Model Curriculum

Retail Associate cum Cashier

SECTOR: Retail
SUB SECTOR: Retail operations
OCCUPATION: Store Operations
REF ID: RAS/Q0108, Version 1.0
NSQF LEVEL: 3

Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

RETAILERS ASSOCIATION'S SKILL COUNCIL OF INDIA

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'Retail Associate cum Cashier' QP No. 'RAS/Q0108 NSQF Level 3'

Date of Issuance: February 19th, 2019

Valid up to: February 19th, 2023

Authorised Signatory
(Retailers Association's Skill Council of India)

* Valid up to the next review date of the Qualification Pack

TABLE OF CONTENTS

Retail Associate cum Cashier

Retail Associate cum Cashier

CURRICULUM/SYLLABUS

This program is aimed at training candidates for the job of a "Retail Associate cum Cashier", in the "Retail" Sector/Industry and aims at building the following key competencies amongst the learner.

Program Name	Retail Associate cum Cashier		
Qualification Pack Name & Reference ID	RAS/Q0108, v1.0		
Version No.	1.0	**Version Update Date**	11 March 2019
Pre-requisites to Training	10th Standard Pass		
Training Outcomes	**After completing this programme, participants will be able to:** • Carry out display of stocks to promote sales • Outline a plan to prepare visual merchandising displays • Prepare visual merchandising displays • Demonstrate the skills required to dress visual merchandising displays • Explain the steps involved in dismantling and storing visual merchandising displays after use • Carry out display of products for sale • Explain loyalty schemes to customers • Plan store security • Carry out cash point / POS services • Demonstrate point-of-sale procedures for age-restricted products • Identify customer orders for goods • Carry out part exchange sale transactions • Prepare to proceed with payments • Carry out cash and credit transactions • Carry out return of goods • Apply health and safety standards • Adhere to store cleanliness and hygiene standards • Provide relevant information and advice to customers • Create positive rapport of oneself & organisation in the customers' mind • Describe the elements that help to effectively work in a team such as demonstrating courteous and helpful behavior while working in a team • Describe the elements that help to effectively work in an organization such as following company's policies and guidelines		

This course encompasses 20 out of 20 National Occupational Standards (NOS) of "Retail Associate cum Cashier" Qualification Pack issued by "Retailers Association's Skill Council of India".

S. No	Module	Key Learning Outcomes	Equipment Required
1	**Display stock to promote sales of product** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS** RAS/N0105	• Identify the need for the display in terms of stock, space, position, dates and escalate any concerns. • Assess the display area for the right size and report any issues promptly to the right authority. • Identify and collect the resources and equipment required for display and check whether they are clean, safe and in working condition. • Demonstrate compliance with company procedures for clearing, cleaning and preparing display area before use. • Prepare the display safely and dismantle it, as per plans and timelines. • Assess the display for required levels of stock. • Carry out effective waste management. • Identify the key elements required for labelling of stock while adhering to legal guidelines. • Review the label for clarity and accuracy of information and make necessary changes before labelling the stock. • Identify the right labels for the right products. • Follow labelling guidelines to ensure secure and clearly visible labels.	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
2	**Plan and prepare visual merchandising displays** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS** RAS/N0106	• Examine the purpose and style of display. • Identify resources, merchandise required to install display and their completion dates. • Analyze whether the place for display fulfils the design brief. • Demonstrate how to create effective ways of improving visual effect, within limits of design brief, company's visual design policies and authority. • Use merchandise and props in the design brief, which will help attract customers' attention. • Select alternate merchandise and props when originally specified items are unavailable or unsuitable, and confirm selections with the authority. • Prepare a plan for delivery of merchandise & props with the right people to ensure delivery of the items	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting

		before the display is installed. • Explain how to track delivery progress and take suitable action for any delays. • Demonstrate how to update stock records to account for merchandise on display.	machine; Posters showing various types of digital payment options such as PayTM, PayPal etc); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
3	**Dress visual merchandising displays** **Theory Duration** (hh:mm) 08:00 **Practical Duration** (hh:mm) 08:00 **Corresponding NOS** RAS/N0107	• Use the design brief to identify the focal points of the display. • Identify shapes, colours and groupings that best suit with purpose and style of the display. • Prepare a plan to create displays that achieve the required visual effect and is compliant with the company's visual design policy. • Demonstrate how to arrange merchandise, graphics and signs in ways to promote sales and ensure compliance with the design brief. • Assess the installed lighting to ensure that it is as per the design brief. • Evaluate the finished display for health, safety and legal compliance. • Describe ways to ask colleagues for any constructive comments about the display • Review the display's visual effect regularly. • Explain how to promptly make any adjustments to achieve the visual effect and to make the display safe and secure. • Describe ways to escalate any problems and risks to the right authority.	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
4	**Dismantle and store visual merchandising displays** **Theory Duration** (hh:mm) 08:00 **Practical Duration** (hh:mm) 08:00 **Corresponding NOS** RAS/N0108	• Demonstrate how to dismantle displays safely. • Use safety practices to secure the parts of display from being damaged during dismantling. • Describe the process of returning display parts to appropriate places and, if needed, in a saleable condition. • Carry out effective waste management and maintain accurate records. • Describe how to clean display sites and parts using safe and approved cleaning materials and equipment. • Identify the space required for storing the display items. • Identify the protective packaging required and necessary security	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1),

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		measures.	Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
		• Explain the process to store items in appropriate places with clear and accurate labels. • Demonstrate how to maintain correct and up-to-date records of items in storage. • Evaluate the storage for damaged, missing items and associated health and safety dangers and risks and escalate such issues to the right person. • Assess the storage facilities for cleanliness, safety and accessibility only to authorized person.	
5	**Prepare products for sale** **Theory Duration** (hh:mm) 08:00 **Practical Duration** (hh:mm) 08:00 **Corresponding NOS** RAS/N0109	• Demonstrate how to check whether all expected items and product parts are in the package to be sold. • Carry out effective waste management. • Identify and get the tools required for putting products together. • Follow safe work practices and follow manufacturers' instructions while packaging products together. • Inspect if products are assembled correctly and safe for use. • Identify ways to ask the right person for help when products are difficult to put together. • Review the products on display regularly to check for satisfactory condition. • Explain the process to be followed for removing damaged products from display as per company procedures.	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
6	**Promote loyalty schemes to customers** **Theory Duration** (hh:mm) 08:00 **Practical Duration** (hh:mm) 08:00	• Identify suitable opportunities to confirm customers' membership in loyalty scheme and if they are interested in joining. • Explain clearly to customers about benefits of joining the scheme, including any current special offers related to the scheme. • Identify ways to respond positively to any questions or objections that the customer raises. • Demonstrate skills that help provide	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price

		relevant information to customer and help them decide whether to join the scheme. • Demonstrate polite and courteous behaviour at all times to promote goodwill. • Explain how to recognize customers interested in joining scheme. • Identify opportunities to ask interested customers to sign up for the scheme. • Explain how to complete membership application accurately with customer and provide proof of their membership. • Demonstrate how to ask the customer to verify the details in the membership documentation. • Identify ways to provide application forms to prospective customers.	tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
	Corresponding NOS RAS/N0118		
7	**Keep the store secure** **Theory Duration** (hh:mm) 08:00 **Practical Duration** (hh:mm) 08:00 **Corresponding NOS** RAS/N0119	• Identify any security risks in the store. • Adhere to company procedures for reporting security risks. • Describe the steps involved in reporting security risks to the right people. • Describe the elements that help in preventing security risks within the company guidelines. • Assess for any stock that may have been stolen and report the issue to the right authority.	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
8	**Service cash point / point of sale (POS)** **Theory Duration** (hh:mm) 08:00	• Evaluate set up and operations of cash points done by staff. • Identify any problems related to routine cash point operations and transactions. • Illustrate how to resolve routine cash point operations- and transactions-related problems.	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital

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	Practical Duration (hh:mm) 08:00 **Corresponding NOS** RAS/N0110	• Evaluate authorisation of refunds, cheques and credit card payments. • Carry out cash point security procedures. • Explain how to create effective plans to resolve unexpected problems at the cash point.	transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
9	**Follow point of sale procedures for age-restricted products** **Theory Duration** (hh:mm) 08:00 **Practical Duration** (hh:mm) 08:00 **Corresponding NOS** RAS/N0111	• Adhere to organizational policies and legal requirements while asking for proof of age. • Illustrate how to check age proof as per organizational and legal requirements for sale of age-restricted products. • Demonstrate how to refuse sales of age-restricted products politely as per company policies and procedures and legal requirements. • Explain how to communicate types of acceptable proof of age to customers. • Explain how to retrieve proof of age from customers as per company procedures. • Explain customers the correct amount to be paid. • Evaluate the amount and means of payment offered by the customer. • Demonstrate how to process the approved payment in line with company procedures. • Explain the process of recording payments accurately and securing payments against theft. • Demonstrate how to offer additional services to customers and treat them politely throughout the payment process. • Demonstrate how to balance needs of paying attention to customers with acknowledging customers who seek help.	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet

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10	**Process customer orders for goods** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS** RAS/N0112	• Formulate suitable questions to understand customers' needs. • Point out products as per customers' needs and check for satisfaction. • Describe how to identify the supplier and terms for goods supply. • Explain the process of informing customers about progress in finding the goods they need. • Review customer's identity and credit status as per legal and company norms. • Collect complete order information from the customer and communicate it with relevant person for fulfilment. • Describe the process of providing accurate and timely information to people responsible for issuing the invoice. • Explain, to the right person, the reasons for not processing customer order for goods. • Demonstrate how to inform customers about delayed delivery in a polite manner. • Explain how to secure customers' details and give its access only to authorized person.	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
11	**Process part exchange sale transactions** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS** RAS/N0113	• Examine the offered items thoroughly and protect from any damage. • Identify correctly the need of any repairs, cleaning and cost involved. • Evaluate the exchange value of the items accurately within company guidelines. • Describe the part-exchange value of the item & its benefits accurately to customers. • Explain to the customer politely the reason for ineligibility of the item for part exchange. • Demonstrate compliance with company policies and procedures for checking the owner of the item. • Evaluate correctly the balance to be paid to the customer. • Demonstrate compliance with companies' policy & self-discretion to accept or refuse customers' offer. • Describe how to conclude the transaction politely in case the customer refuses to proceed further. • Describe correctly the terms and conditions of the sale. • Explain the process of completing	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy

		transaction paperwork.	Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
12	**Process payments towards customer purchases** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS** RAS/N0115	• Calculate accurately the price of purchases made by the customer. • Identify solutions for pricing problems, if any, by referring the pricing information. • Demonstrate how to seek help from the right person, if unable to resolve any pricing problems. • Estimate the correct amount to be paid by the customer.	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
13	**Process cash and credit transactions** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS** RAS/N0116	• Follow company guidelines for setting customer credit limits. • Examine customer accounts regularly for payments, investigate for missed payments, and record information. • Describe the elements that help identify customers who go over their credit limits and communicate the findings to the right person and deal accordingly. • Evaluate payments received from the customer. • Illustrate how to record successful and overdue payments from customers with reasons. • Identify problems and escalate them to the right person, if not resolved. • Explain how to secure payments in line with company procedures. • Evaluate whether charges and credits made to the customer accounts are correct. • Describe how to identify problems	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such

		with customer accounts to find appropriate resolution, and inform the right person about problems if not resolved.	as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
14	**Process goods returned by customer** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS** RAS/N0117	• Illustrate how to politely ask customers about goods to be returned and their reasons. • Demonstrate how to apologize to customers if the company is in fault. • Describe legal & company requirements for offering replacements and refunds correctly. • Explain to the customer clearly and politely about the actions taken on the returned good and possible charges applied. • Demonstrate how to store the replacement goods safely and follow company procedures for return. • Operate the stock control system & label clearly any goods that are to be returned to the supplier or manufacturer.	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
15	**Maintain health and safety at place of work** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS** RAS/N0121	• Identify any accidents or emergencies and provide support in compliance with company policy and procedures. • Demonstrate the skills required to follow instructions given by senior and the emergency services. • Use safety equipment correctly and in the right situations. • Use approved lifting and handling techniques with suitable safety measures as per company and manufacturers' instructions. • Explain how to plan route for moving goods in safe and efficient manner.	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire

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			Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
16	**Keep the store clean and hygienic** **Theory Duration** (hh:mm) 08:00 **Practical Duration** (hh:mm) 08:00 **Corresponding NOS** RAS/N0123	• Identify equipment and materials suitable for cleaning surfaces. • Demonstrate how to get the equipment and materials that are suitable for the surfaces that need cleaning. • Explain how to safely position the cleaning equipment and materials. • Identify ways to minimize spillage risk and clean up spillages promptly and thoroughly. • Identify and adopt cleaning procedures that causes least disturbance to others. • Assess surfaces for cleanliness. • Carry out correct and prompt storage of cleaning equipment and materials once finished cleaning. • Identify and use suitable and safe equipment to tidy work areas. • Carry out effective waste management as per company procedures. • Identify hygiene conditions that could impact health • Demonstrate awareness of company policies with respect to using effective practices and techniques of personal hygiene and safety. • Explain how to dispose of used clothing and products correctly.		Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
17	**Provide information and advice to customers** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS** RAS/N0124	• Demonstrate polite ways to promptly acknowledge customers' request for information and advice. • Identify the customer's needs for information and advice. • Identify ways to communicate information and advice to customers in an understandable manner. • Demonstrate polite ways to provide relevant, complete, accurate and up-to-date information and advice to customers. • Identify ways to confirm whether the information and advice provided meets the customer's needs.		Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers

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		• Explain how to find an alternative way to help customer when information and advice given is not satisfactory or is beyond one's scope. • Identify the nature of the complaint obtained from customers' information. • Explain how to acknowledge customer complaints clearly and apologize to the customer. • Adhere to legal requirements and company policies and procedures for dealing with complaints. • Explain the process of referring complaints to the right person while simultaneously updating the customer about the same. • Explain the options for solving the problem to customers and confirm the agreed option for implementation. • Explain problem resolving steps to the customer for satisfactory resolution and ensure that any promises related to problem solving are kept. • Follow company guidelines to implement the option agreed with the customer. • Explain to the customers the actions being taken and inform about progress of problem resolution. • Assess customer satisfaction level after problem is resolved. • Outline clear reasons to customers when the problem has not been resolved to their satisfaction.	(3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
18	**Create a positive image of self & organisation in the customer's mind** **Theory Duration** (hh:mm) 06:00 **Practical Duration** (hh:mm) 06:00 **Corresponding NOS** RAS/N0130	• Adhere to organization's standards of appearance and behavior. • Demonstrate respectful and friendly attitude towards customers. • Analyze and identify customers' expectations. • Demonstrate skills that help provide required information to customers about services or products offered by the organization. • Identify ways to respond promptly and effectively to different customer behaviors and customers' questions and comments. • Explain customers any reasons about their unfulfilled needs or expectations.	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift

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			Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
19	**Work effectively in a retail team** **Theory Duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS** RAS/N0137	• Demonstrate courteous and helpful behavior at all times. • Use opportunities to enhance assistance level offered to colleagues. • Demonstrate skills required to finish all reasonable requests for assistance and complete allocated tasks within timeframe. • Identify ways to get assistance during difficulties. • Use questioning techniques to clarify instructions or responsibilities. • Demonstrate a non-discriminatory attitude with customers and other staff members. • Adhere to standard dress code and presentation according to workplace, job role and customer contact. • Follow personal hygiene procedures as per organizational policy and legislation. • Interpret workplace information, instructions and procedures relevant to the particular task and act accordingly. • Interpret legal requirements against anti-discrimination, sexual harassment and bullying to act accordingly. • Use questioning techniques to seek workplace information. • Plan daily work routine within the scope of the job role and act accordingly. • Identify tasks and complete them within required timeframes. • Assess work and personal priorities and achieve a balance.	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
20	**Work effectively in a retail organisation** **Theory Duration** (hh:mm) 05:00 **Practical Duration** (hh:mm)	• Identify elements that help work collaboratively with colleagues. • Identify ways in which support can be extended to colleagues by making realistic commitments. • Identify and suggest suitable alternatives to colleagues if promised work is compromised. • Demonstrate supportive attitude to colleagues when working conditions	Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such

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05:00 **Corresponding NOS** RAS/N0138	• Identify ways to encourage colleagues to maintain work effectiveness within team. • Identify and explain SMART goals to the right people. • Choose realistic action points and deadlines according to past experiences. • Implement feedback received from seniors to improve self-performance. • Describe ways to encourage colleagues to ask any work-related information or advice and doubts on the information provided. • Demonstrate tasks and procedures in a logical sequence with relevant information. • Discover new opportunities for colleagues to learn new skill and give constructive feedback. • Follow company's health and safety procedures while working and training others.	as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet	
Total Duration: **Theory Duration** (hh:mm) 175:00 **Practical Duration** (hh:mm) 175:00	**Unique Equipment Required:** Display Racks (Gondola), Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions), Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags, VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2), POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2), Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software, UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc), Sample of Gift Cards/Coupons/Vouchers, Credit Notes to demonstrate sales return, Customer Feedback Forms, Dummy Stock Transfer Notes / Invoice, Stock Inward/Stock Outward register, Dummy EMI / credit scheme calculation sheet		

Grand Total Duration: 350 Hours, 0 Minutes

*(This syllabus/ curriculum has been approved by **Retailers Association's Skill Council of India**)*

Trainer Prerequisites for Job role: "Retail Associate cum Cashier" mapped to Qualification Pack: "RAS/Q0108, Version 1.0"

Sr. No.	Area	Details
1	**Description**	Individuals in this position are responsible for understanding customer needs and servicing them with desired product offerings contributing to sales. They are responsible for servicing the customer at the cashiering point working cordially within the team and retail organisation.
2	**Personal Attributes**	Individual in this position should exhibits below mentioned attributes: • Should be subject knowledge / matter expert • Effective communication skills and proven integrity, as well as sincerity • Ability to conduct interactive training program and concentrate on details • High sense of thoughtfulness in a habitually active environment • Multi-talented and resourceful ability when handling different tasks • Highly skilled in promoting friendly atmosphere and efficient in managing learners
3	**Minimum Educational Qualification**	10th standard pass
4a	**Domain Certification**	Certified for Job Role: "Retail Associate cum Cashier" mapped to QP "RAS/Q0108 VERSION 1.0". Minimum accepted score of 80% or as per RASCI guidelines.
4b	**Platform Certification**	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q0102". Minimum accepted score of 80% or as per RASCI guidelines.
5	**Experience**	12th pass with 4 years OR Retail Diploma/Graduate with 2 years experience in Retail Store Operations or Sales or Retail Training.

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria	
Job Role	**Retail Associate cum Cashier**
Qualification Pack	**RAS/Q0108, v1.0**
Sector Skill Council	**Retailers Association's Skill Council of India**

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/ option NOS/ set of NOS

4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on these criteria

6. To pass the Qualification Pack, every trainee should score a minimum of 50% of aggregate marks to successfully clear the assessment.

7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS Total Marks: 100			Marks Allocation		
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
1. RAS/N0105 (To display stock to promote sale of products)	PC1. Identify the need for the display in relation to stock, space, position of the display and dates.	100	10	5	5
	PC2. Check that the display area is the right size and report any concerns promptly.		5	2.5	2.5
	PC3. Gather the materials, equipment and stock needed for the display and check that they are clean, safe and in good working order.		10	5	5
	PC4. Follow company procedures for clearing, cleaning and preparing the display area before use.		5	2.5	2.5
	PC5. Set up and dismantle the display safely, in line with plans and within the time allowed.		10	5	5
	PC6. Check that the display is clean, tidy and safe for use.		5	2.5	2.5
	PC7. Check that the display has the levels of stock needed.		10	5	5
	PC8. Clean and store equipment and excess materials; get rid of waste safely, correctly and promptly.		5	2.5	2.5
	PC9. Check requirements for labelling stock.		10	5	5
	PC10. Check that the information on the label is clear, accurate and legal before starting to label stock.		5	2.5	2.5
	PC11. Report promptly any information on labels that may need changing.		5	2.5	2.5
	PC12. Attach the right labels to the right products.		5	2.5	2.5
	PC13. Position labels so that they are securely fastened and customers can see them clearly.		10	5	5
	PC14. Complete labelling within the time allowed.		5	2.5	2.5
		Total	100	50	50
2. RAS/N0106 (To plan and prepare visual merchandising displays)	PC1. Identify the purpose, content and style of the display.	100	10	5	5
	PC2. Identify the equipment, materials, merchandise and props needed to create and install the display and the dates for completing it.		10	5	5
	PC3. Evaluate whether the place to put the display is likely to fulfil the design brief.		10	5	5

	PC4. Create new and effective ways of improving the visual effect, within his/her limits of design brief, company's visual design policies and authority.		15	7.5	7.5
	PC5. Confirm that the features of merchandise and props shown in the design brief are those most likely to attract customers' attention.		10	5	5
	PC6. Identify other merchandise and props when those originally specified are not available or not suitable, and agree the selections with the right person.		10	5	5
	PC7. Verify arrangements for delivery of merchandise & props with right people, allowing enough time for deliveries to arrive before display must be installed.		15	7.5	7.5
	PC8. Check the progress of deliveries and take suitable action if delays seem likely.		10	5	5
	PC9. Update stock records to account for merchandise on display.		10	5	5
		Total	**100**	**50**	**50**
3. RAS/N0107 (To dress visual merchandising displays)	PC1. Use the design brief to identify the focal points of the display.		10	5	5
	PC2. Choose shapes, colours and groupings that are suited to the purpose and style of the display.		5	2.5	2.5
	PC3. Create displays that achieve the required visual effect and are consistent with the company's visual design policy.		5	2.5	2.5
	PC4. Position merchandise, graphics and signs in ways that promote sales.		5	2.5	2.5
	PC5. Check that lighting is installed in line with the design brief.		5	2.5	2.5
	PC6. Check that the finished display meets health and safety guidelines and legal requirements.		10	5	5
	PC7. Position merchandise, graphics & signs according to guidelines & in ways that attract attention & interest of customers & give customers information they need.	**100**	5	2.5	2.5
	PC8. Group merchandise appropriately for the purpose & style of display, the selling features of merchandise & the visual effect needed under the design brief.		5	2.5	2.5
	PC9. Make sure that lighting is installed in line with lighting requirements.		5	2.5	2.5
	PC10. Check that all the parts of the display are suitable for the purpose of the display and meet the requirements.		5	2.5	2.5
	PC11. Check that the display meets requirements for easy access, safety and security.		5	2.5	2.5

	PC12. Identify safety and security risks to the display and choose suitable ways of reducing risks.		5	2.5	2.5
	PC13. Consider how the display looks from all the directions from which customers will approach it.		5	2.5	2.5
	PC14. Encourage colleagues to provide constructive comments about the display.		5	2.5	2.5
	PC15. Make any adjustments that he/she is authorised to make and that are needed to achieve the visual effect and to make the display safe and secure.		5	2.5	2.5
	PC16. Check regularly the display's visual effect.		5	2.5	2.5
	PC17. Report promptly to the right person any problems and risks that he/she is not responsible for sorting out himself/herself.		10	5	5
		Total	**100**	**50**	**50**
4. RAS/N0108 (To dismantle and store visual merchandising displays)	PC1. Dismantle displays safely.	**100**	5	2.5	2.5
	PC2. Protect the parts of the display from being damaged during dismantling.		10	5	5
	PC3. Return the parts of the display to the appropriate places promptly and, if needed, in a saleable condition.		10	5	5
	PC4. Get rid of unwanted materials safely and keep accurate records of this if needed.		10	5	5
	PC5. Clean display sites and parts using safe and approved cleaning materials and equipment.		10	5	5
	PC6. Work out accurately the storage space required.		10	5	5
	PC7. Identify the protective packaging he/she needs and the security measures that need to be in place.		10	5	5
	PC8. Store items in suitable places and with clear and accurate labels.		5	2.5	2.5
	PC9. Keep accurate and up-to-date records of items in storage.		10	5	5
	PC10. Identify damaged items, missing items and dangers and risks to health and safety, and report these promptly to the right person.		10	5	5
	PC11. Check that storage facilities and items in storage are clean, safe, secure and accessible only to those with a right to them.		10	5	5
		Total	**100**	**50**	**50**
5. RAS/N0109 (To prepare products for sale)	PC1. Check that all expected items and parts of the product are in the package.	**100**	10	5	5
	PC2. Remove all unwanted packaging and safely get rid of waste.		10	5	5
	PC3. Gather the tools he/she needs for putting products together.		10	5	5
	PC4. Use safe work methods and follow manufacturers' instructions when putting products together.		10	5	5
	PC5. Check that products have been		20	10	10

	assembled correctly and can be used safely.				
	PC6. Ask the right person for help when products are proving difficult to put together.		15	7.5	7.5
	PC7. Check regularly that products on display are in a satisfactory condition.		10	5	5
	PC8. Remove damaged products promptly from display and follow company procedures for dealing with them.		15	7.5	7.5
		Total	100	50	50
6. RAS/N0118 (To promote loyalty schemes to customers)	PC1. Take suitable opportunities to ask customers if they are members of the loyalty scheme and whether they are interested in joining.	100	10	5	5
	PC2. Explain clearly and accurately to customers how joining the scheme would benefit them, including any current special offers relating to the scheme.		10	5	5
	PC3. Respond positively to any questions or objections that the customer raises.		10	5	5
	PC4. Provide relevant information to the customer to help them decide whether to join the scheme.		5	2.5	2.5
	PC5. Treat the customer politely at all times and in a way that promotes goodwill.		5	2.5	2.5
	PC6. Recognise accurately when customers are interested in joining the scheme.		10	5	5
	PC7. Take opportunities to ask customers who are showing signs of interest to sign up for the scheme.		10	5	5
	PC8. Fill in the membership application accurately with the customer, using the information they provide.		10	5	5
	PC9. Give the customer proof of their membership.		10	5	5
	PC10. Check with the customer that their details, as shown on the membership documentation, are correct.		10	5	5
	PC11. Give application forms to customers who show interest but are not willing to join the scheme there and then.		10	5	5
		Total	100	50	50
7. RAS/N0119 (To keep the store secure)	PC1. Notice and correctly identify security risks.	100	20	10	10
	PC2. Follow company procedures for reporting security risks.		20	10	10
	PC3. Report security risks to the right people promptly and accurately.		20	10	10
	PC4. Follow company procedures for preventing security risks while working.		20	10	10
	PC5. Notice where stock may have been stolen and tell the right person about it.		20	10	10
		Total	100	50	50
8. RAS/N0110 (To service cash point / point of sale	PC1. Check at suitable times that staff are setting up and operating cash points correctly.	100	15	7.5	7.5

(POS))	PC2. Look into and promptly sort out any problems with routine cash point operations and transactions.		10	5	5
	PC3. Check that staff are handling cash and cash equivalents efficiently and in line with approved procedures.		20	10	10
	PC4. Authorise, accurately and promptly, any refunds, cheques and credit card payments which need his/her authorisation.		15	7.5	7.5
	PC5. Follow cash point security procedures correctly.		20	10	10
	PC6. Develop effective plans to cope with unexpected problems at the cash point.		20	10	10
		Total	**100**	**50**	**50**
9. RAS/N0111 (To follow point of sale procedures for age-restricted products)	PC1. Follow legal requirements and company policies and procedures for asking for proof of age.		5	2.5	2.5
	PC2. Make the sale only if customers provide age proof and it meets legal and company conditions, while selling age-restricted products.		5	2.5	2.5
	PC3. Follow legal requirements and company policies and procedures for refusing sales.		5	2.5	2.5
	PC4. Refuse politely and firmly to make sales that are against the law or any procedures and policies he/she must follow.		10	5	5
	PC5. Explain clearly and accurately to customers what proof of age is acceptable.		10	5	5
	PC6. Follow company procedures for telling customers how to get proof of age.	**100**	5	2.5	2.5
	PC7. Tell customers the correct amount to be paid.		5	2.5	2.5
	PC8. Check accurately the amount and means of payment offered by the customer.		5	2.5	2.5
	PC9. Process the payment in line with company procedures, where the payment is acceptable.		5	2.5	2.5
	PC10. Tell the customer tactfully when payment cannot be approved.		10	5	5
	PC11. Record payments accurately.		5	2.5	2.5
	PC12. Store payments securely and protect them from theft.		5	2.5	2.5
	PC13. Offer additional services to the customer where these are available.		5	2.5	2.5
	PC14. Treat customers politely throughout the payment process.		10	5	5
	PC15. Balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help		10	5	5
		Total	**100**	**50**	**50**
10. RAS/N0112 (To process customer orders for goods)	PC1. Identify customers' needs accurately by asking suitable questions.	**100**	10	5	5
	PC2. Identify the goods that will meet customers' needs and check with customers that these are satisfactory.		5	2.5	2.5

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	PC3. Find out who can supply the goods needed and on what terms.		10	5	5
	PC4. Keep customers informed of progress in finding the goods they need.		5	2.5	2.5
	PC5. Give customers clear, accurate and complete information about the availability of goods and the terms of supply.		10	5	5
	PC6. Follow legal and company procedures for checking the customer's identity and credit status.		5	2.5	2.5
	PC7. Follow company policy for offering to order goods the customer needs if they are not in stock.		5	2.5	2.5
	PC8. Prepare accurate, clear and complete information about the order & pass this information to people responsible for fulfilment.		10	5	5
	PC9. Provide accurate, clear, complete and timely information to those responsible for issuing the invoice.		10	5	5
	PC10. Tell the right person promptly when he/she cannot process an order and explain the reasons clearly.		10	5	5
	PC11. Tell the customer promptly and politely if their order cannot be delivered within the agreed time.		10	5	5
	PC12. Store customers' details securely and show them only to people who have a right to see them.		10	5	5
		Total	**100**	**50**	**50**
11. RAS/N0113 (To process part exchange sale transactions)	PC1. Inspect the item being offered.		10	5	5
	PC2. Protect the item from damage while handling it.		5	2.5	2.5
	PC3. Identify accurately any repairs and cleaning needed and the costs involved.		5	2.5	2.5
	PC4. Work out the exchange value of the item accurately within company guidelines.		5	2.5	2.5
	PC5. Explain to the customer clearly and accurately the part-exchange value of the item and the benefits of a part exchange arrangement.		10	5	5
	PC6. Tell the customer politely that the item is not acceptable for part exchange, when this applies.	**100**	10	5	5
	PC7. Treat the customer politely throughout the valuation process.		5	2.5	2.5
	PC8. Follow company policies and procedures for checking who owns the item.		5	2.5	2.5
	PC9. Work out accurately the balance to be paid by the customer on the item he/she wants to buy.		10	5	5
	PC10. Accept or refuse the customer's offers according to company policies and the discretion he/she is allowed.		7	3.5	3.5
	PC11. End the transaction politely if the customer is not willing to go ahead.		7	3.5	3.5
	PC12. Explain clearly and accurately the		7	3.5	3.5

	terms and conditions of the sale.				
	PC13. Fill in the paperwork for the transaction.		7	3.5	3.5
	PC14. Treat the customer politely throughout negotiations.		7	3.5	3.5
		Total	100	50	50
12. RAS/N0115 (To process payments towards customer purchases)	PC1. Identify the price of purchases accurately.		25	12.5	12.5
	PC2. Sort out any pricing problems promptly by referring to pricing information.		25	12.5	12.5
	PC3. Seek advise promptly from the right person when he/she cannot sort out pricing problems himself/herself.	**100**	25	12.5	12.5
	PC4. Work out accurately the amount the customer should pay.		25	12.5	12.5
		Total	100	50	50
13. RAS/N0116 (To process cash and credit transactions)	PC1. Follow company guidelines for setting customer credit limits.		5	2.5	2.5
	PC2. Check customer accounts accurately and at suitable intervals to check that payments are up to date.		5	2.5	2.5
	PC3. Investigate promptly reasons for missed payments and accurately record the findings.		5	2.5	2.5
	PC4. Identify customers who go over their credit limits and report the findings promptly to the right person.		10	5	5
	PC5. Act promptly and within company guidelines to deal with customers who go over their credit limits.		5	2.5	2.5
	PC6. Report to the right person the results of the action taken to deal with customers who go over their credit limits.		10	5	5
	PC7. Check that payments from customers are valid and accurate.		5	2.5	2.5
	PC8. Record payments from customers promptly and accurately.	**100**	5	2.5	2.5
	PC9. Record clearly and accurately the reasons why payments are overdue.		5	2.5	2.5
	PC10. Identify problems accurately and sort them out promptly.		5	2.5	2.5
	PC11. Tell the right person promptly about any problems that he/she cannot sort out.		10	5	5
	PC12. Store collected payments securely and in line with company procedures.		5	2.5	2.5
	PC13. Check that charges made to customer accounts are correct.		5	2.5	2.5
	PC14. Check that credits made to customer accounts are correct.		5	2.5	2.5
	PC15. Identify and sort out problems with customer accounts.		5	2.5	2.5
	PC16. Tell the right person about problems with customer accounts that he/she cannot sort out or that are beyond his/her responsibility and control.		10	5	5
		Total	100	50	50

14. RAS/N0117 (To process goods returned by customer)	PC1. Check clearly and politely with the customer what goods they want to return and their reasons.		10	5	5
	PC2. Apologise promptly if the company appears to be at fault.		5	2.5	2.5
	PC3. Follow legal & company requirements for offering replacements and refunds, and explain these to the customer clearly & politely.		5	2.5	2.5
	PC4. Explain to the customer clearly and politely the action to be taken, and any charges that apply.		10	5	5
	PC5. Pick out accurately the replacement goods and follow company procedures for preparing them to be sent out.	100	10	5	5
	PC6. Explain to the customer accurately, clearly and politely the arrangements for returning the unwanted goods.		10	5	5
	PC7. Check accurately the type, quantity and condition of returned goods.		10	5	5
	PC8. Give accurate and complete information to the person who can raise a credit note or refund the payment.		10	5	5
	PC9. Update the stock control system promptly, accurately and fully.		10	5	5
	PC10. Label clearly any goods that are to be returned to the supplier or manufacturer.		10	5	5
	PC11. Move returned goods to the correct place and position unsaleable goods separately from sales stock.		10	5	5
	Total		**100**	**50**	**50**
15. RAS/N0121 (To maintain health and safety at place of work)	PC1. Notice and correctly identify accidents and emergencies.		5	2.5	2.5
	PC2. Get help promptly and in the most suitable way.		5	2.5	2.5
	PC3. Follow company policy and procedures for preventing further injury while waiting for help to arrive.		5	2.5	2.5
	PC4. Act within the limits of his/her responsibility and authority when accidents and emergencies arise.		5	2.5	2.5
	PC5. Follow instructions given by senior staff and the emergency services.		10	5	5
	PC6. Follow company procedures and legal requirements for reducing health and safety risks as far as possible while working.	100	10	5	5
	PC7. Use safety equipment correctly and in the right situations.		5	2.5	2.5
	PC8. Get advise and help from the right people when he/she concerned about his ability to work safely.		10	5	5
	PC9. Take suitable safety measures before lifting to protect himself/herself and other people.		10	5	5
	PC10. Use approved lifting and handling techniques.		10	5	5
	PC11. Check that any equipment he/she		5	2.5	2.5

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		Total	100	50	50
	needs to use is fit for use.				
	PC12. Use lifting and handling equipment in line with company guidelines and manufacturers' instructions.		5	2.5	2.5
	PC13. Plan a safe and efficient route for moving goods.		10	5	5
	PC14. Make sure that he/she understands his/her responsibilities when he/she asks others to help in lifting and handling operations.		5	2.5	2.5
		Total	**100**	**50**	**50**
16. RAS/N0123 (To keep the store clean and hygienic)	PC1. Get the equipment and materials that are suitable for the surfaces that need cleaning.		5	2.5	2.5
	PC2. Position the cleaning equipment and materials safely and any items he/she must move.		5	2.5	2.5
	PC3. Keep the risk of spillages to a minimum and clean up any spillages promptly and thoroughly.		10	5	5
	PC4. Get rid of rubbish and waste promptly and safely.		5	2.5	2.5
	PC5. Disturb other people as little as possible while cleaning.		5	2.5	2.5
	PC6. Check that surfaces are thoroughly clean.		10	5	5
	PC7. Store cleaning equipment and materials correctly and promptly when he/she has finished cleaning.	**100**	5	2.5	2.5
	PC8. Use suitable equipment to tidy work areas.		5	2.5	2.5
	PC9. Check that equipment is safe to use before starting to use it.		5	2.5	2.5
	PC10. Get rid of waste and litter safely and in line with company procedures.		5	2.5	2.5
	PC11. Disturb other people as little as possible while getting rid of waste and litter.		10	5	5
	PC12. Store equipment correctly and promptly after use.		5	2.5	2.5
	PC13. Wear protective clothing that is clean and suitable for the work he/she needs to do.		10	5	5
	PC14. Dispose correctly of used clothing and products.		5	2.5	2.5
	PC15. Use effective practices and techniques for keeping his/her hair, skin and nails clean enough for the work he/she does.		10	5	5
		Total	**100**	**50**	**50**
17. RAS/N0124 (To provide information and advice to customers)	PC1. Acknowledge promptly and politely customers' requests for information and advise.		10	5	5
	PC2. Identify the customer's needs for information and advise.	**100**	10	5	5
	PC3. Communicate information and advise to customers in ways they can understand.		10	5	5

	PC4. Provide information and advise to customers that is relevant, complete, accurate and up to date.		10	5	5
	PC5. Check politely that the information and advise provided meets the customer's needs.		10	5	5
	PC6. Find other ways to help the customer when the information and advise given is not satisfactory.		10	5	5
	PC7. Refer requests for information or advise to the right person when he/she cannot help the customer.		5	2.5	2.5
	PC8. Identify the nature of the complaint from information obtained from customers.		10	5	5
	PC9. Acknowledge the complaint clearly and accurately and apologise to the customer.		5	2.5	2.5
	PC10. Follow legal requirements and company policies and procedures for dealing with complaints.		10	5	5
	PC11. Refer complaints promptly to the right person & explain the referral procedure clearly to the customer, when it is beyond his/her responsibility to sort them.		10	5	5
		Total	100	50	50
18. RAS/N0130 (To create a positive image of self & organisation in the customers mind)	PC1. Meet the organisation's standards of appearance and behaviour.		5	2.5	2.5
	PC2. Greet customers respectfully and in a friendly manner.		5	2.5	2.5
	PC3. Communicate with customers in a way that makes them feel valued and respected.		10	5	5
	PC4. Identify and confirm your customer's expectations.		5	2.5	2.5
	PC5. Treat customers courteously and helpfully at all times.		5	2.5	2.5
	PC6. Keep customers informed and reassured.		5	2.5	2.5
	PC7. Adapt his/her behaviour to respond effectively to different customer behaviour.		10	5	5
	PC8. Respond promptly to a customer seeking assistance.	100	5	2.5	2.5
	PC9. Select the most appropriate way of communicating with customers.		5	2.5	2.5
	PC10. Check with customers that he/she has fully understood their expectations.		5	2.5	2.5
	PC11. Respond promptly and positively to customers' questions and comments		5	2.5	2.5
	PC12. Allow customers time to consider his/her response and give further explanation when appropriate.		5	2.5	2.5
	PC13. Locate information that will help customers.		5	2.5	2.5
	PC14. Give customers the information they need about the services or products offered by the organisation.		10	5	5
	PC15. Recognise information that		5	2.5	2.5

	customers might find complicated and check whether they fully understand.				
	PC16. Explain clearly to customers any reasons why their needs or expectations cannot be met.		10	5	5
		Total	**100**	**50**	**50**
19. RAS/N0137 (To work effectively in a retail team)	PC1. display courteous and helpful behaviour at all times.		5	2.5	2.5
	PC2. take opportunities to enhance the level of assistance offered to colleagues.		5	2.5	2.5
	PC3. meet all reasonable requests for assistance within acceptable workplace timeframes.		10	5	5
	PC4. complete allocated tasks as required.		5	2.5	2.5
	PC5. seek assistance when difficulties arise.		5	2.5	2.5
	PC6. use questioning techniques to clarify instructions or responsibilities.		10	5	5
	PC7. identify and display a non-discriminatory attitude in all contacts with customers and other staff members.		5	2.5	2.5
	PC8. observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.	100	5	2.5	2.5
	PC9. follow personal hygiene procedures according to organisational policy and relevant legislation.		5	2.5	2.5
	PC10. interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.		5	2.5	2.5
	PC11. interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying.		10	5	5
	PC12. ask questions to seek and clarify workplace information.		5	2.5	2.5
	PC13. plan and organise daily work routine within the scope of the job role.		10	5	5
	PC14. prioritise and complete tasks according to required timeframes.		10	5	5
	PC15. identify work and personal priorities and achieve a balance between competing priorities.		5	2.5	2.5
		Total	**100**	**50**	**50**
20. RAS/N0138 (To work effectively in a retail organization)	PC1. share work fairly with colleagues, taking account of your own and others' preferences, skills and time available.		5	2.5	2.5
	PC2. make realistic commitments to colleagues and do what has been promised.		5	2.5	2.5
	PC3. tell colleagues promptly if he/she will not be able to do what has been promised and suggest suitable alternatives.	100	5	2.5	2.5
	PC4. encourage and support colleagues when working conditions are difficult.		5	2.5	2.5
	PC5. encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect.		5	2.5	2.5

	PC6. follow the company's health and safety procedures while working.	5	2.5	2.5
	PC7. discuss and agree with the right people goals that are relevant, realistic and clear.	10	5	5
	PC8. identify the knowledge and skills needed to achieve his/her goals.	5	2.5	2.5
	PC9. agree action points and deadlines that are realistic, taking account of past learning experiences and the time and resources available for learning.	5	2.5	2.5
	PC10. check his/her progress regularly and, when necessary, change the way of working.	5	2.5	2.5
	PC11. ask for feedback on his/her progress from those in a position to give it, and use their feedback to improve his/her performance.	5	2.5	2.5
	PC12. encourage colleagues to ask him/her for work-related information or advice that he/she is likely to be able to provide.	5	2.5	2.5
	PC13. notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice.	5	2.5	2.5
	PC14. give clear, accurate and relevant information and advice relating to tasks and procedures.	10	5	5
	PC15. explain and demonstrate procedures clearly, accurately and in a logical sequence.	5	2.5	2.5
	PC16. encourage colleagues to ask questions if they don't understand the information and advice given to them.	5	2.5	2.5
	PC17. give colleagues opportunities to practise new skills, and give constructive feedback.	5	2.5	2.5
	PC18. check that health, safety and security are not compromised when helping others to learn.	5	2.5	2.5
	Total	**100**	**50**	**50**