RASCI
Retailers Association's
Skill Council of India

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National
Skill Development
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Contents

What are Occupational Standards (OS)?

➢ OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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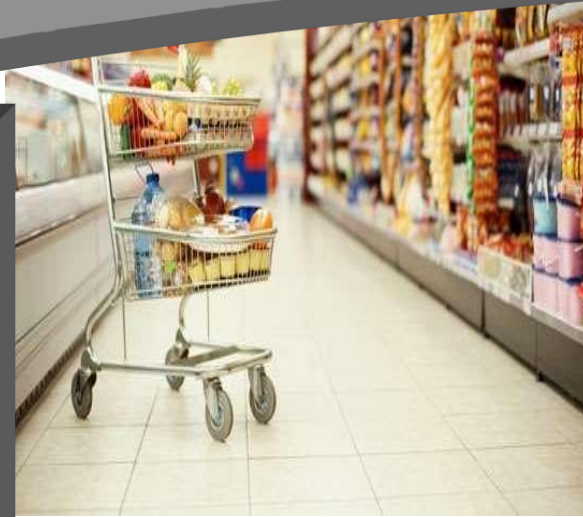
Introduction

Qualifications Pack - Retail Cashier

SECTOR: RETAIL

SUB-SECTOR: Retail Operations

OCCUPATION: Store Operations

REFERENCE ID: RAS/Q0102

ALIGNED TO: NCO-2015/4211.0301

Retail Cashier: Individuals in this position service and process all customer transactions through various tenders whilst adhereing to accounting principles.

Brief Job Description: Individuals in this position service and process all payments made in for sales done within the retail environment whilst working cordially within the team and retail organisation.

Personal Attributes: The individual needs to be physically fit to withstand working in a retail environment whilst being customer responsive towards service delivery and processing payments accurately with speed.

Job Details

Qualifications Pack Code	RAS/Q0102		
Job Role	Retail Cashier		
Credits(NSQF)	TBD	Version number	1.0
Sector	Retail	Drafted on	20/04/13
Sub-sector	Retail Operations	Last reviewed on	26/07/17
Occupation	Store Operations	Next review date	26/07/21
NSQC Clearance on	19 / 05 / 2015		

| Job Role	Retail Cashier
Role Description	Individuals in this position service and process all customer transactions through various tenders whilst adhering to accounting principles.
NSQF level	2
Minimum Educational Qualifications	Not applicable
Maximum Educational Qualifications	Not applicable
Prerequisite License or Training	Not applicable
Minimum Job Entry Age	18 years
Experience	0-1 Year in similar position (not mandatory)
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. RAS/N0110 To service cash point / POS 2. RAS/N0111 To follow point-of-sale procedures for age-restricted products 3. RAS/N0112 To process customer orders for goods 4. RAS/N0113 To process part exchange sale transactions 5. RAS/N0115 To process payments 6. RAS/N0116 To process cash and credit transactions 7. RAS/N0117 To process returned goods 8. RAS/N0121 To maintain health and safety 9. RAS/N0130 To create a positive image of self & organisation in the customers mind 10. RAS/N0137 To work effectively in a retail team 11. RAS/N0138 To work effectively in an organisation
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Core / Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to perform activities and tasks defined for the job role.
National Occupational Standards	NOS are Occupational Standards which have been endorsed and agreed to by the Industry Leaders for various roles.
Description	Description is a short summary of the relevant content
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization
Knowledge & Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. They are applicable in the Indian and global context.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task
Qualification Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualification Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests
Technical Knowledge	Technical Knowledge is the specialized knowledge needed to accomplish specific designated responsibilities.

Keywords /Terms	Description
Ops	Operations
POS	Point of Sale
EDC Terminal	Electronic Data Capture Terminal (Card Swipe Machine)
SOP	Standard Operating Process

RAS/N0110   **To service cash point / POS**

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National Occupational Standard
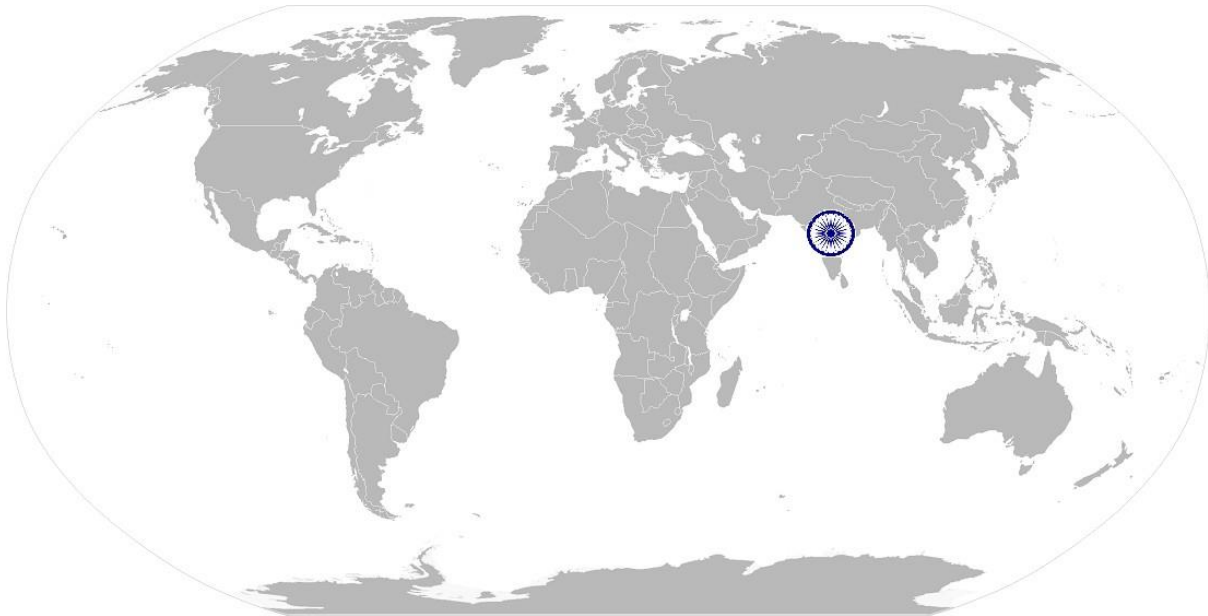
Overview

This NOS covers the skills and knowledge for an individual to service cash point / POS.

National Occupational Standard

Unit Code	RAS/N0110
Unit Title (Task)	**To service cash point / POS**
Description	This OS describes the skills and knowledge required to service cash point / POS.
Scope	This unit applies to individuals to service cash point / POS in retail operations. • Monitor receipt practices and processes at the cash point / POS The role may be performed in a range of Retail Operations • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Monitor receipt practices and processes at the cash point / POS	To be competent, the user/individual on the job must be able to: PC1. check at suitable times that staff are setting up and operating cash points correctly. PC2. look into and promptly sort out any problems with routine cash point operations and transactions. PC3. check that staff are handling cash and cash equivalents efficiently and in line with approved procedures. PC4. accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation. PC5. correctly follow cash point security procedures. PC6. develop effective plans to cope with unexpected problems at the cash point.

| **Knowledge and Understanding (K)**	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. modes of payment that are accepted in the store. KA2. problems that can arise in routine cash point operations and transactions with resolution. KA3. company's approved procedures for handling cash and cash equivalents, and how to follow these efficiently. KA4. the types of refund, cheque payment and credit card payment he/she had to authorise. KA5. company's cash point security procedures. KA6. how to cope with unexpected problems at the cash point.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how to check that cash points are being correctly set up and operated.
Skills (S)	

A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. complete documentation accurately. SA2. write simple reports when required.
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. read information accurately. SA4. read and interpret data sheets.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. follow instructions accurately. SA6. use gestures or simple words to communicate where language barriers exist. SA7. use questioning to minimise misunderstandings. SA8. display courteous and helpful behaviour at all times.
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. make appropriate decisions regarding the responsibilities of the job role.
	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB2. plan and schedule routines.
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB3. build relationships with internal and external customers.
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB4. respond to breakdowns and malfunction of equipment. SB5. respond to unsafe and hazardous working conditions. SB6. respond to security breaches.
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB7. calculate amounts, discounts, refunds and fractions (may also include currency conversions)
	Critical Thinking
	NA

NOS Version Control

NOS Code	RAS/N0110		
Credits (NSQF)	TBD	**Version number**	1.0
Industry	Retail	**Drafted on**	20/04/13
Industry Sub-sector	Retail Operations	**Last reviewed on**	26/07/17
Occupation	Store Operations	**Next review date**	26/07/21
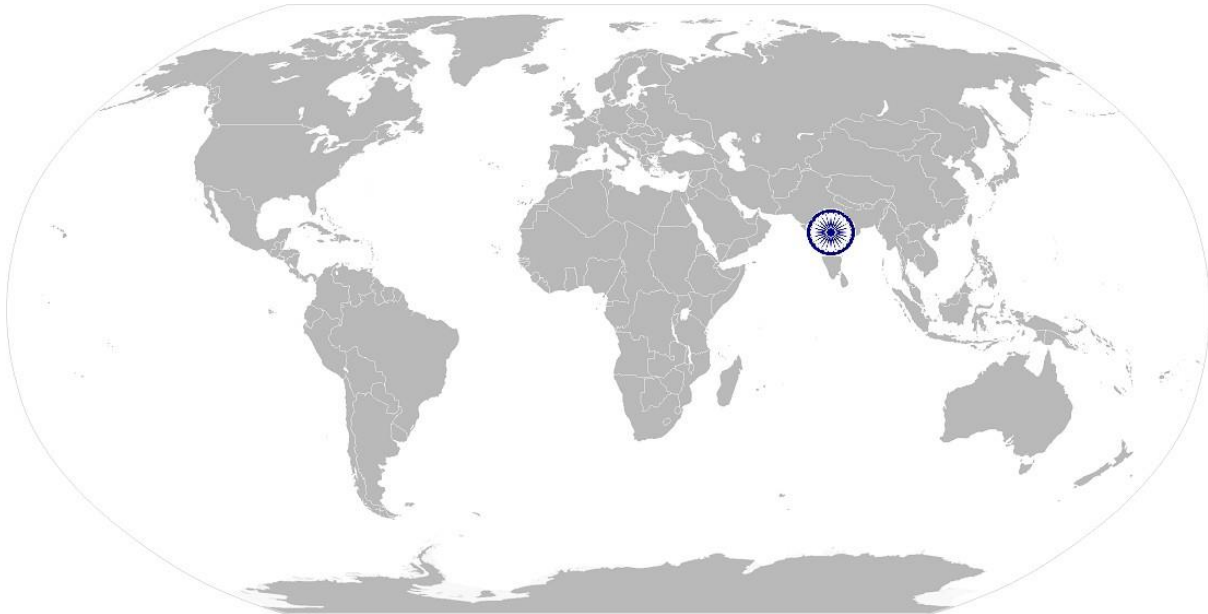
National Occupational Standard
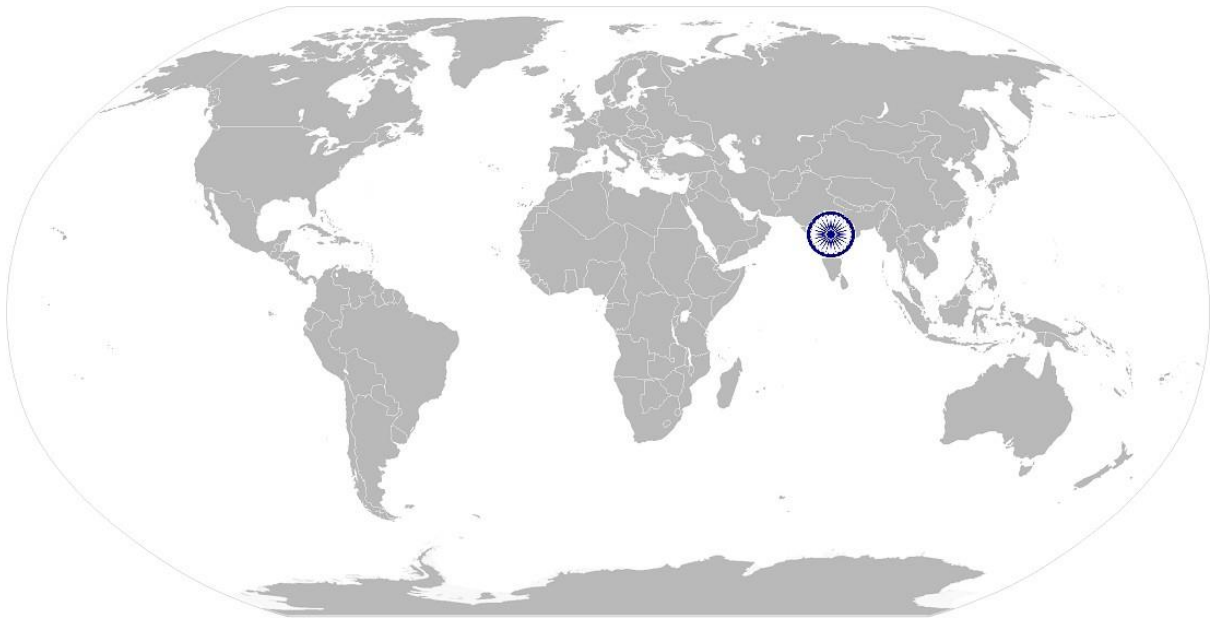
Overview

This NOS covers the skills and knowledge for an individual to follow point-of-sale procedures for age-restricted products.

RAS/N0111   **To follow point-of-sale procedures for age-restricted products**

Unit Code	RAS/N0111
Unit Title (Task)	To follow point-of-sale procedures for age-restricted products
Description	This OS describes the skills and knowledge required to follow point-of-sale procedures for age-restricted products.
Scope	This unit applies to individuals to follow point-of-sale procedures for age-restricted products in retail operations. • Follow procedures for sale of age-restricted products • Provide service at point of sale The role may be performed in a range of Retail Operations • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Follow procedures for sales of age-restricted products	To be competent, the user/individual on the job must be able to: PC1. follow legal requirements and company policies and procedures for asking for proof of age. PC2. make the sale only if customers provide age proof and it meets legal and company conditions, while selling age-restricted products. PC3. follow legal requirements and company policies and procedures for refusing sales. PC4. refuse politely and firmly to make sales that are against the law or any procedures and policies he/she must follow. PC5. explain clearly and accurately to customers what proof of age is acceptable. PC6. follow company procedures for telling customers how to get proof of age.
Provide service at point of sale	PC7. tell customers the correct amount to be paid. PC8. check accurately the amount and means of payment offered by the customer. PC9. process the payment in line with company procedures, where the payment is acceptable. PC10. tell the customer tactfully when payment cannot be approved. PC11. record payments accurately. PC12. store payments securely and protect them from theft. PC13. offer additional services to the customer where these are available. PC14. treat customers politely throughout the payment process. PC15. balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. age-restricted products he/she is authorised to sell. KA2. age restrictions on the products he/she is authorised to sell, and what can happen to him/her and the company if he/she does not keep within these restrictions. KA3. company policies and procedures for asking for proof of age, including the types of acceptable proof. KA4. company policies and procedures for refusing sales of age-restricted products. KA5. how to keep cash and other payments secure. KA6. the types of payment that he/she is authorised to receive. KA7. the procedures for authorising non-cash transactions. KA8. how to deal with customers offering suspect payments. KA9. relevant rights, duties and responsibilities of customer and self. KA10. company procedures for taking payments. KA11. company procedures for dealing with suspected fraud.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KA12. how to check for and identify counterfeit payments. KA13. how to check for stolen cheques, credit cards, charge cards or debit cards.
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. complete documentation accurately. SA2. write simple reports when required.
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA3. read information accurately. SA4. read and interpret data sheets.
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA5. follow instructions accurately SA6. use gestures or simple words to communicate where language barriers exist. SA7. use questioning to minimise misunderstandings. SA8. display courteous and helpful behaviour at all times.
B. Professional Skills	**Decision Making**
	The user/ individual on the job needs to know and understand how to: SB1. make appropriate decisions regarding the responsibilities of the job role.

	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB2. plan and schedule routines
	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB3. build relationships with internal and external customers.
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB4. respond to breakdowns and malfunction of equipment.
	SB5. respond to unsafe and hazardous working conditions.
	SB6. respond to security breaches.
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB7. calculate totals, fractions, discounts, refunds and rebates accurately.
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB8. determine the impact of accepting counterfeit.
	SB9. determine impact of not collecting prescribed proof.
	SB10. determine impact of sales made to underage.

NOS Version Control

NOS Code		RAS/N0111	
Credits (NSQF)	TBD	Version number	1.0
Industry	Retail	Drafted on	20/04/13
Industry Sub-sector	Retail Operations	Last reviewed on	26/07/17
Occupation	Store Operations	Next review date	26/07/21

National Occupational Standard

Overview
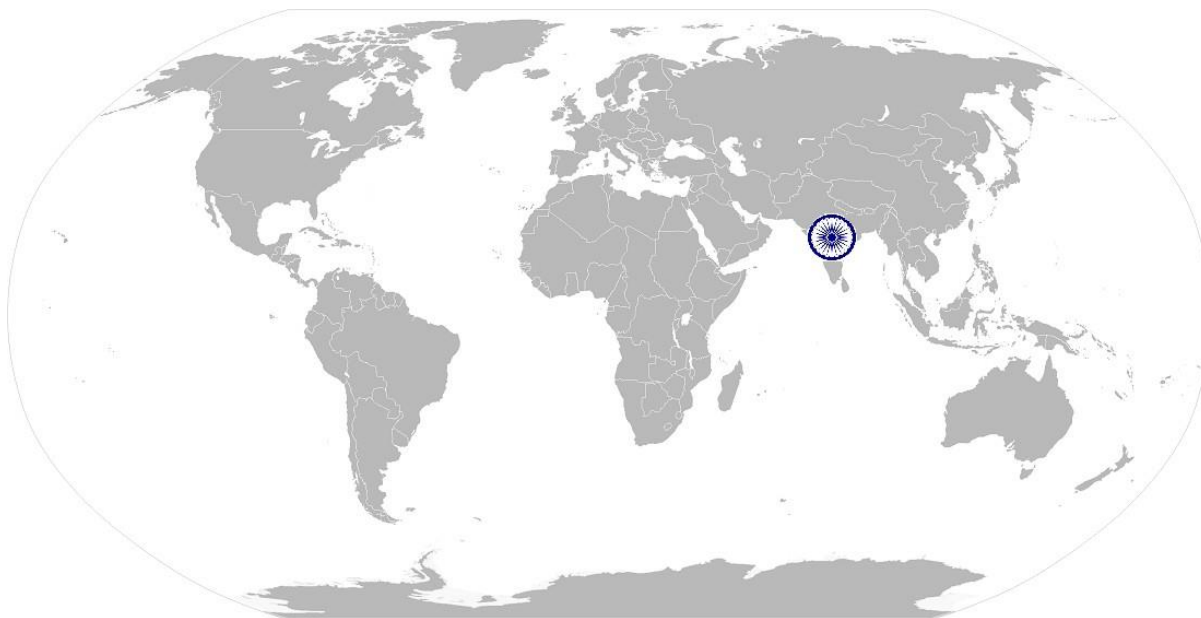
This NOS covers the skills and knowledge for an individual to process customer orders for goods.

National Occupational Standard

Unit Code	RAS/N0112
Unit Title (Task)	To process customer orders for goods
Description	This OS describes the skills and knowledge required to process customer orders for goods.
Scope	This unit applies to individuals who process customer orders for goods in retail operations. • Check the availability of goods for orders • Process orders for customers The role may be performed in a range of Retail Operations • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Check the availability of goods for orders	To be competent, the user/individual on the job must be able to: PC1. identify customers' needs accurately by asking suitable questions. PC2. identify the goods that will meet customers' needs and check with customers that these are satisfactory. PC3. find out who can supply the goods needed and on what terms. PC4. keep customers informed of progress in finding the goods they need. PC5. give customers clear, accurate and complete information about the availability of goods and the terms of supply.
Process orders for customers	PC6. follow legal and company procedures for checking the customer's identity and credit status. PC7. follow company policy for offering to order goods the customer needs if they are not in stock. PC8. prepare accurate, clear and complete information about the order & pass this information to people responsible for fulfilment. PC9. provide accurate, clear, complete and timely information to those responsible for issuing the invoice. PC10. tell the right person promptly when he/she cannot process an order and explain the reasons clearly. PC11. let the customer know promptly and politely if their order cannot be delivered within the agreed time. PC12. store customers' details securely and show them only to people who have a right to see them.

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RAS/N0112   **To process customer orders for goods**

Knowledge and Understanding (K)	
A. **Organizational Context** (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. how to ask the right questions to find out exactly what customers want. KA2. the items in stock. KA3. how to check whether there is enough stock to meet the order. KA4. which items are available by order and which suppliers and manufacturers can provide them. KA5. how to check whether external suppliers and manufacturers can provide items, and on what terms. KA6. how to keep customers informed of progress in finding the goods they need. KA7. how to give customers clear, accurate and complete information about the terms of supply. KA8. legal and company procedures for checking the customer's identify and credit status. KA9. how to tell the customer promptly about any delays in fulfilling their order. KA10. legal and company requirements relating to customer confidentiality. KA11. who is entitled to see customer information, and in what situations.
B. **Technical Knowledge**	The user/individual on the job needs to know and understand: KB1. how to invoice customers for orders. KB2. how to escalate in case you cannot process an order. KB3. company procedures for storing customer information securely.
Skills (S)	
A. **Core Skills/ Generic Skills**	**Writing Skills**
	The user/individual on the job needs to know and understand how to: SA1. complete documentation accurately. SA2. write simple reports when required.
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA3. read information accurately. SA4. read and interpret data sheets.
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA5. follow instructions accurately. SA6. use gestures or simple words to communicate where language barriers exist. SA7. use questioning to minimise misunderstandings. SA8. display courteous and helpful behaviour at all times.
B. **Professional Skills**	**Decision Making**
	The user/ individual on the job needs to know and understand how to: SB1. make appropriate decisions regarding the responsibilities of the job role.

To process customer orders for goods

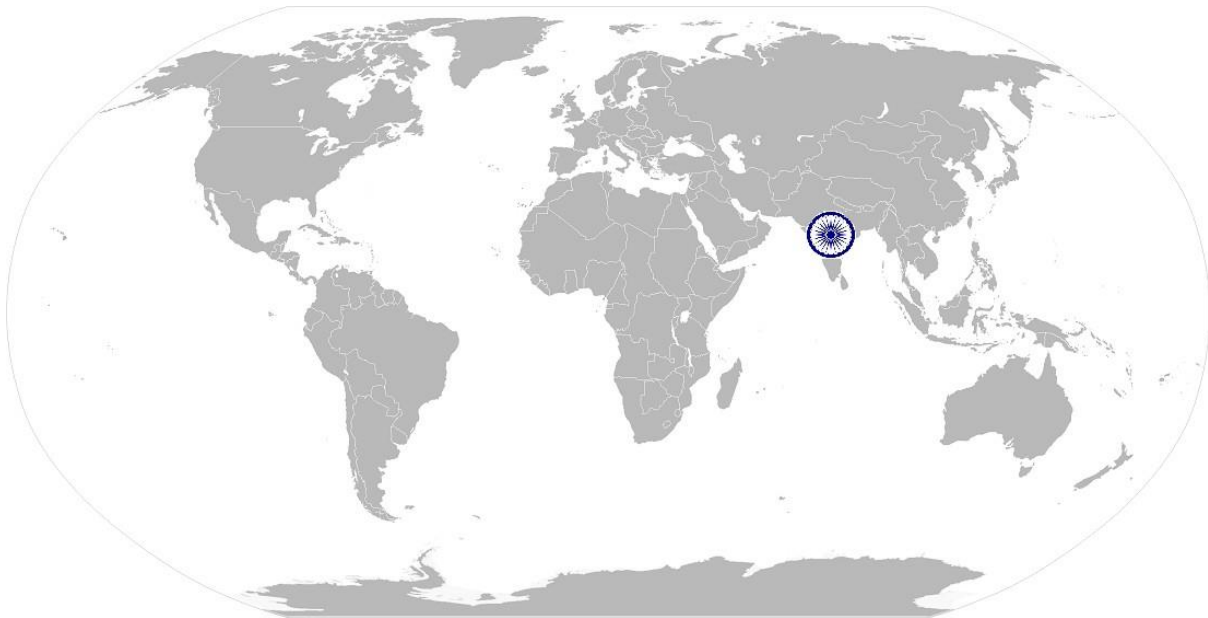|	
	Plan and Organize
	The user/ individual on the job needs to know and understand how to:
	SB2. plan and schedule routines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. build relationships with internal and external customers.
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB4. respond to breakdowns and malfunction of equipment.
	SB5. respond to unsafe and hazardous working conditions.
	SB6. respond to security breaches.
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. understand the customer requirement through effective and relevant probing.
	Critical Thinking
	The user/ individual on the job needs to know and understand how to:
	SB8. determine the impact of not maintaining customer confidentiality.
	SB9. determine the impact of not being able to deliver as committed.

NOS Version Control

NOS Code	RAS/N0112		
Credits (NSQF)	TBD	Version number	1.0
Industry	Retail	Drafted on	20/04/13
Industry Sub-sector	Retail Operations	Last reviewed on	26/07/17
Occupation	Store Operations	Next review date	26/07/21

National Occupational Standard

Overview

This NOS covers the skills and knowledge for an individual to process part exchange sale transactions.

Unit Code	RAS/N0113
Unit Title (Task)	To process part exchange sale transactions
Description	This OS describes the skills and knowledge required to effectively process part exchange sale transactions.
Scope	This unit applies to individuals to process part exchange sale transactions in retail operations. • Decide on the value of items offered in part exchange by customers • Negotiate part exchange sales transactions with customers The role may be performed in a range of Retail Operations • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Decide on the value of items offered in part exchange by customers	To be competent, the user/individual on the job must be able to: PC1.　thoroughly inspect the item being offered. PC2.　protect the item from damage while handling it. PC3.　identify accurately any repairs and cleaning needed and the costs involved. PC4.　work out the exchange value of the item accurately within company guidelines. PC5.　explain to the customer clearly and accurately the part-exchange value of the item and the benefits of a part exchange arrangement. PC6.　tell the customer politely that the item is not acceptable for part exchange, when this applies. PC7.　treat the customer politely throughout the valuation process.
Negotiate part exchange sales transactions with customers	PC8.　follow company policies and procedures for checking who owns the item. PC9.　work out accurately the balance to be paid by the customer on the item he/she wants to buy. PC10.　accept or refuse the customer's offers according to company policies and the discretion he/she is allowed. PC11.　end the transaction politely if the customer is not willing to go ahead. PC12.　explain clearly and accurately the terms and conditions of the sale. PC13.　fill in the paperwork for the transaction. PC14.　treat the customer politely throughout negotiations.

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RAS/N0113   **To process part exchange sale transactions**

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company policies and procedures for checking who owns the item. KA2. what might happen if you do not check ownership properly. KA3. terms and conditions of sale for items the store buys. KA4. how to deal with customer objections. KA5. how to treat customer politely during negotiations. KA6. how to fill paperwork when buying part-exchange items. KA7. types of payment that he/she is authorised to receive. KA8. the procedures for authorising non-cash transactions. KA9. how to deal with customers offering suspect payments. KA10. company procedures for taking payments. KA11. company procedures for dealing with suspected fraud.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how to keep cash and other payments secure. KB2. how to check for and identifying counterfeit payments. KB3. how to check for stolen cheques, credit cards, charge cards or debit cards.
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. complete documentation accurately. SA2. write simple reports when required.
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA3. read information accurately. SA4. read and interpret data sheets.
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA5. follow instructions accurately. SA6. use gestures or simple words to communicate where language barriers exist. SA7. use questioning to minimise misunderstandings. SA8. display courteous and helpful behaviour at all times.
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. make appropriate decisions regarding the responsibilities of the job role.
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan and schedule routines.

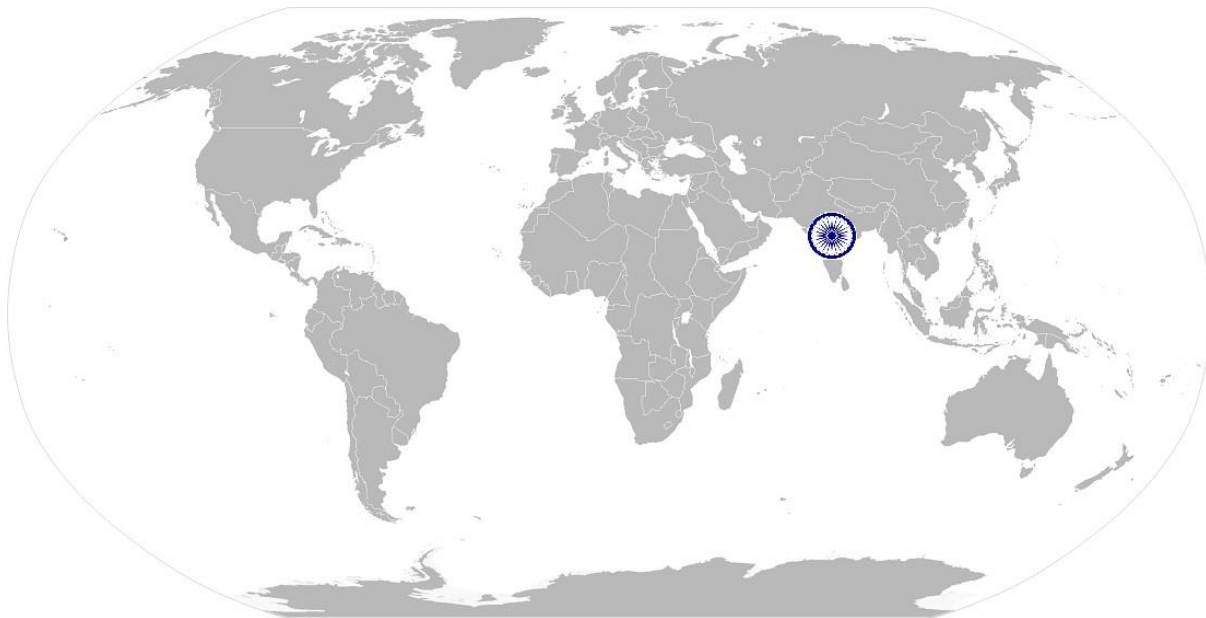|	
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. build relationships with internal and external customers.
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB4. respond to breakdowns and malfunction of equipment.
	SB5. respond to unsafe and hazardous working conditions.
	SB6. respond to security breaches.
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. evaluate the condition of the exchange.
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. determine the impact of not capturing all details of the exchange.
	SB9. determine the impact of erroneous valuation.

NOS Version Control

NOS Code	RAS/N0113		
Credits (NSQF)	TBD	Version number	1.0
Industry	Retail	Drafted on	20/04/13
Industry Sub-sector	Retail Operations	Last reviewed on	26/07/17
Occupation	Store Operations	Next review date	26/07/21

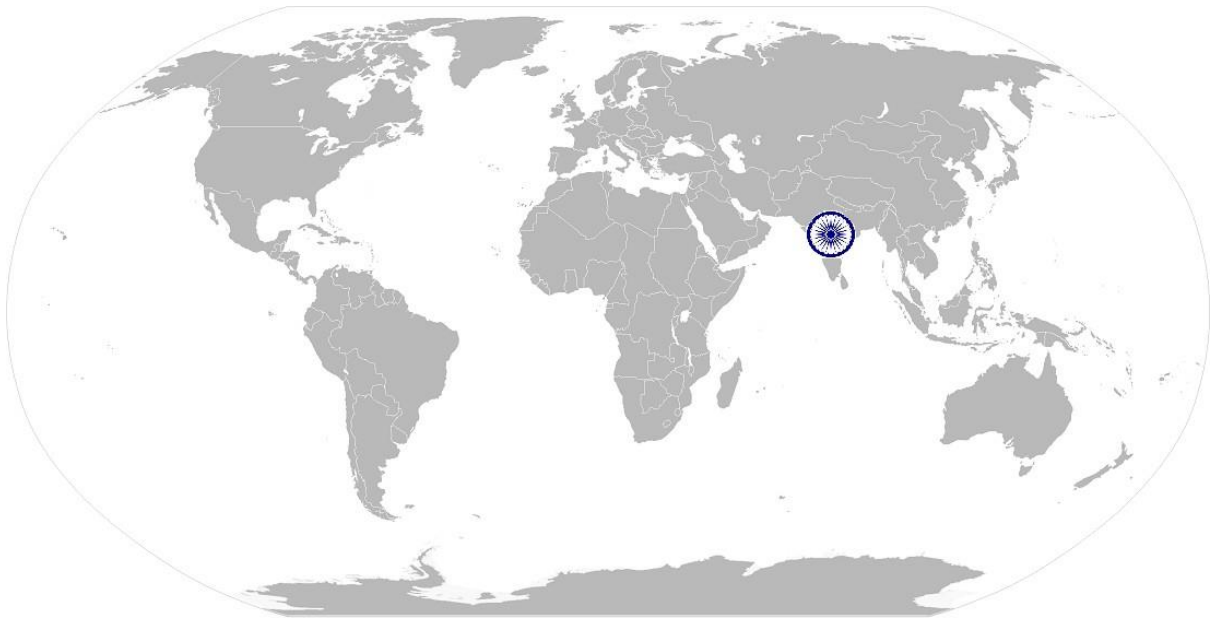
National Occupational Standard

Overview

This NOS covers the skills and knowledge for an individual to process payments for purchases.

National Occupational Standard

Unit Code	RAS/N0115
Unit Title (Task)	**To process payments**
Description	This OS describes the skills and knowledge required to effectively process payments for purchases.
Scope	This unit applies to individuals to process payments for purchases in retail operations. • Work out the price of customer purchases The role may be performed in a range of Retail Operations • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Work out the price of customer purchases	To be competent, the user/individual on the job must be able to: PC1. accurately identify the price of purchases. PC2. promptly sort out any pricing problems by referring to pricing information. PC3. seek advice promptly from the right person when he/she cannot sort out pricing problems himself/herself. PC4. work out accurately the amount the customer should pay.

Knowledge and Understanding (K)

A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. how to identify and check prices in his/her own store. KA2. how to identify current discounts and special offers. KA3. how to seek information and advice on pricing. KA4. company procedures for working out payments. KA5. relevant rights, duties and responsibilities relating to the goods sold.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. common methods of working out payments including point-of sale technology, electronic calculators, Electronic Data Capture (EDC) Machines etc.

Skills (S)

A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. complete documentation accurately. SA2. write simple reports when required.
	Reading Skills

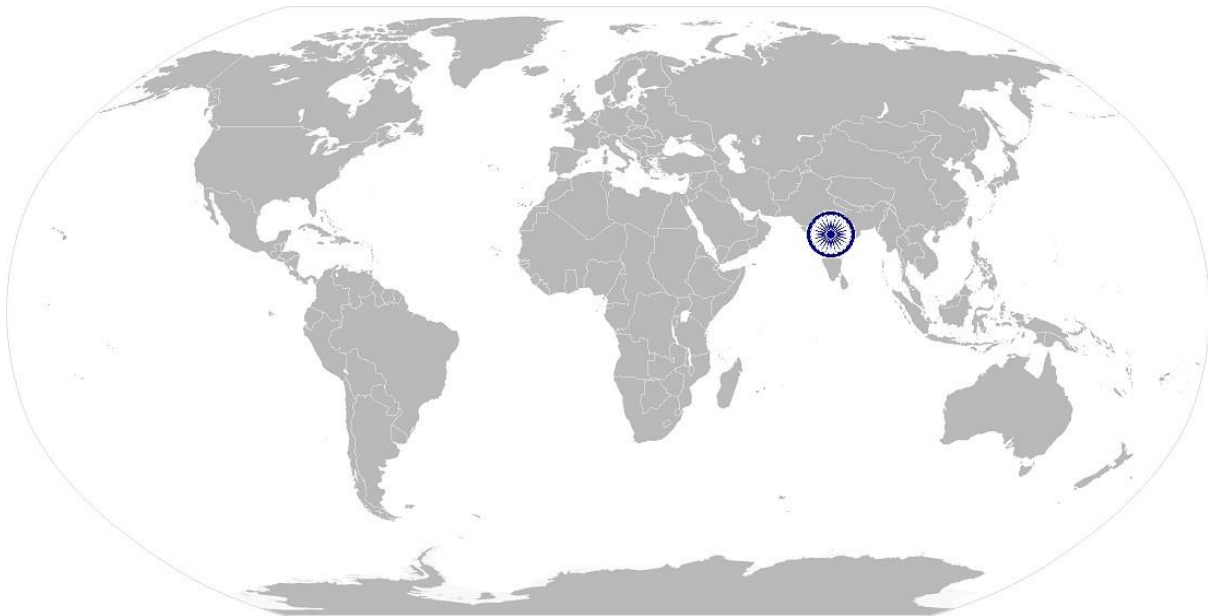|		
	The user/ individual on the job needs to know and understand how to: SA3. read information accurately. SA4. read and interpret data sheets.	
	Oral Communication (Listening and Speaking skills)	
	The user/ individual on the job needs to know and understand how to: SA5. follow instructions accurately. SA6. use gestures or simple words to communicate where language barriers exist. SA7. use questioning to minimise misunderstandings. SA8. display courteous and helpful behaviour at all times.	
B. Professional Skills	**Decision Making**	
	The user/ individual on the job needs to know and understand how to: SB1. make appropriate decisions regarding the responsibilities of the job role.	
	Plan and Organize	
	The user/ individual on the job needs to know and understand how to: SB2. plan and schedule routines.	
	Customer Centricity	
	The user/ individual on the job needs to know and understand how to: SB3. build relationships with internal and external customers.	
	Problem Solving	
	The user/ individual on the job needs to know and understand how to: SB4. respond to breakdowns and malfunction of equipment. SB5. respond to unsafe and hazardous working conditions. SB6. respond to security breaches	
	Analytical Thinking	
	The user/ individual on the job needs to know and understand how to: SB7. calculate totals, fractions, discounts, refunds and rebates accurately.	
	Critical Thinking	
	The user/ individual on the job needs to know and understand how to: SB8. determine the impact of accepting counterfeit. SB9. determine impact of incorrect payments received.	

NOS Version Control

NOS Code	RAS/N0115		
Credits (NSQF)	TBD	Version number	1.0
Industry	Retail	Drafted on	20/04/13
Industry Sub-sector	Retail Operations	Last reviewed on	26/07/17
Occupation	Store Operations	Next review date	26/07/21

National Occupational Standard

Overview

This NOS covers the skills and knowledge for an individual to process cash and credit transactions.

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Retailers Association's
Skill Council of India

NOS
National Occupational Standards

GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape

RAS/N0116   **To process cash and credit transactions**

National Occupational Standard

Unit Code	RAS/N0116
Unit Title (Task)	To process cash and credit transactions
Description	This OS describes the skills and knowledge required to effectively process cash and credit transactions.
Scope	This unit applies to individuals who process cash and credit transactions in retail operations. • Process customer credit • Process payments made to customer accounts • Reconcile customer accounts The role may be performed in a range of Retail Operations • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Process customer credit	To be competent, the user/individual on the job must be able to: PC1. follow company guidelines for setting customer credit limits. PC2. check customer accounts accurately and at suitable intervals to check that payments are up to date. PC3. promptly investigate reasons for missed payments and accurately record the findings. PC4. identify customers who go over their credit limits and report the findings promptly to the right person. PC5. act promptly and within company guidelines to deal with customers who go over their credit limits. PC6. report to the right person the results of the action taken to deal with customers who go over their credit limits
Process payments made to customer accounts	PC7. check that payments from customers are valid and accurate. PC8. record payments from customers promptly and accurately. PC9. record clearly and accurately the reasons why payments are overdue. PC10. identify problems accurately and sort them out promptly. PC11. tell the right person promptly about any problems that he/she cannot sort out. PC12. store collected payments securely and in line with company procedures.
Reconcile customer accounts	PC13. check that charges made to customer accounts are correct. PC14. check that credits made to customer accounts are correct. PC15. identify and sort out problems with customer accounts. 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.

RAS/N0116   **To process cash and credit transactions**

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. the risks to the company of offering credit to customers. KA2. company guidelines for setting customer credit limits. KA3. how to check customer accounts effectively, including how to identify overdue payments and customers who have gone over their credit limits. KA4. company guidelines for managing customers who go over their credit limits. KA5. the legal rights and obligations of customers and retailers in relation to credit. KA6. company policies for crediting the cost of returned goods to customer accounts. KA7. acceptable ways for customers to make payments. KA8. company procedures for storing cash and cash equivalents securely. KA9. types of problem that he/she is responsible for sorting out. KA10. escalation matrix for problems that he/she cannot sort.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how to process cash and non-cash payments. KB2. how to find out if a customer is suitable for credit. KB3. legal tender in the country. KB4. how to spot counterfeit payments. KB5. how to perform accurate financial checks. KB6. how to reconcile customer accounts accurately. KB7. the procedures carried out by the automated billing system.
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. complete documentation accurately. SA2. write simple reports when required.
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA3. read information accurately. SA4. read and interpret data sheets.
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA5. follow instructions accurately. SA6. use gestures or simple words to communicate where language barriers exist. SA7. use questioning to minimise misunderstandings. SA8. display courteous and helpful behaviour at all times.
B. Professional Skills	**Decision Making**
	The user/ individual on the job needs to know and understand how to: SB1. make appropriate decisions regarding the responsibilities of the job role.

RAS/N0116   **To process cash and credit transactions**

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	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB2. plan and schedule routines.
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB3. build relationships with internal and external customers.
	Problem Solving

	The user/ individual on the job needs to know and understand how to:
	    SB4. respond to breakdowns and malfunction of equipment.
	    SB5. respond to unsafe and hazardous working conditions.
	    SB6. respond to security breaches.

	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB7. calculate totals, fractions, discounts, refunds and rebates accurately.
	Critical Thinking

	The user/ individual on the job needs to know and understand how to:
	    SB8. determine the impact of accepting counterfeit.
	    SB9. determine the impact of incorrect payments received.

<u>NOS Version Control</u>

NOS Code	RAS/N0116		
Credits (NSQF)	TBD	Version number	1.0
Industry	Retail	Drafted on	20/04/13
Industry Sub-sector	Retail Operations	Last reviewed on	26/07/17
Occupation	Store Operations	Next review date	26/07/21

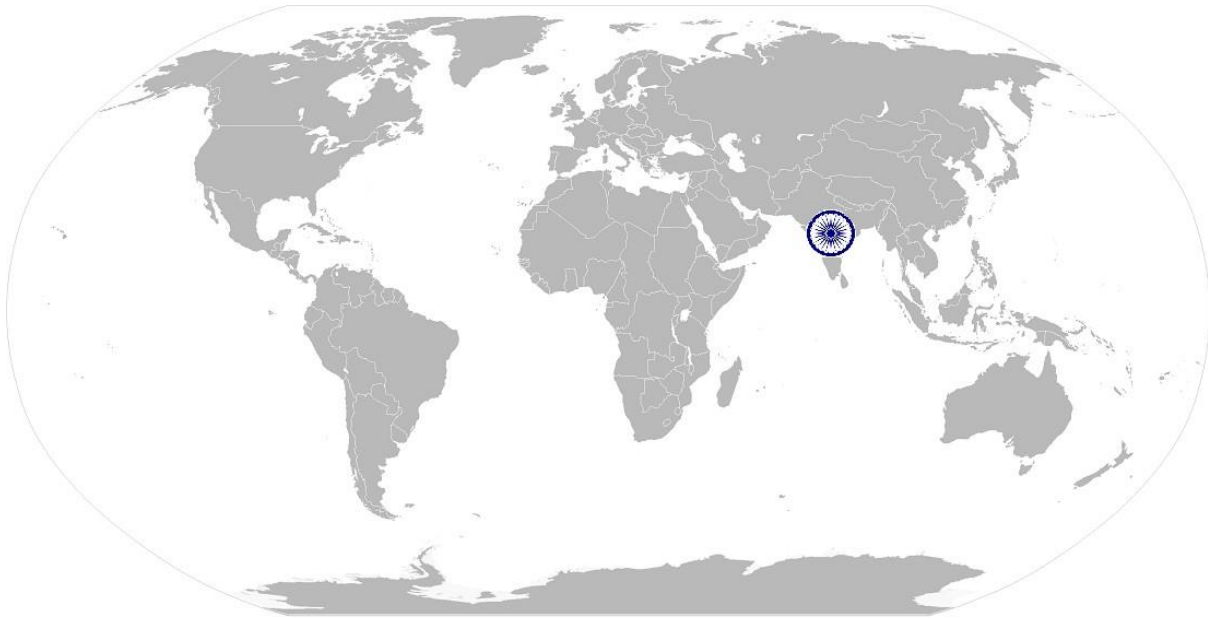-- ----------
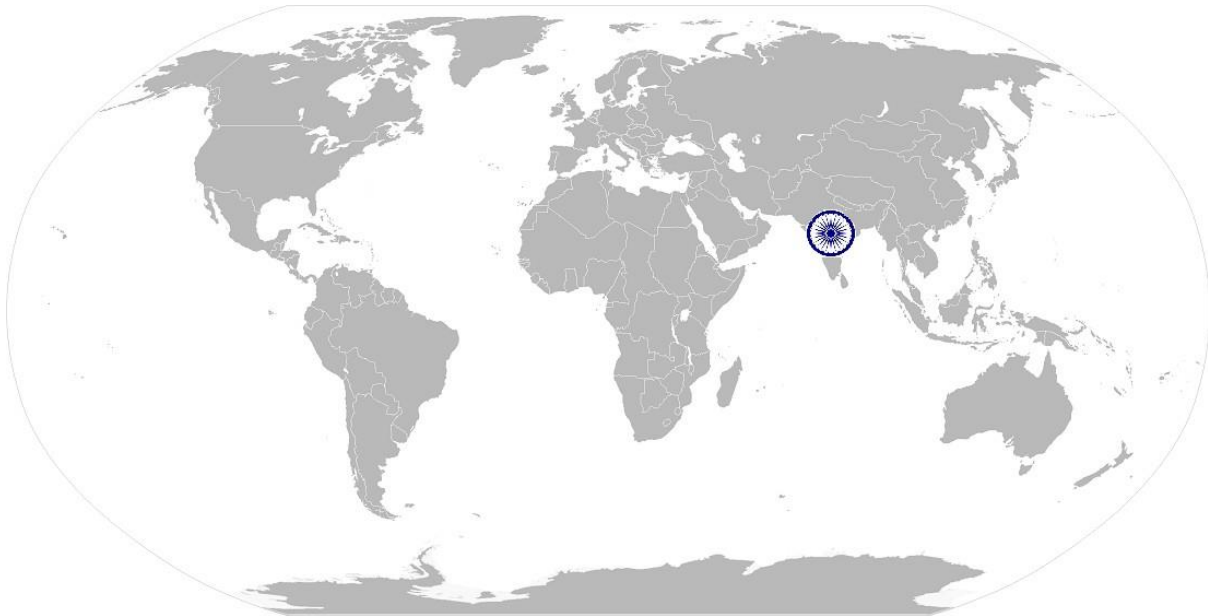
National Occupational Standard

Overview

This NOS covers the skills and knowledge for an individual to process returned goods.

Unit Code	RAS/N0117
Unit Title (Task)	**To process returned goods**
Description	This OS describes the skills and knowledge required to process returned goods.
Scope	This unit applies to individuals to keep the store secure in retail operations. • Help customers who need to return goods • Process returns of goods The role may be performed in a range of Retail Operations • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores

National Occupational Standard (vertical side text)

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Help customers who need to return goods	To be competent, the user/individual on the job must be able to: PC1. check clearly and politely with the customer what goods they want to return and their reasons. PC2. apologise promptly if the company appears to be at fault. PC3. follow legal & company requirements for offering replacements and refunds, and explain these to the customer clearly & politely. PC4. explain to the customer clearly and politely the action to be taken, and any charges that apply. PC5. pick out accurately the replacement goods and follow company procedures for preparing them to be sent out. PC6. explain to the customer accurately, clearly and politely the arrangements for returning the unwanted goods.
Process returns of goods	PC7. check accurately the type, quantity and condition of returned goods. PC8. give accurate and complete information to the person who can raise a credit note or refund the payment. PC9. update the stock control system promptly, accurately and fully. PC10. label clearly any goods that are to be returned to the supplier or manufacturer. PC11. move returned goods to the correct place and position unsaleable goods separately from sales stock.

Knowledge and Understanding (K)

| A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. the reasons customers might have for returning goods. KA2. customer's legal rights to replacements and refunds. KA3. company policies and procedures for replacements and refunds, including proof of purchase. KA4. the authority he/she has to agree to replacements and refunds, and

	who to ask for help when he/she needs authorisation.
	KA5. how to find replacement goods.
	KA6. the charges that apply when the company is not at fault.
	KA7. company procedures for preparing replacement goods for sending out.
	KA8. how to label goods for return to the supplier or manufacturer.
	KA9. where to place returned goods that cannot be re-sold.
	KA10. where to place returned goods that can be re-sold.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how to update the stock control system accurately, immediately and fully KB2. how customers should return unwanted goods. KB3. how to raise credit notes and refund payments.
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. complete documentation accurately. SA2. write simple reports when required.
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA3. read information accurately. SA4. read and interpret data sheets.
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA5. follow instructions accurately. SA6. use gestures or simple words to communicate where language barriers exist. SA7. use questioning to minimise misunderstandings. SA8. display courteous and helpful behaviour at all times.
B. Professional Skills	**Decision Making**
	The user/ individual on the job needs to know and understand how to: SB1. make appropriate decisions regarding the responsibilities of the job role.
	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB2. plan and schedule routines.
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB3. build relationships with internal and external customers.
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB4. respond to breakdowns and malfunction of equipment. SB5. respond to unsafe and hazardous working conditions. SB6. respond to security breaches.

	Analytical Skills
	The user/ individual on the job needs to know and understand how to: SB7. isolate and identify rational reasons for goods returned.
	Critical Thinking

	The user/ individual on the job needs to know and understand how to:
	   SB8. determine the impact of accepting all returned goods without correct reasons.
	   SB9. determine the impact of not updating stock control system with returned goods
	  SB10. determine the impact of mixing returned goods that are saleable with those to be returned to the manufacturer.
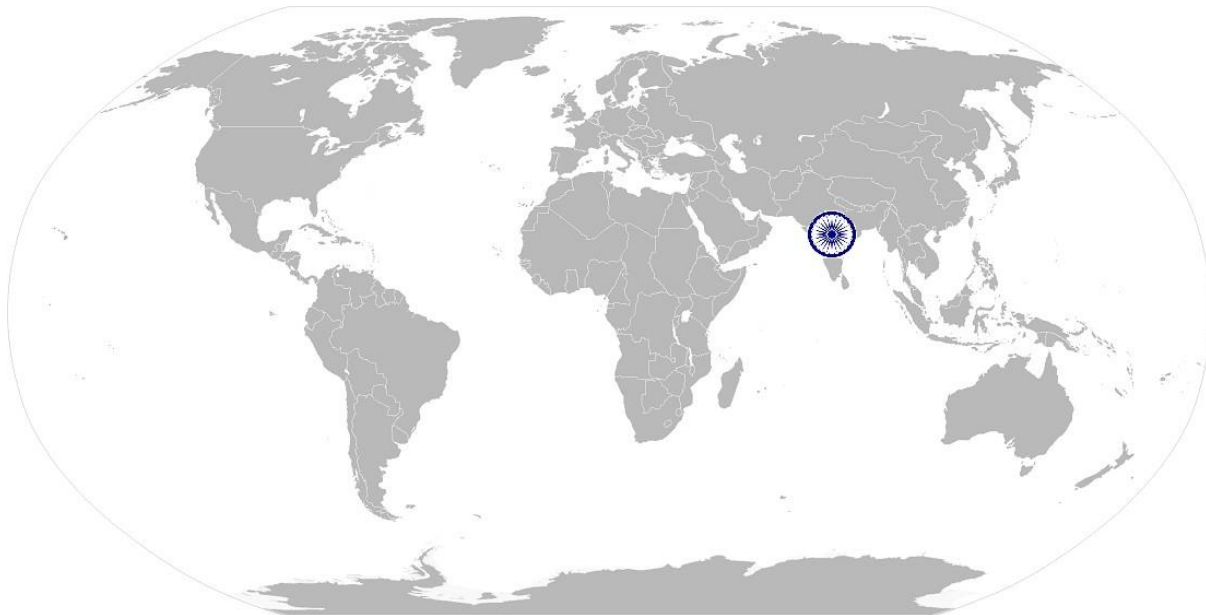
NOS Version Control

NOS Code		RAS/N0117	
Credits (NSQF)	TBD	Version number	1.0
Industry	Retail	Drafted on	20/04/13
Industry Sub-sector	Retail Operations	Last reviewed on	26/07/17
Occupation	Store Operations	Next review date	26/07/21

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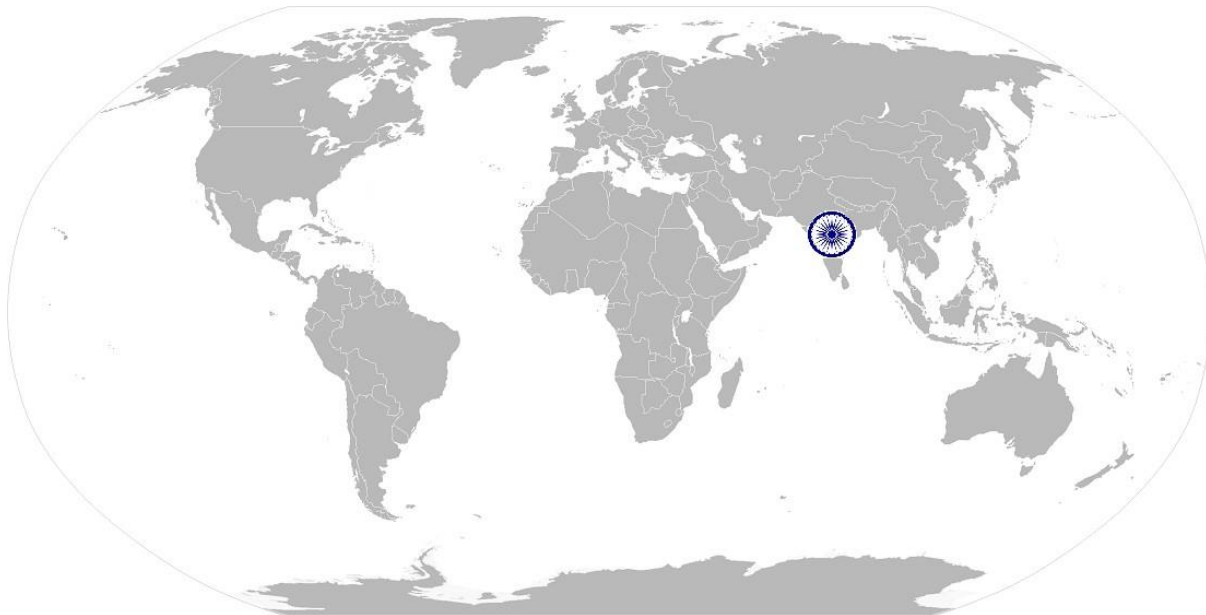
National Occupational Standard
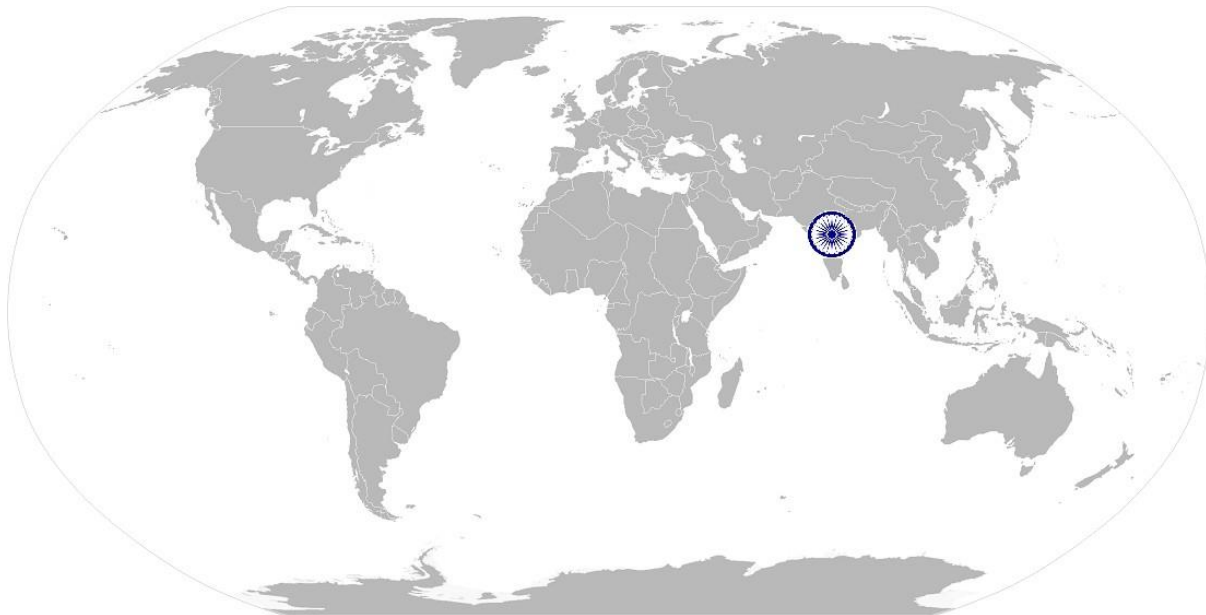
Overview

This NOS covers the skills and knowledge for an individual to maintain health and safety.

To maintain health and safety

Unit Code	RAS/N0121
Unit Title (Task)	**To maintain health and safety**
Description	This OS describes the skills and knowledge required to maintain health and safety.
Scope	This unit applies to individuals to maintain health and safety in retail operations. • Identify and report accidents and emergencies • Protect health and safety as you work • Lift and handle goods safely The role may be performed in a range of Retail Operations • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Identify and report accidents and emergencies	To be competent, the user/individual on the job must be able to: PC1. notice and correctly identify accidents and emergencies. PC2. get help promptly and in the most suitable way. PC3. follow company policy and procedures for preventing further injury while waiting for help to arrive. PC4. act within the limits of his/her responsibility and authority when accidents and emergencies arise. PC5. promptly follow instructions given by senior staff and the emergency services.
Protect health and safety as you work	PC6. follow company procedures and legal requirements for reducing health and safety risks as far as possible while working. PC7. use safety equipment correctly and in the right situations. PC8. get advice and help from the right people when he/she is concerned about his/her ability to work safely.
Lift and handle goods safely	PC9. take suitable safety measures before lifting to protect himself/herself and other people. PC10. use approved lifting and handling techniques. PC11. check that any equipment he/she needs to use is fit for use. PC12. use lifting and handling equipment in line with company guidelines and manufacturers' instructions. PC13. plan a safe and efficient route for moving goods. PC14. make sure that he/she understands his/her own responsibilities when he/she asks others to help in lifting and handling operations.

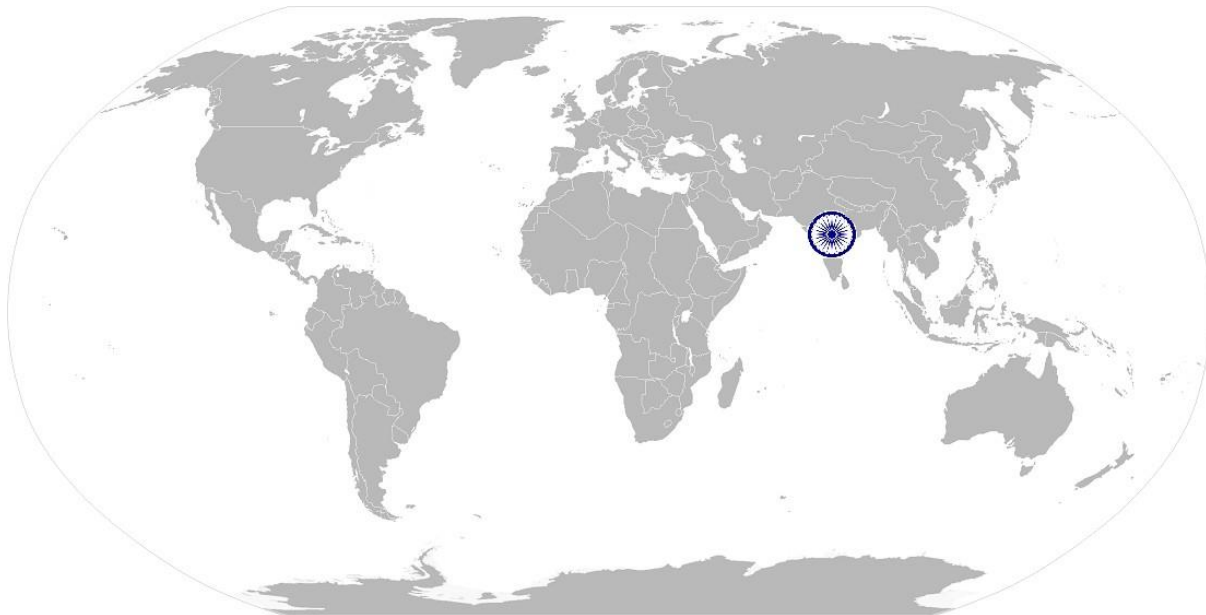Left sidebar: National Occupational Standard

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. the types of accident and emergency that tend to happen in stores and why they happen. KA2. getting help in the event of an accident or emergency. KA3. action he/she can safely and usefully take while waiting for help to arrive. KA4. health and safety risk that can arise in a store environment. KA5. company procedures and legal requirements for reducing health and safety risks as far as possible while working. KA6. following health and safety procedures. KA7. safety equipment to be used and why it is required. KA8. what he/she can lift safely. KA9. weight of the loads he/she has to lift. KA10. company guidelines for not lifting more than safe loads. KA11. planning his/her route when moving goods including the types of obstacles to look for and how to remove or avoid them. KA12. company guidelines and manufacturers' instructions for using lifting and handling equipment.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. approved techniques for safe handling and lifting. KB2. approved procedures for using safety equipment.
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. complete documentation accurately. SA2. write simple reports when required.
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA3. read information accurately SA4. read and interpret data sheets
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA5. follow instructions accurately. SA6. use gestures or simple words to communicate where language barriers exist. SA7. use questioning to minimise misunderstandings. SA8. display courteous and helpful behaviour at all times.
B. Professional Skills	**Decision Making**
	The user/ individual on the job needs to know and understand how to: SB1. make appropriate decisions regarding the responsibilities of the job role.

![RASCI - Retailers Association's Skill Council of India]

NOS
National Occupational Standards

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RAS/N0121   **To maintain health and safety**

Plan and Organize
The user/ individual on the job needs to know and understand how to: 　SB2. plan and schedule routines.
Customer Centricity
The user/ individual on the job needs to know and understand how to: 　SB3. build relationships with internal and external customers.
Problem Solving
The user/ individual on the job needs to know and understand how to: 　SB4. respond to breakdowns and malfunction of equipment. 　SB5. respond to unsafe and hazardous working conditions. 　SB6. respond to security breaches.
Analytical Skills
NA
Critical Thinking
NA

NOS Version Control

NOS Code	RAS/N0121		
Credits (NSQF)	TBD	Version number	1.0
Industry	Retail	Drafted on	20/04/13
Industry Sub-sector	Retail Operations	Last reviewed on	26/07/17
Occupation	Store Operations	Next review date	26/07/21
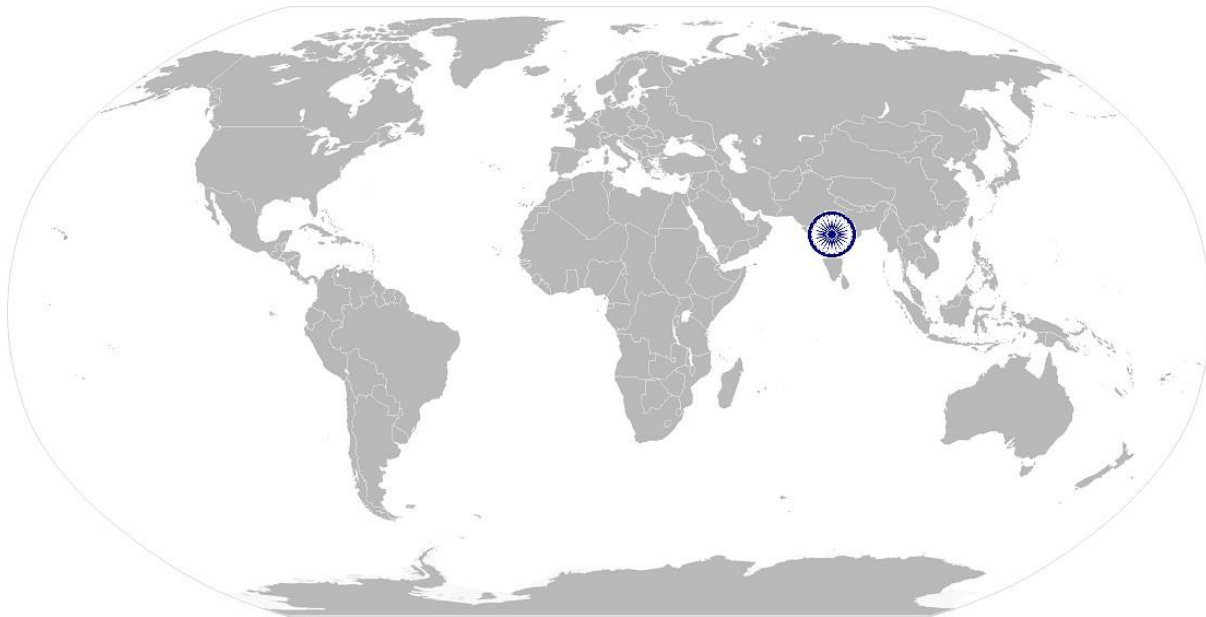
National Occupational Standard

Overview

This NOS covers the skills and knowledge for an individual to create a positive image of self & organisation in the customers mind.

RAS/N0130   To create a positive image of self & organisation in the customers mind

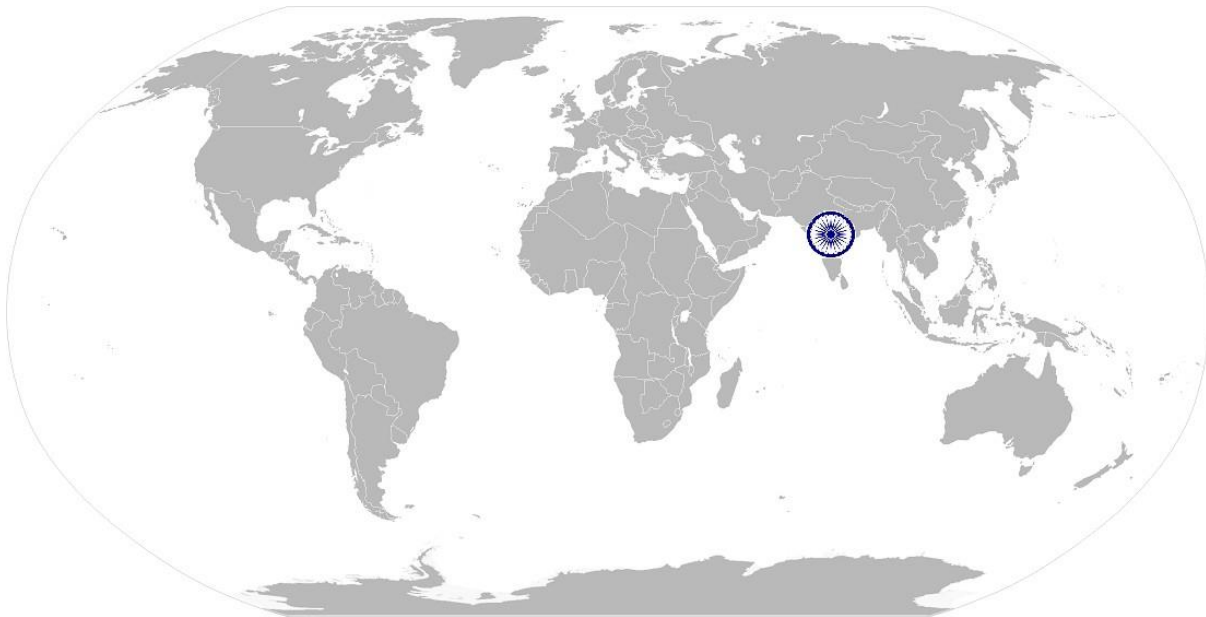|	
Unit Code	**RAS/N0130**
Unit Title (Task)	**To create a positive image of self & organisation in the customers mind**
Description	This OS describes the skills and knowledge required to create a positive image of self & organisation in the customers mind.
Scope	This unit applies to individuals to create a positive image of self & organisation in the customers mind in retail operations. • Establish effective rapport with customers • Respond appropriately to customers • Communicate information to customers The role may be performed in a range of Retail Operations • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Establish effective rapport with customers	To be competent, the user/individual on the job must be able to: PC1. meet the organisation's standards of appearance and behaviour. PC2. greet customers respectfully and in a friendly manner. PC3. communicate with customers in a way that makes them feel valued and respected. PC4. identify and confirm the customer's expectations. PC5. treat customers courteously and helpfully at all times. PC6. keep customers informed and reassured. PC7. adapt his/her behaviour to respond effectively to different customer behaviour.
Respond appropriately to customers	PC8. respond promptly to a customer seeking assistance. PC9. select the most appropriate way of communicating with customers. PC10. check with customers that he/she has fully understood their expectations. PC11. respond promptly and positively to customers' questions and comments. PC12. allow customers time to consider his/her response and give further explanation when appropriate.
Communicate information to customers	PC13. quickly locate information that will help customers. PC14. give customers the information they need about the services or products offered by the organisation. PC15. recognise information that 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.

RAS/N0130   To create a positive image of self & organisation in the customers mind

Knowledge and Understanding (K)	
A. **Organizational Context** (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. organisation's standards for appearance and behaviour. KA2. organisation's guidelines for how to recognise what customers want and respond appropriately. KA3. organisation's rules and procedures regarding the methods of communication used. KA4. how to recognise when a customer is angry or confused. KA5. organisation's standards for timeliness in responding to customer questions and requests for information.
B. **Technical Knowledge**	Not Applicable
Skills (S)	
A. **Core Skills/ Generic Skills**	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. complete documentation accurately. SA2. write simple reports when required.
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA3. read information accurately. SA4. read and interpret data sheets.
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA5. follow instructions accurately. SA6. use gestures or simple words to communicate where language barriers exist. SA7. use questioning to minimise misunderstandings. SA8. display courteous and helpful behaviour at all times.
B. **Professional Skills**	**Decision Making**
	The user/ individual on the job needs to know and understand how to: SB1. make appropriate decisions regarding the responsibilities of the job role.
	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB2. plan and schedule routines.
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB3. build relationships with internal and external customers.

	Problem Solving
	The user/ individual on the job needs to know and understand how to:
	SB4. respond to breakdowns and malfunction of equipment.
	SB5. respond to unsafe and hazardous working conditions.
	SB6. respond to security breaches.
	Analytical Skills
	NA
	Critical Thinking
	NA

NOS Version Control

NOS Code		RAS/N0130	
Credits (NSQF)	TBD	Version number	1.0
Industry	Retail	Drafted on	20/04/13
Industry Sub-sector	Retail Operations	Last reviewed on	26/07/17
Occupation	Store Operations	Next review date	26/07/21

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National Occupational Standard

Overview
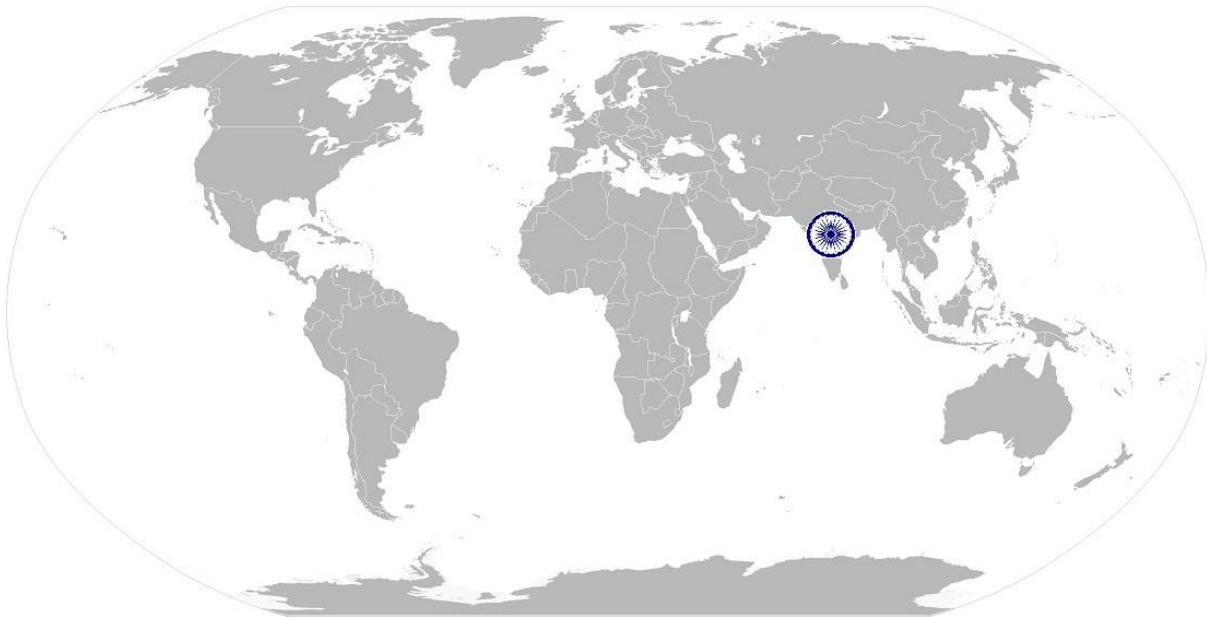
This NOS covers the skills and knowledge for an individual to be proficient to work effectively in a Retail Team.

National Occupational Standard

Unit Code	RAS/N0137
Unit Title (Task)	**To work effectively in a retail team**
Description	This OS describes the skills and knowledge required to work effectively within and with teams across a Retail environment.
Scope	This unit applies to individuals in a Retail environment who are required within their job role to work as part of a team or to work cooperatively with other teams where no reporting relationship is in place. Requirement of this role would include but not be limited to: • Support the work team • Maintain personal presentation • Develop effective work habits The role may be performed in a range of Retail Environments such as: • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores • Distribution Centre • Shopping Mall

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Support the work team	To be competent, the user/individual on the job must be able to: PC1. display courteous and helpful behaviour at all times. PC2. take opportunities to enhance the level of assistance offered to colleagues. PC3. meet all reasonable requests for assistance within acceptable workplace timeframes. PC4. complete allocated tasks as required. PC5. seek assistance when difficulties arise. PC6. use questioning techniques to clarify instructions or responsibilities. PC7. identify and display a non discriminatory attitude in all contacts with customers and other staff members.
Maintain personal presentation	PC8. observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact. PC9. follow personal hygiene procedures according to organisational policy and relevant legislation.

Develop effective work habits	PC10. interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task. PC11. interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying. PC12. ask questions to seek and clarify workplace information. PC13. plan and organise daily work routine within the scope of the job role. PC14. prioritise and complete tasks according to required timeframes. PC15. identify work and personal priorities and achieve a balance between competing priorities.
Knowledge and Understanding (K)	
A. Organizational Context(Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. the policies and procedures relating to the job role. KA2. the value system of the organisation. KA3. employee rights and obligations. KA4. the reporting hierarchy and escalation matrix.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how to ask questions to identify and confirm requirements. KB2. the importance of following routine instructions through clear and direct communication. KB3. how to use language and concepts appropriate to cultural differences. KB4. how to use and interpret non-verbal communication. KB5. the scope of information or materials required within the parameters of the job role. KB6. the consequences of poor team participation on job outcomes. KB7. work health and safety requirements.
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. complete workplace documentation accurately.
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. read and interpret workplace documentation. SA3. read and interpret organisational policies and procedures.
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA4. follow instructions accurately. SA5. use gestures or simple words to communicate where language barriers exist. SA6. use questioning to minimise misunderstandings. SA7. display courteous and helpful behaviour at all times.

RAS/N0137   To work effectively in a retail team

RAS/N0121   To maintain health and safety

B. Professional Skills	Decision Making
	NA
	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB1. plan and schedule time personal management.
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB2. build relationships with internal and external team members.
	Problem Solving

	The user/ individual on the job needs to know and understand how to:
	  SB3. respond to ambiguity in directions and instructions.
	  SB4. breakdown in relationships within the team.
	  SB5. breakdowns in communications with other teams.

	Analytical Skills
	NA
	Critical Thinking
	NA

NOS Version Control

NOS Code	RAS/N0137		
Credits (NSQF)	TBD	Version number	1.0
Industry	Retail	Drafted on	20/04/13
Industry Sub-sector	Retail Operations	Last reviewed on	26/07/17
Occupation	Store Operations	Next review date	26/07/21

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National Occupational Standard

Overview

This NOS covers the skills and knowledge for an individual to work effectively in an organisation.
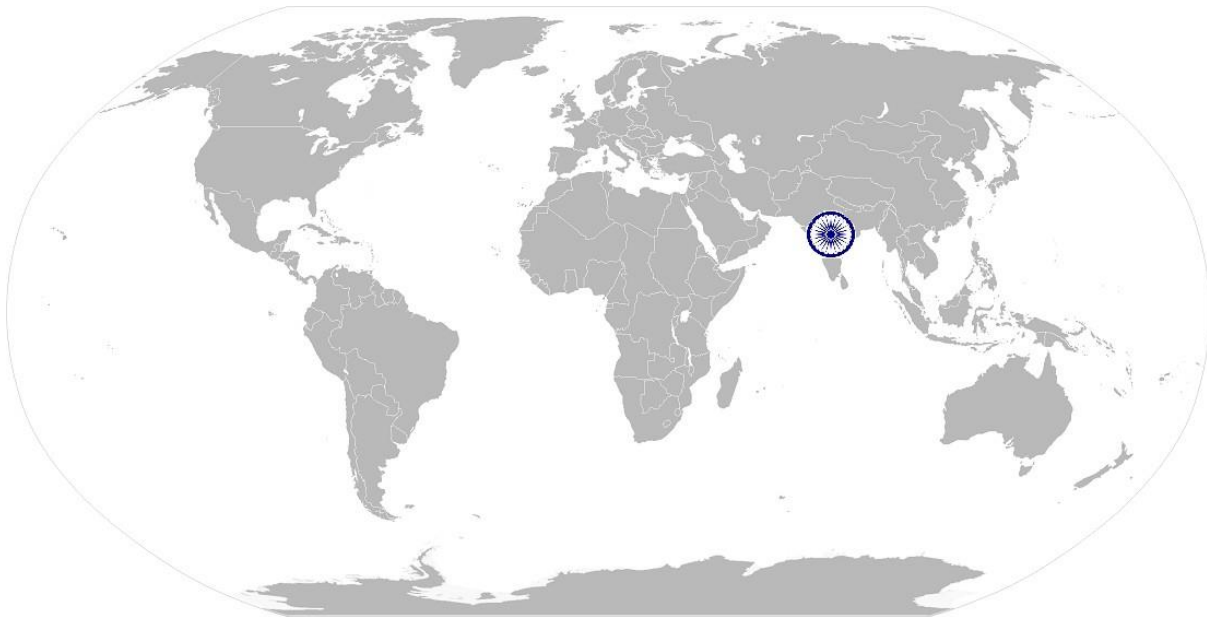
RAS/N0138   **To work effectively in an organisation**

National Occupational Standard

Unit Code	RAS/N0138
Unit Title (Task)	**To work effectively in an organisation**
Description	This OS describes the skills and knowledge required to work effectively in an organisation.
Scope	This unit applies to individuals to work effectively in an organisation in retail operations. • Support effective team working • Help plan and organise own learning • Help others learn The role may be performed in a range of Retail Operations • Department Store • Supermarket • Specialty Store • Fresh Food stores • Quick Service Food Stores

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Support effective team working	To be competent, the user/individual on the job must be able to: PC1. share work fairly with colleagues, taking account of your own and others' preferences, skills and time available. PC2. make realistic commitments to colleagues and do what has been promised. PC3. let colleagues know promptly if he/she will not be able to do what has been promised and suggest suitable alternatives. PC4. encourage and support colleagues when working conditions are difficult. PC5. encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect. PC6. follow the company's health and safety procedures while working.
Help plan and organise own learning	PC7. discuss and agree with the right people goals that are relevant, realistic and clear. PC8. identify the knowledge and skills needed to achieve his/her goals. PC9. agree action points and deadlines that are realistic, taking account of past learning experiences and the time and resources available for learning. PC10. regularly check his/her progress and, when necessary, change the way of working. 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.

Help others learn	PC12. encourage colleagues to ask him/her for work-related information or advice that he/she is likely to be able to provide.
	PC13. notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice.
	PC14. give clear, accurate and relevant information and advice relating to tasks and procedures.
	PC15. explain and demonstrate procedures clearly, accurately and in a logical sequence.
	PC16. encourage colleagues to ask questions if they don't understand the information and advice given to them.
	PC17. give colleagues opportunities to practise new skills, and give constructive feedback.
	PC18. check that health, safety and security are not compromised when helping others to learn.
Knowledge and Understanding (K)	
A. Organizational Context(Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. team's purpose, aims and targets. KA2. responsibility for contributing to the team's success. KA3. colleagues' roles and main responsibilities. KA4. the importance of sharing work fairly with colleagues. KA5. the factors that can affect own and colleagues' willingness to carry out work, including skills and existing workload. KA6. the importance of being a reliable team member. KA7. 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. KA8. 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. KA9. the importance of good working relations, and techniques for removing tension between colleagues. KA10. the importance of following the company's policies and procedures for health and safety, including setting a good example to colleagues. KA11. who can help set goals, help plan your learning, and give you feedback about your progress. KA12. how to identify the knowledge and skills he/she will need to achieve his/her goals. KA13. how to check his/her progress. KA14. how to adjust plans as needed to meet goals. KA15. how to ask for feedback on progress. KA16. how to respondpositively. KA17. how to help others to learn in the workplace.

	KA18. how to work out what skills and knowledge he/she can usefully share with others.
	KA19. health, safety and security risks that are likely to arise when people are learning on the job, and how to reduce these risks.
B. Technical Knowledge	NA

Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. complete documentation accurately. SA2. write simple reports when required.
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. read information accurately. SA4. read and interpret data sheets
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA5. follow instructions accurately. SA6. use gestures or simple words to communicate where language barriers exist. SA7. use questioning to minimise misunderstandings. SA8. display courteous and helpful behaviour at all times.
B. Professional Skills	**Decision Making**
	The user/ individual on the job needs to know and understand how to: SB1. make appropriate decisions regarding the responsibilities of the job role.
	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB2. plan and schedule routines.
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB3. build relationships with internal and external team members.
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB4. respond to ambiguity in directions and instructions. SB5. respond to breakdown in relationships within the team. SB6. respond to breakdowns in communications with other teams.
	Analytical Skills
	NA

	Critical Thinking
	NA

NOS Version Control

NOS Code	RAS/N0138		
Credits (NSQF)	TBD	Version number	1.0
Industry	Retail	Drafted on	20/04/13
Industry Sub-sector	Retail Operations	Last reviewed on	26/07/17
Occupation	Store Operations	Next review date	26/07/21
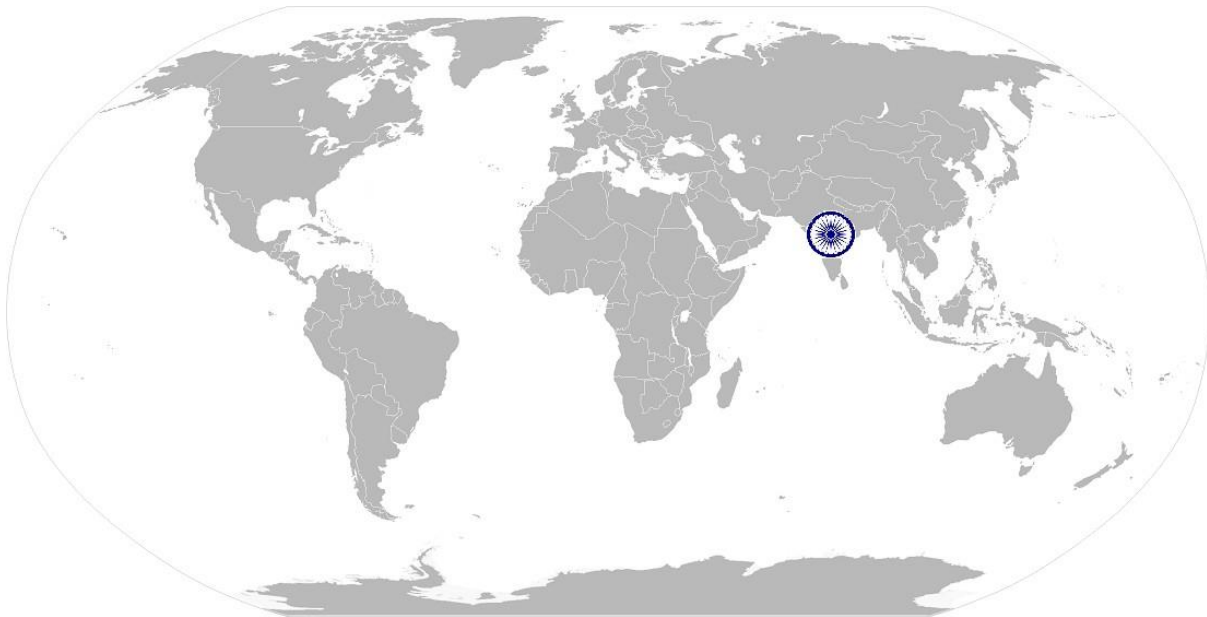
Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters
[ABC]/ Q 0101

[Insert 3 letter code for SSC]

QP number (2 numbers)

Q denoting Qualifications Pack

Occupation (2 numbers)
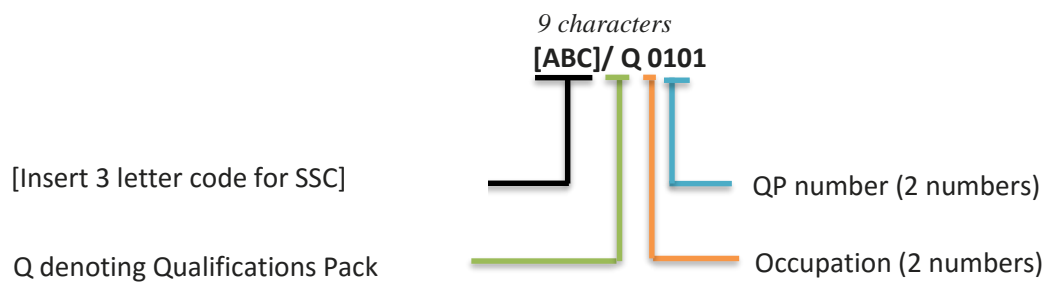
Occupational Standard

An example of NOS with 'N'

9 characters
[ABC] / N 0101

[Insert 3 letter code for SSC]

OS number (2 numbers)

N denoting National Occupational Standard

Occupation (2 numbers)

58
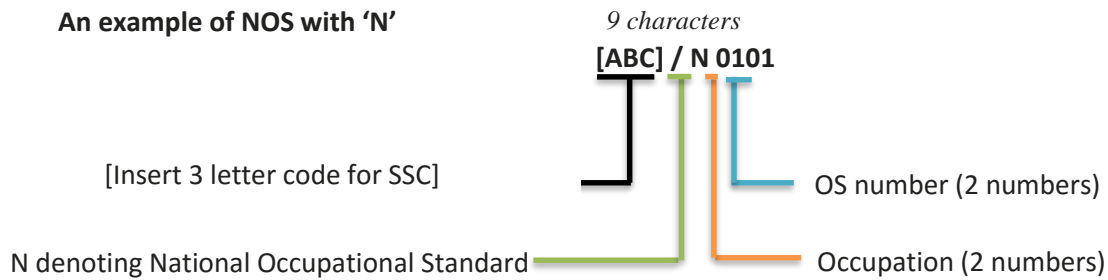
The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Retail Operations	01-15
Retail Business	16-29
Ecommerce - Category Management	30-45
Retail	46-56
Ecommerce-Supply Chain & Logistics	57-67
FMCG	68-78
Generic Occupation	79-99

Sequence	Description	Example
Three letters	Industry name	RAS
Slash	/	/
Next letter	Whether **Q**P or **N**OS	Q or N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Retail Cashier
Qualification Pack RAS/Q0102
Sector Skill Council Retail

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 this criterion.
6. To pass the Qualification Pack , every trainee should score a minimum of 70% 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 Outcome	**Assessment Criteria for outcomes**	**Total marks**	**Out of**	**Theory**	**Skill Practical**
RAS/0110 **To service cash point / POS**	PC1. check at suitable times that staff are setting up and operating cash points correctly.	100	15	7.5	7.5
	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. accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation.		15	7.5	7.5
	PC5. correctly follow cash point security procedures.		20	10	10
	PC6. develop effective plans to cope with unexpected problems at the cash point.		20	10	10
	Total		100	50	50
RAS / N0111	PC1. follow legal requirements and company policies and procedures for asking for proof of age.	100	5	2.5	2.5

	Compulsory NOS Total Marks: 100			Marks Allocation	
Assessment Outcome	**Assessment Criteria for outcomes**	**Total marks**	**Out of**	**Theory**	**Skill Practical**
To follow point-of-sale procedures for age-restricted products	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.		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
RAS/N0112 **To process customer orders for goods**	PC1. identify customers' needs accurately by asking suitable questions.		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
	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.	100	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

Compulsory NOS Total Marks: 100				Marks Allocation	
Assessment Outcome	Assessment Criteria for outcomes	Total marks	Out of	Theory	Skill Practical
	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. let the customer know 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
RAS / N0113 **To process part exchange sale transactions**	PC1. thoroughly 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.		10	5	5
	PC7. treat the customer politely throughout the valuation process.	100	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 terms and conditions of the sale.		7	3.5	3.5
	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

Compulsory NOS Total Marks: 100				Marks Allocation	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out Of**	**Theory**	**Skills Practical**
RAS / N0115 **To process payments**	PC1. accurately identify the price of purchases.	100	25	12.5	12.5
	PC2. promptly sort out any pricing problems by referring to pricing information.		25	12.5	12.5
	PC3. seek advice promptly from the right person when he/she cannot sort out pricing problems himself/herself.		25	12.5	12.5
	PC4. work out accurately the amount the customer should pay.		25	12.5	12.5
	Total		100	50	50
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. promptly investigate 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.		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		10	5	5

	Compulsory NOS Total Marks: 100				Marks Allocation	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out Of**	**Theory**	**Skills Practical**	
	that are beyond his/her responsibility and control.					
	Total		100	50	50	
RAS/N0117 **To process returned goods**	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.		10	5	5	
	PC6. explain to the customer accurately, clearly and politely the arrangements for returning the unwanted goods.	100	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	
RAS / N0121 **To maintain health and safety**	PC1. notice and correctly identify accidents and emergencies.		5	2.5	2.5	
	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.	100	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.		5	2.5	2.5	

	Compulsory NOS Total Marks: 100			Marks Allocation	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out Of**	**Theory**	**Skills Practical**
	PC6. follow company procedures and legal requirements for reducing health and safety risks as far as possible while working.		10	5	5
	PC7. use safety equipment correctly and in the right situations.		10	5	5
	PC8. get advice and help from the right people when he/she is concerned about his/her ability to work safely.		5	2.5	2.5
	PC9. take suitable safety measures before lifting to protect himself/herself and other people.		5	2.5	2.5
	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.		10	5	5
	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.		5	2.5	2.5
	PC14. make sure that he/she understands his/her own responsibilities when he/she asks others to help in lifting and handling operations.		10	5	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 the customer's expectations.		5	2.5	2.5
	PC5. treat customers courteously and helpfully at all times.		10	5	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.		10	5	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.		10	5	5

	Compulsory NOS Total Marks: 100			Marks Allocation	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out Of**	**Theory**	**Skills Practical**
	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.		5	2.5	2.5
	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.		10	5	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.		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.		5	2.5	2.5
	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.		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

	Compulsory NOS Total Marks: 100			Marks Allocation	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out Of**	**Theory**	**Skills Practical**
	PC15. identify work and personal priorities and achieve a balance between competing priorities.		10	5	5
	Total		100	50	50
RAS / N0138 **To work effectively in an organization**	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
	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

Compulsory NOS Total Marks: 100				Marks Allocation	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out Of**	**Theory**	**Skills Practical**
	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