

## Store Ops Assistant SYLLABUS/CURRICULUM

This programme is aimed at training candidates for the job of “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. To relate to various formats of retail	2. To receive goods into storage
3. Delivery of products to customers	4. To maintain required levels of stock for operations
5. To maintain adequate levels stock for sale	6. To maintain health and safety
7. To create a positive image of self & organization in the customers mind	8. To work effectively in your team
9. To work effectively in your organization	

This course encompasses 8/ 8 NOS of “Store Ops Assistant” - RAS/Q0101, Qualification Pack issued by Retailers Association’s Skill Council of India.

S.No.	Module/Topic	Durati on (hrs )	Key Learning Outcomes	NOS Code
1.	Introduction to Retail		The learners will be able to: <ul style="list-style-type: none"> <li>• Define retail.</li> <li>• Function of a retailer.</li> <li>• Describe the evolution of retail.</li> <li>• Distinguish between organize and unorganized retail.</li> <li>• List the different types of organized retail formats.</li> <li>• State the functions in modern retail.</li> </ul>	Bridging topic
2.	To receive goods into storage		<b>Performance Criteria</b> The learners will be able to: <ul style="list-style-type: none"> <li>• Identify quantity and nature of goods to be received.</li> <li>• Confirm appropriate storage space availability.</li> <li>• Check and confirm that all equipment required for receipt and movement of goods is available and in good working order.</li> <li>• Complete required paperwork, checking for accuracy and completeness.</li> <li>• Ensure that the area for receiving goods is clean, tidy and free from obstruction and perils.</li> <li>• Report any shortfall in space or malfunction</li> </ul>	NO101

S.No	Module/Topic	Duration (hrs)	Key Learning Outcomes	NOS Code
			<p>with equipment to supervisor</p> <ul style="list-style-type: none"> <li>• Check that all goods as detailed in the delivery note have been received.</li> <li>• Record refusals accurately following organizational standard operating procedures.</li> <li>• Accurately update stock control systems to reflect receipt of goods.</li> <li>• Confirm storage requirements and conditions for the incoming goods.</li> <li>• Ensure appropriate handling procedures for perishable and non-perishable goods is in place.</li> <li>• Follow all relevant legislation and organization policies and procedures.</li> <li>• Complete all administrative procedures to ensure appropriate rotation of goods.</li> </ul> <p><b>Knowledge and Understanding</b> <b>Organizational Context</b> The learners will be able to apply knowledge of:</p> <ul style="list-style-type: none"> <li>• Requirements for maintaining security and safety during delivery and storage of goods.</li> <li>• Policies for receiving and storing a range of products including perishable goods.</li> <li>• Administrative procedures required for receiving and storing goods.</li> <li>• Refusal procedures in relation to type of goods being delivered.</li> <li>• Supervisors for reporting product shortages or over supply.</li> <li>• Supervisors for reporting malfunctioning or hazardous handling equipment.</li> </ul> <p><b>Technical Knowledge</b> The learners will be able to apply technical knowledge of:</p> <ul style="list-style-type: none"> <li>• The need to thoroughly prepare for receipt and storage of goods.</li> <li>• The scope of information required on quantity and type of goods.</li> <li>• The storage requirements for a range of products types including perishable goods.</li> <li>• The lifecycle of perishable products in storage (if applicable).</li> <li>• Reporting requirements for shortage of storage space.</li> <li>• Consequences of inaccurate recording and reporting of goods in receipt and storage.</li> </ul>	

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			<ul style="list-style-type: none"> <li>• What equipment is required for the delivery and movement of goods into storage?</li> <li>• The operations and function of the handling equipment.</li> <li>• Fault finding procedures and reporting requirements.</li> <li>• Work health and safety requirements in the delivery and storage areas.</li> <li>• Security systems in place for loss prevention</li> </ul>	
3.	Delivery of products to customers		<p><b>Performance Criteria</b> The learners will be able to:</p> <ul style="list-style-type: none"> <li>• Check that you have all the products you are due to deliver.</li> <li>• Check you have the equipment and paperwork needed for the delivery.</li> <li>• Check that you have all the delivery details you need and that you know how to get to the delivery address.</li> <li>• Plan a schedule of deliveries which makes the best use of time and other resources.</li> <li>• Check that you have enough fuel for your delivery schedule and follow company procedures for getting more fuel if needed.</li> <li>• Transport products and equipment safely and securely.</li> <li>• Deliver products at the times agreed with the customer.</li> <li>• Take action in line with company procedures if you expect to arrive at the customer's premises early or late.</li> <li>• Follow company procedures for ensuring that deliveries are left only with individuals who may legally receive them.</li> <li>• Take action in line with company procedures if no one is available who can receive the delivery or if the customer rejects the delivery.</li> <li>• Unload orders safely and in ways which protect the orders from damage.</li> <li>• Treat the customer courteously throughout the delivery process.</li> <li>• Update records of delivery and non-delivery promptly and in line with company procedures.</li> </ul> <p><b>Knowledge and Understanding</b> <b>Organizational Context</b> The learners will be able to apply knowledge of:</p>	NO102

S.No	Module/Topic	Duration (hrs)	Key Learning Outcomes	NOS Code
			<ul style="list-style-type: none"> <li>• How to check that you have all the products you are due to deliver.</li> <li>• How to check that you have enough fuel for your delivery schedule, and company procedures for getting more fuel if needed.</li> <li>• Why it is important to deliver products at the times agreed with customers.</li> <li>• The company procedures to follow if you expect to arrive at the customer's premises early or late.</li> <li>• Relevant legal restrictions on who can receive delivery.</li> <li>• The company procedures to follow when no one is available who can receive the delivery and when the customer rejects the delivery.</li> <li>• Why it is important to treat customers courteously? and how to do this?</li> <li>• The records to keep of deliveries and non-deliveries and company procedures for completing these.</li> </ul> <p><b>Technical Context</b> The learners will be able to apply technical knowledge of:</p> <ul style="list-style-type: none"> <li>• How to transport products and equipment safely and securely.</li> <li>• The importance of planning an efficient delivery schedule and how to do this.</li> <li>• How to unload goods safely and in ways which protect goods from damage.</li> </ul>	
4.	To maintain required levels of stock for operations		<p><b>Performance Criteria:</b> The learners will be able to :</p> <ul style="list-style-type: none"> <li>• Check existing stock levels accurately and in line with instructions and company procedures.</li> <li>• Ask the right person for advice if instructions for checking stock are not clear.</li> <li>• Spot unsalable stock and promptly tell the right person.</li> <li>• Check stock levels in ways that do not disturb other people any more than needed.</li> <li>• Update stock records accurately and in line with company procedures.</li> <li>• Follow instructions for positioning stock.</li> <li>• Promptly ask the right person for advice if instructions for positioning stock are not clear.</li> <li>• Handle stock in ways that protect your own</li> </ul>	NO103

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			<p>and other people's safety.</p> <ul style="list-style-type: none"> <li>• Handle stock in ways that protect stock, equipment and premises from being damaged.</li> <li>• Fill shelves in ways that do not disturb other people any more than needed.</li> <li>• Promptly clean and tidy your work area when you have finished.</li> </ul> <p><b>Knowledge and Understanding</b>  <b>Organizational Context:</b>            The learner will be able to apply knowledge of:</p> <ul style="list-style-type: none"> <li>• Company procedures for updating stock records.</li> <li>• Company procedures for checking stock levels.</li> <li>• Instructions and procedures for checking stock levels.</li> <li>• Accurate and up-to-date stock checks and records are important.</li> <li>• Check stock accurately.</li> <li>• Recognise unsaleable stock when you are checking stock levels.</li> <li>• Stock needs positioning accurately.</li> <li>• Safety risks of handling stocks.</li> </ul> <p><b>Technical Knowledge:</b>            The learner will be able to apply technical knowledge of:</p> <ul style="list-style-type: none"> <li>• Handle stock without risking your own or other people's safety.</li> <li>• Ways of handling stock so that stock, premises and equipment are not damaged.</li> <li>• The lifecycle of perishable products in storage (if applicable).</li> <li>• Reporting requirements for shortage of storage space.</li> <li>• The operations and function of the handling equipment.</li> <li>• Fault finding procedures and reporting requirements.</li> <li>• Health, Safety &amp; Environmental requirement.</li> <li>• Security systems in place for loss prevention</li> </ul>	
5.	Maintain adequate stocks level for sale		<p><b>Performance Criteria:</b>  <b>Check The level of Stock on Sale</b>            The learners will be able to :</p> <ul style="list-style-type: none"> <li>• Use the stock control system to identify</li> </ul>	N0104

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			<p>current stock levels, the stock levels needed and any shortfalls in stock.</p> <ul style="list-style-type: none"> <li>• Check stock so that there will be enough time to replace stocks before they run out.</li> <li>• Check stock levels at suitable intervals.</li> <li>• Inform promptly when stock needs replacing.</li> <li>• Notice when the stock has passed its expiry date and promptly remove it from sale and update the stock control system.</li> </ul> <p><b>Replenish stock on sale</b> The learners will be able to:</p> <ul style="list-style-type: none"> <li>• Order enough stock to maintain the correct levels promptly clean and tidy your work area when you have finished.</li> <li>• Prepare stock for sale within the time allowed.</li> <li>• Arrange for stock to be moved to the sales floor when it is needed.</li> <li>• Rotate stock correctly and with the least possible disturbance to other people.</li> <li>• Follow company procedures for getting rid of packaging waste.</li> <li>• Update the stock control system promptly, accurately and completely.</li> <li>• Notice changes in demand for stock and decide what stock levels are suitable.</li> <li>• Suggest realistic changes and give reasons for your recommendations.</li> </ul> <p><b>Knowledge and Understanding</b> <b>Organizational Context</b> The learners will be able to apply knowledge of:</p> <ul style="list-style-type: none"> <li>• Factors that can affect demand for stock, and how to work out how often to check stock levels.</li> <li>• Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.</li> <li>• Identify stock with expired date codes.</li> <li>• Update the stock control system to reflect changes in stock levels.</li> <li>• Company procedures for getting rid of packaging waste.</li> <li>• Regularly check demand for stock.</li> </ul>	

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			<p><b>Technical knowledge:</b> The learners will be able to apply technical knowledge of:</p> <ul style="list-style-type: none"> <li>How to use the stock control system to identify the types and quantities of stock to order.</li> <li>Prepare and send orders for stock accurately and at the right times.</li> </ul>	
6.	Maintain health and safety		<p><b>Performance Criteria</b> <b>Identify and Report accidents and emergencies</b> The learners will be able to :</p> <ul style="list-style-type: none"> <li>Notice and correctly identify accidents and emergencies.</li> <li>Get help promptly and in the most suitable way.</li> <li>Follow company policy and procedures for preventing further injury while waiting for help to arrive.</li> <li>Act within the limits of your responsibility and authority when accidents and emergencies arise.</li> <li>Promptly follow instructions given by senior staff and the emergency services.</li> </ul> <p><b>Protect Health and Safety as you work</b> The learners will be able to:</p> <ul style="list-style-type: none"> <li>Follow company procedures and legal requirements for reducing health and safety risks as far as possible while you work.</li> <li>Use safety equipment correctly and in the right situations.</li> <li>Get advice and help from the right people when you are concerned about your ability to work safely.</li> </ul> <p><b>Lift and handle goods safely</b> The learners will be able to:</p> <ul style="list-style-type: none"> <li>Take suitable safety measures before lifting to protect yourself and other people.</li> <li>Use approved lifting and handling techniques.</li> <li>Check that any equipment you need to use is fit for use.</li> <li>Use lifting and handling equipment in line with company guidelines and manufacturers' instructions.</li> <li>Plan a safe and efficient route for moving goods.</li> <li>Make sure that you understand your</li> </ul>	N0121

S.No	Module/Topic	Duration (hrs)	Key Learning Outcomes	NOS Code
			<p>responsibilities when you ask others to help in lifting and handling operations</p> <p><b>Knowledge and Understanding</b></p> <p><b>Organizational Context</b></p> <p>The learners will be able to apply knowledge of:</p> <ul style="list-style-type: none"> <li>• The types of accident and emergency that tend to happen in stores and why they happen.</li> <li>• Getting help in the event of an accident or emergency.</li> <li>• Action you can safely and usefully take while waiting for help to arrive.</li> <li>• Health and safety risk that can arise in a store environment.</li> <li>• Company procedures and legal requirements for reducing health and safety risks as far as possible while you work.</li> <li>• Following health and safety procedures.</li> <li>• Safety equipment you need to use and why you need to use it.</li> <li>• What you can lift safely.</li> <li>• Weight of the loads you are asked to lift.</li> <li>• Company guidelines for not lifting more than safe loads.</li> <li>• Planning your route when moving goods including the types of obstacles to look for and how to remove or avoid them.</li> <li>• Company guidelines and manufacturers' instructions for using lifting and handling equipment</li> </ul> <p><b>Technical Knowledge:</b></p> <p>The learners will be able to apply technical knowledge of:</p> <ul style="list-style-type: none"> <li>• Approved techniques for safe handling and lifting.</li> <li>• Approved procedures for using safety equipment.</li> </ul>	
7.	Create a positive image of self and organization in the customers mind		<p><b>Performance Criteria</b></p> <p><b>Establish effective rapport with customers</b></p> <p>The learners will be able to :</p> <ul style="list-style-type: none"> <li>• Meet your organisation's standards of appearance and behaviour.</li> <li>• Greet your customer respectfully and in a friendly manner.</li> <li>• Communicate with your customer in a way that makes them feel valued and respected.</li> <li>• Identify and confirm your customer's</li> </ul>	N0130

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			<p>expectations.</p> <ul style="list-style-type: none"> <li>• Treat your customer courteously and helpfully at all times.</li> <li>• Keep your customer informed and reassured.</li> <li>• Adapt your behaviour to respond effectively to different customer behaviour.</li> </ul> <p><b>Respond appropriately to customers</b> The learners will be able to :</p> <ul style="list-style-type: none"> <li>• Respond promptly to a customer seeking assistance.</li> <li>• Select the most appropriate way of communicating with your customer.</li> <li>• Check with your customer that you have fully understood their expectations.</li> <li>• Respond promptly and positively to your customers' questions and comments.</li> <li>• Allow your customer time to consider your response and give further explanation when appropriate.</li> </ul> <p><b>Communicate information to customers</b> The learners will be able to:</p> <ul style="list-style-type: none"> <li>• Quickly locate information that will help your customer.</li> <li>• Give your customer the information they need about the services or products offered by your organisation.</li> <li>• Recognise information that your customer might find complicated and check whether they fully understand.</li> <li>• Explain clearly to your customers any reasons why their needs or expectations cannot be met.</li> </ul> <p><b>Knowledge and Understanding</b> <b>Organizational Context</b> The learners will be able to apply knowledge of:</p> <ul style="list-style-type: none"> <li>• Organisation's standards for appearance and behaviour.</li> <li>• Organisation's guidelines for how to recognise what your customer wants and respond appropriately.</li> <li>• Organisation's rules and procedures regarding the methods of communication you use.</li> <li>• Recognising when a customer is angry or confused.</li> <li>• Organisation's standards for timeliness in</li> </ul>	

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			responding to customer questions and requests for information.	
8.	Work effectively in a Retail Team		<p><b>Performance Criteria:</b>  <b>Support the work team</b>            The learners will be able to:</p> <ul style="list-style-type: none"> <li>• Display courteous and helpful behaviour at all times.</li> <li>• Take opportunities to enhance the level of assistance offered to colleagues.</li> <li>• Meet all reasonable requests for assistance within acceptable workplace timeframes.</li> <li>• Complete allocated tasks as required.</li> <li>• Seek assistance when difficulties arise.</li> <li>• Use questioning techniques to clarify instructions or responsibilities.</li> <li>• Identify and display a non discriminatory attitude in all contacts with customers and other staff members.</li> </ul> <p><b>Maintain personal presentation</b>            The learners will be able to:</p> <ul style="list-style-type: none"> <li>• Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.</li> <li>• Follow personal hygiene procedures according to organisational policy.</li> </ul> <p><b>Develop effective work habits</b>            The learners will be able to:</p> <ul style="list-style-type: none"> <li>• Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.</li> <li>• Interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying.</li> <li>• Ask questions to seek and clarify workplace information.</li> <li>• Plan and organise daily work routine within the scope of the job role.</li> <li>• Prioritise and complete tasks according to required timeframes.</li> <li>• Identify work and personal priorities and achieve a balance between competing priorities</li> </ul> <p><b>Knowledge and Understanding</b>  <b>Organizational Context:</b>            The learners will be able to apply knowledge of:</p> <ul style="list-style-type: none"> <li>• The policies and procedures relating to the</li> </ul>	N0137

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			<p>job role.</p> <ul style="list-style-type: none"> <li>• The value system of the organisation.</li> <li>• Employee rights and obligations.</li> <li>• The reporting hierarchy and escalation matrix.</li> </ul> <p><b>Technical Knowledge:</b> The learners will be able to apply technical knowledge of:</p> <ul style="list-style-type: none"> <li>• Ask questions to identify and confirm requirements.</li> <li>• Follow routine instructions through clear and direct communication.</li> <li>• Use language and concepts appropriate to cultural differences.</li> <li>• Use and interpret non-verbal communication.</li> <li>• The scope of information or materials required within the parameters of the job role.</li> <li>• Consequences of poor team participation on job outcomes.</li> <li>• Work health and safety requirements.</li> </ul>	
9.	Work effectively in your organization		<p><b>Performance Criteria:</b> Support effective team working The learners will be able to:</p> <ul style="list-style-type: none"> <li>• Share work fairly with colleagues, taking account of your own and others' preferences, skills and time available.</li> <li>• Make realistic commitments to colleagues and do what you have promised you will do.</li> <li>• Let colleagues know promptly if you will not be able to do what you have promised and suggest suitable alternatives.</li> <li>• Encourage and support colleagues when working conditions are difficult.</li> <li>• Encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect.</li> <li>• Follow the company's health and safety procedures as you work</li> <li>• Help plan and organize own learning</li> </ul> <p>The learners will be able to:</p> <ul style="list-style-type: none"> <li>• Discuss and agree with the right people goals that are relevant, realistic and clear.</li> <li>• Identify the knowledge and skills you will need to achieve your goals.</li> <li>• Agree action points and deadlines that are</li> </ul>	N 0138

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			<p>realistic, taking account of your past learning experiences and the time and resources available for learning.</p> <ul style="list-style-type: none"> <li>• Regularly check your progress and, when necessary, change the way you work.</li> <li>• Ask for feedback on your progress from those in a position to give it, and use their feedback to improve your performance.</li> </ul> <p><b>Help others learn</b> The learners will be able to:</p> <ul style="list-style-type: none"> <li>• Encourage colleagues to ask you for work-related information or advice that you are likely to be able to provide.</li> <li>• Notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice.</li> <li>• Give clear, accurate and relevant information and advice relating to tasks and procedures.</li> <li>• Explain and demonstrate procedures clearly, accurately and in a logical sequence.</li> <li>• Encourage colleagues to ask questions if they don't understand the information and advice you give them.</li> <li>• Give colleagues opportunities to practise new skills, and give constructive feedback.</li> <li>• Check that health, safety and security are not compromised when you are helping others to learn.</li> <li>• Check that health, safety and security are not compromised when you are helping others to learn.</li> </ul> <p><b>Knowledge and Understanding</b> <b>Organizational Context:</b> The learners will be able to apply knowledge of:</p> <ul style="list-style-type: none"> <li>• Team's purpose, aims and targets.</li> <li>• Responsibility for contributing to the team's success.</li> <li>• Colleagues' roles and main responsibilities.</li> <li>• The importance of sharing work fairly with colleagues.</li> <li>• Factors that can affect your own and colleagues' willingness to carry out work, including skills and existing workload.</li> <li>• The importance of being a reliable team member.</li> <li>• Factors to take account of when making</li> </ul>	

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			<p>commitments, including your existing workload and the degree to which interruptions and changes of plan are within your control.</p> <ul style="list-style-type: none"> <li>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.</li> <li>The importance of good working relations, and techniques for removing tension between colleagues.</li> </ul> <p>The importance of following the company's policies and procedures for health and safety, including setting a good example to colleagues.</p> <ul style="list-style-type: none"> <li>Who can help you set goals, help you plan your learning, and give you feedback about your progress.</li> <li>Identifying the knowledge and skills you will need to achieve your goals.</li> <li>Checking your progress.</li> <li>Adjusting plans as needed to meet goals.</li> <li>Asking for feedback on progress.</li> <li>Responding positively.</li> <li>Helping others to learn in the workplace.</li> <li>Working out what skills and knowledge you can usefully share with others.</li> <li>Health, safety and security risks that are likely to arise when people are learning on the job, and how to reduce these risks.</li> </ul>	
10.	Writing and Reading Skills Listening and Speaking Skills		<p>The learners will be able to:</p> <ul style="list-style-type: none"> <li>Complete documentation accurately.</li> <li>Write simple reports when required.</li> <li>Read information accurately.</li> <li>Read and interpret data sheets.</li> <li>Follow instructions accurately.</li> <li>Use gestures or simple words to communicate where language barriers exist.</li> <li>Use questioning to minimise misunderstandings.</li> <li>Display courteous and helpful behaviour at all times.</li> </ul>	All 8 NOSs
11.	Decision Making Plan and Organize Customer Centricity		<p>The learners will be able to:</p> <ul style="list-style-type: none"> <li>Make appropriate decisions regarding the responsibilities of the job role.</li> <li>Plan and schedule routines.</li> </ul>	All 8 NOSs

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			Build relationships with internal and external customers.	

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