	Work effectively in a retail team		<p>Performance Criteria The learners will be able to:</p> <ul style="list-style-type: none"> • display courteous and helpful behaviour at all times. • take opportunities to enhance the level of assistance offered to colleagues. • meet all reasonable requests for assistance within acceptable workplace timeframes. • complete allocated tasks as required. • seek assistance when difficulties arise. • use questioning techniques to clarify instructions or responsibilities. • identify and display a non discriminatory attitude in all contacts with customers and other staff members. • observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact. • follow personal hygiene procedures according to organisational policy and relevant legislation. • interpret, confirm and act on workplace information, instructions and procedures 	RAS/N0137

S.No	Module/Topic	Duration (hrs)	Key Learning Outcomes	NOS Code
			<p>relevant to the particular task.</p> <ul style="list-style-type: none"> • interpret, confirm and act on legal requirements in regard to antidiscrimination, sexual harassment and bullying. • ask questions to seek and clarify workplace information. • plan and organise daily work routine within the scope of the job role. • prioritise and complete tasks according to required timeframes. • identify work and personal priorities and achieve a balance between competing priorities. <p>Knowledge and Understanding Organizational Context: The learners will be able to apply knowledge of:</p> <ul style="list-style-type: none"> • the policies and procedures relating to the job role. • the value system of the organisation. • employee rights and obligations. • the reporting hierarchy and escalation matrix. <p>Technical Knowledge: The learner will be able to apply technical knowledge of:</p> <ul style="list-style-type: none"> • how to ask questions to identify and confirm requirements. • the importance of following routine instructions through clear and direct communication. • how to use language and concepts appropriate to cultural differences. • how to use and interpret non-verbal communication. • the scope of information or materials required within the parameters of the job role. • the consequences of poor team participation on job outcomes. • work health and safety requirements. 	
8.	Work effectively in an organisation		<p>Performance Criteria The learners will be able to:</p> <ul style="list-style-type: none"> • share work fairly with colleagues, taking account of your own and others' preferences, skills and time available. • make realistic commitments to colleagues and do what has been promised. 	RAS/N0138

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			<ul style="list-style-type: none"> • let colleagues know promptly if he/she will not be able to do what has been promised and suggest suitable alternatives. • encourage and support colleagues when working conditions are difficult. • encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect. • follow the company's health and safety procedures while working. • discuss and agree with the right people goals that are relevant, realistic and clear. • identify the knowledge and skills needed to achieve his/her goals. • agree action points and deadlines that are realistic, taking account of past learning experiences and the time and resources available for learning. • regularly check his/her progress and, when necessary, change the way of working. • ask for feedback on his/her progress from those in a position to give it, and use their feedback to improve his/her performance. • encourage colleagues to ask him/her for work-related information or advice that he/she is likely to be able to provide. • notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice. • give clear, accurate and relevant information and advice relating to tasks and procedures. • explain and demonstrate procedures clearly, accurately and in a logical sequence. • encourage colleagues to ask questions if they don't understand the information and advice given to them. • give colleagues opportunities to practise new skills, and give constructive feedback. • check that health, safety and security are not compromised when helping others to learn. <p>Knowledge and Understanding Organizational Context: The learners will be able to apply knowledge of:</p> <ul style="list-style-type: none"> • team's purpose, aims and targets. • responsibility for contributing to the team's success. 	

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			<ul style="list-style-type: none"> colleagues' roles and main responsibilities. the importance of sharing work fairly with colleagues. the factors that can affect own and colleagues' willingness to carry out work, including skills and existing workload. the importance of being a reliable team member. factors to take account of when making commitments, including your existing workload and the degree to which interruptions and changes of plan are within your control. the importance of maintaining team morale, the circumstances when morale is likely to flag, and the kinds of encouragement and support that are likely to be valued by colleagues. the importance of good working relations, and techniques for removing tension between colleagues. the importance of following the company's policies and procedures for health and safety, including setting a good example to colleagues. who can help set goals, help plan your learning, and give you feedback about your progress. how to identify the knowledge and skills he/she will need to achieve his/her goals. how to check his/her progress. how to adjust plans as needed to meet goals. how to ask for feedback on progress. how to respond positively. how to help others to learn in the workplace. how to work out what skills and knowledge he/she can usefully share with others. health, safety and security risks that are likely to arise when people are learning on the job, and how to reduce these risks. 	
Core Skills / Generic Skills				
9.	Writing Skills		On the job the individual needs to be able to: <ul style="list-style-type: none"> complete documentation accurately. write simple reports when required. 	All 8 NOSs
10.	Reading Skills		On the job the individual needs to be able to: <ul style="list-style-type: none"> read information accurately. read and interpret data sheets 	All 8 NOSs

S.No	Module/Topic	Duration (hrs)	Key Learning Outcomes	NOS Code
11.	Oral Communication (Listening and Speaking skills)		On the job the individual needs to be able to: <ul style="list-style-type: none"> • follow instructions accurately. • use gestures or simple words to communicate where language barriers exist. • use questioning to minimise misunderstandings. • display courteous and helpful behaviour at all times. 	All 8 NOSs
Professional Skills				
12.	Decision Making		On the job the individual needs to be able to: <ul style="list-style-type: none"> • make appropriate decisions regarding the responsibilities of the job role. 	
13.	Plan and Organise		On the job the individual needs to be able to: <ul style="list-style-type: none"> • plan and schedule routines. 	All 8 NOSs
14.	Customer Centricity		On the job the individual needs to be able to: <ul style="list-style-type: none"> • build relationships with internal and external team members. 	All 8 NOSs
15.	Problem Solving		On the job the individual needs to be able to: <ul style="list-style-type: none"> • respond to ambiguity in directions and instructions. • respond to breakdown in relationships within the team. • respond to breakdowns in communications with other teams. 	All 8 NOSs

(This syllabus/ curriculum has been approved by RASCI)