

Model Curriculum

Retail Store Ops Assistant

SECTOR : RETAIL
SUB-SECTOR : RETAIL OPERATIONS
OCCUPATION : STORE OPERATIONS
REF. ID : RAS/Q0101 VERSION 2.0
NSQF LEVEL : 1

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Retail Store Ops Assistant

Curriculum / Syllabus

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

Program Name	Retail Store Ops Assistant		
Qualification Pack Name & Reference ID.	Retail Store Ops Assistant RAS/Q0101 VERSION 2.0		
Version No.	2.0	Version Update Date	25-11 – 2021
Pre-requisites to Training	8 th Standard Pass		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Receive and store goods in retail operations • Deliver products to customers • Maintain required levels of stock in retail operations • Maintain adequate stock levels for sale • Maintain health and safety • Create a positive image of self & organisation in the customers mind • Work effectively in a Retail team • Work effectively in an organisation 		

This course encompasses 8 out of 8 National Occupational Standards (NOS) of “Retail Store Ops Assistant” Qualification Pack issued by “Retailers Association's Skill Council of India”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>To receive and store goods in retail operations</p> <p>Theory Duration (hh:mm) 14:00</p> <p>Practical Duration (hh:mm) 14:00</p> <p>Corresponding NOS Code RAS/N0101</p>	<p>The learners should be able to:</p> <ul style="list-style-type: none"> Identify quantity and nature of goods to be received. Confirm appropriate storage space availability. Check and confirm that all equipment required for receipt and movement of goods is available and in good working order. Complete required paperwork, checking for accuracy and completeness. Ensure that the area for receiving goods is clean, tidy and free from obstruction and perils. Report any shortfall in space or malfunction with equipment to supervisor Check that all goods as detailed in the delivery note have been received. Record refusals accurately following organisational standard operating procedures. Accurately update stock control systems to reflect receipt of goods. Confirm storage requirements and conditions for the incoming goods. Ensure appropriate handling procedures for perishable and non-perishable goods is in place. Follow all relevant legislation and organisation policies and procedures. Complete all administrative procedures to ensure appropriate rotation of goods. <p>The learners should be able to apply knowledge of:</p> <ul style="list-style-type: none"> Requirements for maintaining security and safety during delivery and storage of goods. Policies for receiving and storing a range of products including perishable goods. Administrative procedures required for receiving and storing goods. Refusal procedures in relation to type of goods being delivered. Supervisors for reporting product shortages or over supply. Supervisors for reporting malfunctioning or hazardous handling equipment. The need to thoroughly prepare for receipt and storage of goods. The scope of information required on quantity and type of goods. The storage requirements for a range of products types including perishable goods. The lifecycle of perishable products in storage (if applicable). Reporting requirements for shortage of storage space. 	<p>Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almira, 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, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Consequences of inaccurate recording and reporting of goods in receipt and storage. What equipment is required for the delivery and movement of goods into storage. The operations and function of the handling equipment. Fault finding procedures and reporting requirements. Work health and safety requirements in the delivery and storage areas. Security systems in place for loss prevention. 	
2	<p>To deliver products to customers</p> <p>Theory Duration (hh:mm) 14:00</p> <p>Practical Duration (hh:mm) 14:00</p> <p>Corresponding</p>	<p>The learners should be able to:</p> <ul style="list-style-type: none"> Check that he/she has all the products that are due to deliver. Check that he/she has the equipment and paperwork needed for the delivery. Check that he/she has all the delivery details needed and that he/she knows how to get to the delivery address. Plan a schedule of deliveries which makes the best use of time and other resources. Check that he/she has enough fuel for the delivery schedule and follow company procedures for getting more fuel if needed. Transport products and equipment safely and securely. Deliver products at the times agreed with the customer. Take action in line with company procedures if you expect to arrive at the customer's premises early or late. Follow company procedures for ensuring that deliveries are left only with individuals who may legally receive them. Take action in line with company procedures if no one is available who can receive the delivery or if the customer rejects the delivery. Unload orders safely and in ways which protect the orders from damage. Treat the customer courteously throughout the delivery process. Update records of delivery and non-delivery promptly and in line with company procedures. <p>The learners should be able to apply knowledge of:</p> <ul style="list-style-type: none"> How to check that he/she has all the products that are due to deliver. How to check that he/she has enough fuel for the delivery schedule, and company procedures for getting more fuel if needed. Why it is important to deliver products at the times agreed with customers. 	<p>Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, 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, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> The company procedures to follow if he/she expects to arrive at the customer's premises early or late. Relevant legal restrictions on who can receive delivery. The company procedures to follow when no one is available who can receive the delivery and when the customer rejects the delivery. Why it is important to treat customers courteously, and how to do this. The records to keep of deliveries and non-deliveries and company procedures for completing these. How to transport products and equipment safely and securely. The importance of planning an efficient delivery 	
3	<p>To maintain required levels of stock in retail operations</p> <p>Theory Duration (hh:mm) 14:00</p> <p>Practical Duration (hh:mm) 14:00</p> <p>Corresponding NOS Code RAS / N0103</p>	<p>The learners should be able to:</p> <ul style="list-style-type: none"> How to unload goods safely and in ways which protect goods from damage Check existing stock levels accurately and in line with instructions and company procedures. Ask the right person for advice if instructions for checking stock are not clear. Spot unsaleable stock and promptly tell the right person. Check stock levels in ways that do not disturb other people any more than needed. Update stock records accurately and in line with company procedures. Follow instructions for positioning stock. Promptly ask the right person for advice if instructions for positioning stock are not clear. Handle stock in ways that protect own and other people's safety. Handle stock in ways that protect stock, equipment and premises from being damaged. Fill shelves in ways that do not disturb other people any more than needed. Promptly clean and tidy the work area when he/she has finished. <p>The learners should be able to apply knowledge of:</p> <ul style="list-style-type: none"> Company procedures for updating stock records. Company procedures for checking stock levels. Instructions and procedures for checking stock levels. The importance for maintaining accurate and up-to-date stock checks and records. How to check stock accurately. How to recognise unsaleable stock when checking stock levels. How to position stock needs accurately. Safety risks of handling stocks. 	<p>Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almira, 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, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • How to handle stock without risking own or other people's safety. • Ways of handling stock so that stock, premises and equipment are not damaged. • The lifecycle of perishable products in storage (if applicable). • Reporting requirements for shortage of storage space. • The operations and function of handling equipment. • Fault finding procedures and reporting requirements. • Health, safety & environmental requirement. 	
4	<p>To maintain adequate stocks levels for sale</p> <p>Theory Duration (hh:mm) 14:00</p> <p>Practical Duration (hh:mm) 14:00</p> <p>Corresponding NOS Code RAS/N0104</p>	<p>The learners should be able to:</p> <ul style="list-style-type: none"> • Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock. • Check stock so that there will be enough time to replace stocks before they run out. • Check stock levels at suitable intervals. • Inform promptly when stock needs replacing. • Notice when stock has passed its expiry date and promptly remove it from sale and update the stock control system. • Order enough stock to maintain the correct levels. • Prepare stock for sale within the time allowed. • Arrange for stock to be moved to the sales floor when it is needed. • Rotate stock correctly and with the least possible disturbance to other people. • Follow company procedures for getting rid of packaging waste. • Update the stock control system promptly, accurately and completely. • Notice changes in demand for stock and decide what stock levels are suitable. • Suggest realistic changes and give reasons for his/her recommendations. <p>The learners should be able to apply knowledge of:</p> <ul style="list-style-type: none"> • Factors that can affect demand for stock, and how to work out how often to check stock levels. • How to use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock. • How to identify stock with expired date codes. • How to update the stock control system to reflect changes in stock levels. • Company procedures for getting rid of packaging waste. • How to regularly check demand for stock. • How to use the stock control system to identify the types and quantities of stock to order. • How to prepare and send orders for stock accurately and at the right times. 	<p>Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, 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, Danglers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
5	<p>To maintain health and safety</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 12:00</p> <p>Corresponding NOS Code RAS/N0121</p>	<p>The learners should be able to:</p> <ul style="list-style-type: none"> Notice and correctly identify accidents and emergencies. Get help promptly and in the most suitable way. Follow company policy and procedures for preventing further injury while waiting for help to arrive. Act within the limits of his/her responsibility and authority when accidents and emergencies arise. Promptly follow instructions given by senior staff and the emergency services. Follow company procedures and legal requirements for reducing health and safety risks as far as possible while working. Use safety equipment correctly and in the right situations. Get advice and help from the right people when he/she is concerned about his/her ability to work safely. Take suitable safety measures before lifting to protect himself/herself and other people. Use approved lifting and handling techniques. Check that any equipment he/she needs to use is fit for use. Use lifting and handling equipment in line with company guidelines and manufacturers' instructions. Plan a safe and efficient route for moving goods. Make sure that he/she understands his/her own responsibilities when he/she asks others to help in lifting and handling operations. <p>The learners should be able to apply knowledge of:</p> <ul style="list-style-type: none"> The types of accident and emergency that tend to happen in stores and why they happen. Getting help in the event of an accident or emergency. Action he/she can safely and usefully take while waiting for help to arrive. Health and safety risk that can arise in a store environment. Company procedures and legal requirements for reducing health and safety risks as far as possible while working. Following health and safety procedures. Safety equipment to be used and why it is required. What he/she can lift safely. Weight of the loads he/she has to lift. Company guidelines for not lifting more than safe loads. Planning his/her route when moving goods including the types of obstacles to look for and how to remove or avoid them. Company guidelines and manufacturers' instructions for using lifting and handling equipment. 	<p>Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almira, 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, Dangles, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Approved techniques for safe handling and lifting. Approved procedures for using safety equipment. 	
6	<p>To create a positive image of self & organisation in the customers mind</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 12:00</p> <p>Corresponding NOS Code RAS/N0130</p>	<p>The learners should be able to:</p> <ul style="list-style-type: none"> Meet the organisation's standards of appearance and behaviour. Greet customers respectfully and in a friendly manner. Communicate with customers in a way that makes them feel valued and respected. Identify and confirm the customer's expectations. Treat customers courteously and helpfully at all times. Keep customers informed and reassured. Adapt his/her behaviour to respond effectively to different customer behaviour. Respond promptly to a customer seeking assistance. Select the most appropriate way of communicating with customers. Check with customers that he/she has fully understood their expectations. Respond promptly and positively to customers' questions and comments. Allow customers time to consider his/her response and give further explanation when appropriate. Quickly locate information that will help customers. Give customers the information they need about the services or products offered by the organisation. Recognise information that customers might find complicated and check whether they fully understand. Explain clearly to customers any reasons why their needs or expectations cannot be met. <p>The learners should be able to apply knowledge of:</p> <ul style="list-style-type: none"> Organisation's standards for appearance and behaviour. Organisation's guidelines for how to recognise what customers want and respond appropriately. Organisation's rules and procedures regarding the methods of communication used. How to recognise when a customer is angry or confused. Organisation's standards for timeliness in responding to customer questions and requests for information. 	<p>Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, 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, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
7	<p>To work effectively in a retail team</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code RAS/N0137</p>	<p>The learners should be able to:</p> <ul style="list-style-type: none"> • Display courteous and helpful behaviour at all times. • Take opportunities to enhance the level of assistance offered to colleagues. • Meet all reasonable requests for assistance within acceptable workplace timeframes. • Complete allocated tasks as required. • Seek assistance when difficulties arise. • Use questioning techniques to clarify instructions or responsibilities. • Identify and display a non discriminatory attitude in all contacts with customers and other staff members. • Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact. • Follow personal hygiene procedures according to organisational policy and relevant legislation. • Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task. • Interpret, confirm and act on legal requirements in regard to antidiscrimination, sexual harassment and bullying. • Ask questions to seek and clarify workplace information. • Plan and organise daily work routine within the scope of the job role. • Prioritise and complete tasks according to required timeframes. • Identify work and personal priorities and achieve a balance between competing priorities. <p>The learners should be able to apply knowledge of:</p> <ul style="list-style-type: none"> • The policies and procedures relating to the job role. • The value system of the organisation. • Employee rights and obligations. • The reporting hierarchy and escalation matrix. • How to ask questions to identify and confirm requirements. • How to follow routine instructions through clear and direct communication. • How to use language and concepts appropriate to cultural differences. • How to use and interpret non-verbal communication. • The scope of information or materials required within the parameters of the job role. • Consequences of poor team participation on job outcomes. • Work health and safety requirements. 	<p>Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almira, 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, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
8	<p>To work effectively in an organisation</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code RAS/N0138</p>	<p>The learners should be able to:</p> <ul style="list-style-type: none"> Share work fairly with colleagues, taking account of your own and others' preferences, skills and time available. Make realistic commitments to colleagues and do what has been promised. Let colleagues know promptly if he/she will not be able to do what has been promised and suggest suitable alternatives. Encourage and support colleagues when working conditions are difficult. Encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect. Follow the company's health and safety procedures while working. Discuss and agree with the right people goals that are relevant, realistic and clear. Identify the knowledge and skills needed to achieve his/her goals. Agree action points and deadlines that are realistic, taking account of past learning experiences and the time and resources available for learning. Regularly check his/her progress and, when necessary, change the way of working. Ask for feedback on his/her progress from those in a position to give it, and use their feedback to improve his/her performance. Encourage colleagues to ask him/her for work-related information or advice that he/she is likely to be able to provide. Notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice. Give clear, accurate and relevant information and advice relating to tasks and procedures. Explain and demonstrate procedures clearly, accurately and in a logical sequence. Encourage colleagues to ask questions if they don't understand the information and advice given to them. Give colleagues opportunities to practise new skills, and give constructive feedback. Check that health, safety and security are not compromised when helping others to learn. <p>The learners should be able to apply knowledge of:</p> <ul style="list-style-type: none"> Team's purpose, aims and targets. Responsibility for contributing to the team's success. Colleagues' roles and main responsibilities. The importance of sharing work fairly with colleagues. The factors that can affect own and colleagues' willingness to carry out work, including skills and existing workload. 	<p>Display Racks - Gondola / Shelves, Display/Boards/ Standeeds for product categories and offers (Different Types), Calculator, Stock Almirah, 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, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> The importance of being a reliable team member. Factors to take account of when making commitments, including your existing workload and the degree to which interruptions and changes of plan are within your control. The importance of maintaining team morale, the circumstances when morale is likely to flag, and the kinds of encouragement and support that are likely to be valued by colleagues. The importance of good working relations, and techniques for removing tension between colleagues. The importance of following the company's policies and procedures for health and safety, including setting a good example to colleagues. Who can help set goals, help plan your learning, and give you feedback about your progress. How to identify the knowledge and skills he/she will need to achieve his/her goals. How to check his/her progress. How to adjust plans as needed to meet goals. How to ask for feedback on progress. How to respond positively. How to help others to learn in the workplace. How to work out what skills and knowledge he/she can usefully share with others. Health, safety and security risks that are likely to arise when people are learning on the job, and how to 	
	<p>Total Duration</p> <p>Theory Duration 100.00</p> <p>Practical Duration 100.00</p>	<p>Unique Equipment Required:</p> <ul style="list-style-type: none"> Display Racks - Gondola / Shelves Display/Boards/ Standees for product categories and offers (Different Types) Calculator Stock Almirah 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, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox) Signage Board; Offer /Policy Signage) Shopping Basket/Shopping Cart Carry bags of different dimensions Dummy Fire Extinguishers, Stock Inward/Stock Outward register Register to record customer delivery Sample Stock delivery note / challan Gift wrapping paper (to gift wrap dummy products) 	

Grand Total Course Duration: 200 Hours 00 Minutes

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

Trainer Prerequisites for Job role: “Retail Store Ops Assistant” mapped to Qualification Pack: “RAS/Q0101 VERSION 2.0”

Sr. No.	Area	Details
1	Job Description	Individual in this position should be able to train and skill candidates as per Qualification Pack by using effective methodology for the target audience/candidates whilst ensuing consistently high pass percentage.
2	Personal Attributes	Individual in this position should exhibits below mentioned attributes: <ul style="list-style-type: none"> • 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 Qualifications	12th pass or Retail Diploma/Graduate.
4a	Domain Certification	Certified for Job Role: “ <u>Retail Store Ops Assistant</u> ” mapped to QP “ <u>RAS/Q0101 VERSION 2.0</u> ”. Minimum accepted score of 80% 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% as per SSC guidelines.
5	Experience	<ul style="list-style-type: none"> • 12th pass with 4 years experience in Retail Store Operations or Sales including minimum 1 year of supervisory experience OR • 12th pass with 4 years of experience in Retail Store Operations or Sales including minimum 1 year of training experience OR • Retail Diploma/Graduate with 2 years of experience in Retail Store Operations or Sales including minimum 1 year of supervisory experience OR • Retail Diploma/Graduate with 2 years of experience in Retail Store Operations or Sales including minimum 1 year of training experience

Annexure: Assessment Criteria

Assessment Criteria for Retail Store Ops Assistant	
Job Role	Retail Store Ops Assistant
Qualification Pack	RAS/Q0101 VERSION 2.0
Sector Skill Council	Retailers Association's Skill Council of India

Sr. No.	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	
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
6	To pass the Qualification Pack, every trainee should score a minimum of 50% of aggregate marks to
7	In case of <i>unsuccessful completion</i> , the trainee may seek reassessment on the Qualification Pack.

Assessment Outcome	Assessment Criteria for outcomes	Compulsory NOS Total Marks: 100		Marks Allocation	
		Total marks	Out of	Theory	Skills
RAS/N0101 To receive and store goods in retail operations	PC1. Identify quantity and nature of goods to be received.	100	10	5	5
	PC2. Confirm appropriate storage space availability.		5	2.5	2.5
	PC3. Check and confirm that all equipment required for receipt and movement of goods is available and in good working order.		5	2.5	2.5
	PC4. Complete required paperwork, checking for accuracy and completeness.		10	5	5
	PC5. Ensure that the area for receiving goods is clean, tidy and free from obstruction and perils.		5	2.5	2.5
	PC6. Report any shortfall in space or malfunction with equipment to supervisor		5	2.5	2.5
	PC7. Check that all goods as detailed in the delivery note have been received.		5	2.5	2.5
	PC8. Record refusals accurately following organisational standard operating procedures.		10	5	5
	PC9. Accurately update stock control systems to reflect receipt of goods		5	2.5	2.5
	PC10. Confirm storage requirements and conditions for the incoming goods.		10	5	5
	PC11. Ensure appropriate handling procedures for perishable and non-perishable goods is in place.		10	5	5
	PC12. Follow all relevant legislation and organisation policies and procedures.		10	5	5
	PC13. Complete all administrative procedures to ensure appropriate rotation of goods.		10	5	5

Compulsory NOS Total Marks: 100				Marks Allocation	
Assessment Outcome	Assessment Criteria for outcomes	Total marks	Out of	Theory	Skills
	Total		100	50	50
RAS/N0102 To deliver products to customers	PC1. Check that you have all the products you are due to deliver.	100	5	2.5	2.5
	PC2. Check you have the equipment and paperwork needed for the delivery.		5	2.5	2.5
	PC3. Check that you have all the delivery details you need and that you know how to get to the delivery address.		5	2.5	2.5
	PC4. Plan a schedule of deliveries which makes the best use of time and other resources.		5	2.5	2.5
	PC5. Check that you have enough fuel for your delivery schedule and follow company procedures for getting more fuel if needed.		10	5	5
	PC6. Transport products and equipment safely and securely.		5	2.5	2.5
	PC7. Deliver products at the times agreed with the customer.		5	2.5	2.5
	PC8. Take action in line with company procedures if you expect to arrive at the customer's premises early or late.		10	5	5
	PC9. Follow company procedures for ensuring that deliveries are left only with individuals who may legally receive them.		10	5	5
	PC10. Take action in line with company procedures if no one is available who can receive the delivery or if the customer rejects the delivery.		10	5	5
	PC11. Unload orders safely and in ways which protect the orders from damage.		10	5	5
	PC12. Treat the customer courteously throughout the delivery process.		10	5	5
	PC13. Update records of delivery and non-delivery promptly and in line with company procedures.		10	5	5
	Total			100	50
RAS/N0103 To maintain required levels of stock	PC1. Check existing stock levels accurately and in line with instructions and company procedures.	100	10	5	5
	PC2. Ask the right person for advice if instructions for checking stock are not clear.		5	2.5	2.5
	PC3. Spot unsaleable stock and promptly tell the right person.		5	2.5	2.5
	PC4. Check stock levels in ways that do not disturb other people any more than needed.		10	5	5
	PC5. Update stock records accurately and in line with company procedures.		10	5	5
	PC6. Follow instructions for positioning stock.		10	5	5
	PC7. Promptly ask the right person for advice if instructions for positioning stock are not clear.		10	5	5
	PC8. Handle stock in ways that protect your own and other people's safety.		10	5	5
	PC9. Handle stock in ways that protect stock, equipment and premises from being damaged.		10	5	5
	PC10. Fill shelves in ways that do not disturb other people any more than needed.		10	5	5
	PC11. Promptly clean and tidy your work area when you have finished.		10	5	5

Compulsory NOS Total Marks: 100				Marks Allocation	
Assessment Outcome	Assessment Criteria for outcomes	Total marks	Out of	Theory	Skills
	Total		100	50	50
RAS/N0104 To maintain adequate stocks levels for sale	PC1. Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.	100	5	2.5	2.5
	PC2. Check stock so that there will be enough time to replace stocks before they run out.		5	2.5	2.5
	PC3. Check stock levels at suitable intervals.		5	2.5	2.5
	PC4. Inform promptly when stock needs replacing.		5	2.5	2.5
	PC5. Notice when stock has passed its expiry date and promptly remove it from sale and update the stock control system.		10	5	5
	PC6. Order enough stock to maintain the correct levels.		5	2.5	2.5
	PC7. Prepare stock for sale within the time allowed.		10	5	5
	PC8. Arrange for stock to be moved to the sales floor when it is needed.		10	5	5
	PC9. Rotate stock correctly and with the least possible disturbance to other people.		10	5	5
	PC10. Follow company procedures for getting rid of packaging waste.		10	5	5
	PC11. Update the stock control system promptly, accurately and completely.		5	2.5	2.5
	PC12. Notice changes in demand for stock and decide what stock levels are suitable.		10	5	5
	PC13. Suggest realistic changes and give reasons for your recommendations.		10	5	5
	Total		100	50	50
RAS/N0121 To maintain health and safety	PC1. Notice and correctly identify accidents and emergencies.	100	10	5	5
	PC2. Get help promptly and in the most suitable way.		10	5	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.		10	5	5
	PC5. Promptly 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.		5	2.5	2.5
	PC7. Use safety equipment correctly and in the right situations.		5	2.5	2.5
	PC8. Get advice 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.		5	2.5	2.5
	PC11. Check that any equipment he/she needs to use is fit for use.		5	2.5	2.5
	PC12. Use lifting and handling equipment in line with company guidelines and manufacturers' instructions.		5	2.5	2.5

Compulsory NOS Total Marks: 100				Marks Allocation	
Assessment Outcome	Assessment Criteria for outcomes	Total marks	Out of	Theory	Skills
	PC13. Plan a safe and efficient route for moving goods.		5	2.5	2.5
	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
RAS/N0130 To create a positive image of self & organisation in the customers mind	PC1. Meet the organisation's standards of appearance and behaviour.	100	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.		5	2.5	2.5
	PC4. Identify and confirm your customer's expectations.		10	5	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.		5	2.5	2.5
	PC8. Respond promptly to a customer seeking assistance.		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.		10	5	5
	PC11. Respond promptly and positively to customers' questions and comments		10	5	5
	PC12. Allow customers time to consider his/her response and give further explanation when appropriate.		5	2.5	2.5
	PC13. Quickly locate information that will help customers.		10	5	5
	PC14. Give customers the information they need about the services or products offered by the organisation.		5	2.5	2.5
	PC15. Recognise information that customers might find complicated and check whether they fully understand.		5	2.5	2.5
PC16. Explain clearly to customers any reasons why their needs or expectations cannot be met.	5	2.5	2.5		
Total		100	50	50	
RAS/N0137 To work effectively in a retail team	PC1. Display courteous and helpful behaviour at all times.	100	5	2.5	2.5
	PC2. Take opportunities to enhance the level of assistance offered to colleagues		10	5	5
	PC3. Meet all reasonable requests for assistance within acceptable workplace timeframes.		5	2.5	2.5
	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.		5	2.5	2.5
	PC7. Identify and display a non-discriminatory attitude in all contacts with customers and other staff members.		10	5	5
	PC8. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.		5	2.5	2.5

Compulsory NOS Total Marks: 100				Marks Allocation	
Assessment Outcome	Assessment Criteria for outcomes	Total marks	Out of	Theory	Skills
	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.		10	5	5
	PC11. Interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying.		5	2.5	2.5
	PC12. Ask questions to seek and clarify workplace information.		10	5	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.		5	2.5	2.5
	PC15. Identify work and personal priorities and achieve a balance between competing priorities.		5	2.5	2.5
	Total		100	50	50
RAS/N0138 To work effectively in an organisation	PC1. share work fairly with colleagues, taking account of your own and others' preferences, skills and time available.	100	5	2.5	2.5
	PC2. make realistic commitments to colleagues and do what has been promised.		5	2.5	2.5
	PC3. let colleagues know promptly if he/she will not be able to do what has been promised and suggest suitable alternatives.		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. regularly check his/her progress 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

Compulsory NOS Total Marks: 100				Marks Allocation	
Assessment Outcome	Assessment Criteria for outcomes	Total marks	Out of	Theory	Skills
	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