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# RETAIL OPERATIONS MANAGEMENT

## Assessment Package

National Vocational  
Certificate Level 2-5

Version 1 - April 2019



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**Document Version**

April, 2019

**Islamabad, Pakistan**

# RETAIL OPERATIONS MANAGEMENT

## Assessment Package

National Vocational  
Certificate Level 2-5

Version 1 - April 2019

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 2	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Perform stocking operation	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 2 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li>1. <b>Assessment Task 1:</b> Place stock in back store as per assessor instructions</li> <li>2. <b>Assessment Task 2:</b> Place tags on products as per assessor instructions</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li>3. <b>Knowledge assessment test (Written or Oral)</b></li> <li>4. <b>Portfolios at the time of assessment</b></li> </ol>
	<p><b>Assessment Task 1: Place stock in back store as per assessor instructions</b></p> <p>Performance Criteria 1: Distribute the stock according to categories  Performance Criteria 2: Place the stock as per store policies  Performance Criteria 3: Maintain bin carts of back store  .....</p> <p><b>Assessment Task 2: Place tags on products as per assessor instructions</b></p> <p>Performance Criteria 1: Identify product's tags  Performance Criteria 2: Verify tags through barcodes  Performance Criteria 3: Place the tags  Performance Criteria 4: Place rail cards on shelves  .....</p>
	<p><b>Portfolios required at the time of assessment (if any) for</b></p> <p>Performance criteria 1 : Log book of practical work for perform stocking operations  .....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Assessment Task 1		Description of assessment task 1 Place stock in back store			
During the practical assessment, candidate demonstrated the following:			Yes	No	Remarks
1	Performance Criteria 1: Distribute the stock according to categories				
2	Performance Criteria 2: Place the stock as per store policies				
3	Performance Criteria 3: Maintain bin carts of back store				
Competent <input type="checkbox"/>			Not Yet Competent <input type="checkbox"/>		

Assessment Task 2		Description of assessment task 2 Place tags on products		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify product's tags			
2	Performance Criteria 2: Verify tags through barcodes			
3	Performance Criteria 3: Place the tags			
4	Performance Criteria 4: Place rail cards on shelves			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Portfolio for perform stocking operation		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1 : Log book of practical work for perform stocking operations			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 2	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Attain Product Knowledge	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 1.5 hours (for practical demonstration &amp; assessment):</b></p> <p>2. <b>Assessment Task 1:</b> Identify categories in a scenario given in annexure A</p> <p>1. <b>Assessment Task 2:</b> Identify benefits and features of products from given scenario in annexure A.</p> <p><b>And complete:</b></p> <p>2. <b>Knowledge assessment test (Written or Oral)</b></p> <p>3. <b>Portfolios at the time of assessment</b></p>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1:</b> Identify categories in a scenario given in annexure A</p> <p>Performance Criteria 1: Identify categories in store.</p> <p>Performance Criteria 2: Identify products assortment in categories.</p> <p>Performance Criteria 3: Identify range of products with in each category</p> <p>.....</p>
	<p><b>Assessment Task 2:</b> Identify benefits and features of products from given scenario in annexure A</p> <p>Performance Criteria 1: Identify features &amp; benefits of products</p> <p>Performance Criteria 2: Identify products' key selling points.</p> <p>Performance Criteria 3: Identify alternates of the products</p> <p>.....</p>
	<p><b>Portfolios required at the time of assessment for Attain product knowledge</b></p> <p>Performance criteria 1: Log book of practical work for attend product knowledge</p> <p>.....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Identify categories in a scenario given in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify categories in store.			
2	Performance Criteria 2: Identify products assortment in categories.			
3	Performance Criteria 3: Identify range of products with in each category			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



Assessment Task 2		Description of assessment task 2 Identify benefits and features of products from given scenario in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify feature of products			
2	Performance Criteria 2: Identify products' key selling points.			
3	Performance Criteria 3: Identify alternates of the products			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio: Attain Product Knowledge		
Current <input type="checkbox"/>	Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Log book of practical work for perform stocking operations			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## Annexure A

### Scenario

You work as Sales Executive in a super store named as Fancy Super Store. Fancy Super Store has a goal to become customers trusted Super Market and a one-stop Super Market for all your groceries and other requirements. Fancy Super Store offers a variety of products to a great extent. Prominent varieties they have include baby care, baby food, toys, skin and hair care, perfumes, oil and ghee, Ketchup and Mayonnaise and frozen items.

S. No	Store Sections	Brand	Features/Benefits	Packaging
1	Oil /ghee	Hamd's Canola Hamd's Ghee	VTF With additional Vitamins Low Saturated Fat Ease to handle packaging	Poly, tin, carton
		Mumtaz Oil Mumtaz Ghee	VTF With additional Vitamins Omega 4 Ease to handle	Tin, bottle(5 liter)
		Prime Oil	Combination with Olive Oil Attractive packaging GMO Free	Bottle(5 liter, 2.5 liter), tin
		Delta Ghee Delta Oil	VTF No. 1 Brand Omega 6 Brand of Year Award	Bottle (2.5 liter), tin
		Essential Sunflower Oil	100% Sunflower Seed Oil Best Oil in Market GMO Free Organic	Tin, bottle(5 liter)
2	Ketchup & Mayonnaise	Michael	Imported, 100% Tomato, World's Top Brand	Poly, bottle
		Alpha	Local Manufactured, No. 1 Brand	Poly, bottle
		Fancy	Store's brand	Poly
3	Skin and Hair care	Lords Hair Color	paraben free, silicon free, synthetics, metallic, world's top brand	Bottle, jar, combined package
		Beauty Permeant Hair Care Beauty Semi Permeant Hair Care	Permanent, semi-permanent Synthetic, Metallic Most innovative brand	Bottle, tube
		Care	Synthetic, Metallic	Bottle, jar
4	Perfumes	Hello	Alcohol Free , EDT (Eu de toilet) Halal Certified	Gift pack, 50 ml, 100 ml, travel pack,

			Arabic Aroma	
		Beauty	Alcohol free oil base itthar, Mix with Oud	Gift pack, 50 ml, 100 ml, 12 ml
		Choice	body spray gas free	120 ml
		Devote	body spray with gas	120 ml
5	Frozen items	Manpasand's Nuggets, hot shot, burger patties, seekh kabab	GMO free, Chef Recommendations	300 gm, 500 gm, 1000 gm
		Daily's Nuggets, hot shot, burger patties, seekh kabab, Sausages	MSG Free, GMO Free Best Brand in Market	300 gm, 500 gm, 1000 gm
		Delicious' Nuggets, hot shot, burger patties, seekh kabab, Sausages, Vegetables,	Wide Range Customer Choice Award Best Brand Award	250 gm, 500 gm, 1000 gm
		Deli's Nuggets, hot shot, burger patties, seekh kabab, Sausages, French fries	GMO Free MSG Free Top Brand	250 gm, 500 gm, 1000 gm
6	Baby care	Ma's Choice Diapers, baby wipes	Max Absorb Good for Sensitive Skins Cheap in Price	Diapers sizes (S, M, L, XL) small pack, jumbo pack Wipes: 200 pcs
		Babytouch Diapers	No. 1 Brand Durable Ease to use Max absorb	Small, jumbo, economy pack
		Infantcare's Baby powder, baby soap, baby lotion,	Fragrance Allergy Free Hazardous Free Packaging No Tears	Combined package, gift pack,
		HappyBaby Baby wipes, diapers	Alcohol Free Special for Sensitive Skin	Diapers sizes (S, M, L, XL) small pack, jumbo pack Wipes: 100 pcs
7	Baby Food	Formula A formula milk, baby food, feeder	Halal Certified Powdered Formula Lactose-Free Prebiotics DHA PBA Free	Formula Milk, 800gm, 400gm Baby food: small pack Feeder: 3 oz., 7oz.
		BestNutri formula milk, baby food, feeder,	Powdered Formula Prebiotics DHA choline	Formula Milk: 400gm Baby food: poly, small & large pack Feeder: 3 oz., 7oz & 12 oz.
		Protect formula milk	Liquid Concentrate whey-based Formula ARA DHA	Formula Milk: 400gm
8	Toys	FisherPrince	rattle, stuffed toys, action figures, radio controlled toys, dolls,	Gift pack

**Answer Sheet**

**Answer Sheet**

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 2	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Handle cash counter	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 3 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Operate POS System as per assessor's instructions</li> <li><b>Assessment Task 2:</b> Operate credit card/debit card machine as per assessor's instructions</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment (if any)</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1: Operate POS System as per assessor's instructions</b></p> <p>Performance Criteria 1: Set POS system as per machine manual  Performance Criteria 2: Start &amp; Close POS terminal as per SOP  Performance Criteria 3: Verify the product bar code before scan  Performance Criteria 4: Ensure the product quantity and bill amount  Performance Criteria 5: Communicate verbally price/total/amount of bill &amp; cash received to customer.  Performance Criteria 6: Enter debit/credit card &amp; machine details in POS systems  Performance Criteria 7: Ensure to sign out from POS system  .....</p> <p><b>Assessment Task 2: Operate credit card/debit card machine as per assessor's instructions</b></p> <p>Performance Criteria 1: Set credit/debit card machine  Performance Criteria 2: Charge credit/debit card details  Performance Criteria 3: Make sure to enter exact amount  Performance Criteria 4: Get signature of customer on credit/debit card slip  Performance Criteria 5: Create a credit/debit machine settlement slip  Performance Criteria 6: Maintain record of slips  .....</p>

	<p><b>Portfolios required at the time of assessment (if any) for Handle Cash</b></p> <p>Performance criteria 1: Log book of practical work for perform stocking operations</p>
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**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement				✓			



Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Operate POS System as per assessor's instructions		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Set POS system as per machine manual			
2	Performance Criteria 2: Start & Close POS terminal as per SOP			
3	Performance Criteria 3: Verify the product bar code before scan			
4	Performance Criteria 4: Ensure the product quantity and bill amount			
5	Performance Criteria 5: Communicate verbally price/total/amount of bill & cash received to customer.			
6	Performance Criteria 6: Enter debit/credit card & machine details in POS systems			
7	Performance Criteria 7: Ensure to sign out from POS system			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2		Description of assessment task 2 Operate credit card/debit card machine as per assessor's instructions		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Set credit/debit card machine			
2	Performance Criteria 2: Charge credit/debit card details			
3	Performance Criteria 3: Make sure to enter exact amount			
4	Performance Criteria 4: Get signature of customer on credit/debit card slip			
5	Performance Criteria 5: Create a credit/debit machine settlement slip			
6	Performance Criteria 6: Maintain record of slips			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Log book of practical work for perform stocking operations		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1 : Log book of practical work for perform stocking operations			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 2	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Perform Sales	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 1.5 hours (for practical demonstration &amp; assessment):</b></p> <p>1. <b>Assessment Task 1:</b> Perform role-play of sales representative as per scenario given by assessor</p> <p><b>And complete:</b></p> <p>2. <b>Knowledge assessment test (Written or Oral)</b></p> <p>3. <b>Portfolios at the time of assessment</b></p>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1:</b> Perform role-play of sale representative as per scenario given by assessor</p> <p>Performance Criteria 1: Greet Customer</p> <p>Performance Criteria 2: Introduce yourself</p> <p>Performance Criteria 3: Identify customer needs or buying motives</p> <p>Performance Criteria 4: Suggest products to customer</p> <p>Performance Criteria 5: Communicate product specification to customer</p> <p>Performance Criteria 6: Communicate product features to customer</p> <p>Performance Criteria 7: Demonstrate product &amp; its feature as per given SOP</p> <p>Performance Criteria 8: Use Selling Techniques</p> <p>Performance Criteria 9: Close the sale</p> <p>.....</p>
	<p><b>Portfolios required at the time of assessment for Perform Sales</b></p> <p>Performance criteria 1: Log book of practical work for perform stocking operations</p> <p>.....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1		
		Perform a role-play of sale executive as per scenario given by assessor's		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Performance Criteria 1: Greet Customer			
2.	Performance Criteria 2: Introduce yourself			
3.	Performance Criteria 3: Identify customer needs or buying motives			
4.	Performance Criteria 4: Suggest products to customer			
5.	Performance Criteria 5: Provide product specification to customer			
6.	Performance Criteria 6: Provide product features to customer			
7.	Performance Criteria 7: Demonstrate product & its feature			
8.	Performance Criteria 8: Use Selling Techniques			
9.	Performance Criteria 9: Close the sales			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
		Perform Sales		
Current <input type="checkbox"/>	Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1.	Performance criteria 1: Log book of practical work for perform stocking operations			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

**Scenario 1**

A client walks in and spends few minutes browsing. He clearly admires the Mobile Phone on display, but he doesn't go for purchase. A sales-team member walks up to him, and asks politely if he can help them. It turns out that he really likes Mobile Phone, but is hesitant to a purchase at the price listed.

Use selling techniques to make sale.

**Scenario 2**

A Client spends a few minutes on baby feeders' shelves. He is bit confused about feeders are on display, and the brand he used to buy is not on shelf. He is about to leave shelf without making any purchase. Sales-representative approaches, and asks politely to offer his help.

Use selling techniques to sell him other brand.

**Scenario 3**

A customer shows interest in the most expensive perfumes range you have for sale, but they show concern over authenticity of the product. Customer has low knowledge about perfumes and how authenticity is checked. Being sales representative, provide essential information about perfumes and its authenticity and try to sell perfume. However, Customer expresses concern that he may be pushed to buy something more expensive primarily for the company's benefit.

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 3	CS Code:	Level: 3	Version: 1
<b>Competency Standard Title:</b> Prepare inventory requirements and reports	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within the 2 hours given time frame (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Prepare purchase requisition as per given data in Annexure A</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment (if any)</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1:</b> Prepare purchase requisition as per given data in Annexure A</p> <p>Performance Criteria 1: Identify product requirements for store</p> <p>Performance Criteria 2: Make purchase requisition as per store polices</p> <p>Performance Criteria 3: Submit purchase requisition as per store polices</p> <p>Performance Criteria 4: Follow up on purchase requisition</p> <p>Performance Criteria 5: Maintain purchase requisition record</p> <p>.....</p>
	<p><b>Portfolios required at the time of assessment (if any) for</b></p> <p>Performance criteria 1: Log book of practical work for prepare inventory requirements &amp; reports</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Prepare purchase requisition		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify product requirement for store			
2	Performance Criteria 2: Make purchase requisition as per store polices			
3	Performance Criteria 3: Submit purchase requisition as per store polices			
4	Performance Criteria 4: Follow up on purchase spellis			
5	Performance Criteria 5: Maintain purchase requisition record			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



Portfolio (if any)		Description of portfolio			
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks	
1	Performance criteria 1: Log book of practical work for perform stocking operations				
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>			

**Annexure A**

Store, suppose following items are listed a in retail store. You have to maintain minimum stock so that there will be no sales lost and retail store have to purchase it before it run out of stock. Make a purchase requisition of the following items.

S.no	ITEMS	Minimum Stock	Lead Time	Current Stock	Per Day Sales
1.	LIQUID SOAP (100ML)	150 Units	5 days	100 UNITS	10 Units
2.	TISSUE BOX	200 Units	3 days	150 UNITS	20 Units
3.	TISSUE ROLL (1*6)	850 Units	3 Days	500 PACKS	50 Units
4.	PAPER CUPS (1*100)	100 Packs	7 day days	50 PACKS	5 Units
5.	CHOCLATE 50 GRAMS BAR	400 Units	3 Dyas	200 UNITS	50 Units

**Answer Sheet**

**Answer Sheet**

<b>Title of Qualification:</b> <b>Certificate in Retail Operations Management level 2</b>	<b>CS Code:</b>	<b>Level:</b> 3	<b>Version:</b> 1
<b>Competency Standard Title:</b> Provide customer service	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 2.30 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li>1. <b>Assessment Task 1:</b> Perform a role play to deal a customer complaint as a customer service representative according to assessor's given scenario</li> </ol> <p style="text-align: center;"><b>Or</b></p> <p>Provide a customer service for exchange/return item to a customer according to assessor instructions given scenario</p> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li>2. <b>Knowledge assessment test (Written or Oral)</b></li> <li>3. <b>Portfolios at the time of assessment</b></li> </ol>

Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>1. Assessment Task 1:</b> Perform a role play to deal a customer's complaint as a customer service representative according to assessor's given scenario</p> <p>Performance Criteria 1: Record customer's complaints attentively.  Performance Criteria 2: Use simple, clear and assertive language during interaction with customers  Performance Criteria 3: Gather information about customer's demands &amp; need  Performance Criteria 4: Identify customer complaint type/nature by active listening &amp; questioning  Performance Criteria 5: Provide solutions for complaints of customer  Performance Criteria 6: Handle customer &amp; his complaints of sensitively, courteously and with discretions  Performance Criteria 7: Resolve customer complaints  Performance Criteria 8: Ensure customer satisfaction during resolution of complaints</p> <p style="text-align: center;"><b>Or</b></p> <p><b>Assessment Task 1:</b> Provide customer service for exchange/return item to a customer according to assessor's given scenario</p> <p>Performance Criteria 1: Attend customer at return desk.  Performance Criteria 2: Use simple, clear and assertive language during interaction  Performance Criteria 3: Gather information about customer's demands &amp; needs  Performance Criteria 4: Identify customer complaint type/nature by active listening &amp; questioning  Performance Criteria 5: Identify products condition received for return/exchange  Performance Criteria 6: Identify store policy for return/exchange  Performance Criteria 7: Communicate store policy to customer  Performance Criteria 8: Handle return/exchange with sensitively, and courteously  Performance Criteria 9: Return/exchange products as per given SOP  .....</p>
	<p><b>Portfolios required at the time of assessment for Provide Customer Services</b></p> <p>Performance criteria 1: Provide practical logbook of provide customer services.  .....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1		
		Perform a role play to deal customer complaint as a customer service representative according to assessor's given scenario		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Performance Criteria 1: Record customer's complaints attentively.			
2.	Performance Criteria 2: Use simple, clear and assertive language during interaction			
3.	Performance Criteria 3: Gather information about customer's demands & needs			
4.	Performance Criteria 4: Identify customer complain type/nature by active listening & questioning			
5.	Performance Criteria 5: Provide solutions for complaint			
6.	Performance Criteria 6: Handle customer & his complaint sensitively, courteously and with discretions			
7.	Performance Criteria 7: Resolve customer complaint			
8.	Performance Criteria 8: Ensure customer satisfaction during resolution of complaint			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

**OR**



Assessment Task 1		Description of assessment task 1 Provide a customer service for exchange/return item to a customer according to assessor's instructions		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Performance Criteria 1: Attend customer at return desk.			
2.	Performance Criteria 2: Use simple, clear and assertive language during interaction			
3.	Performance Criteria 3: Gather information about customer's demands & needs			
4.	Performance Criteria 4: Identify customer's complain type by active listening & questioning			
5.	Performance Criteria 5: Identify products condition received for return/exchange			
6.	Performance Criteria 6: Identify store policy for return/exchange			
7.	Performance Criteria 7: Communicate store policy to the customer			
8.	Performance Criteria 8: Handle return/exchange sensitively, and courteously			
9.	Performance Criteria 9: Return/exchange products as per given SOP			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Provide Customer Services		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of customer services			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

**Scenario 1**

You have had a very long day handling different types of customers. You are about to take rest suddenly an angry client came and start complaining about the shaver, he bought from your outlet. Knowing that product is not faulty, you take a deep breath and start out to deal him. When he shows you the shaver he bought, you find that he didn't set machine as per his requirement to achieve desired shave. If he had simply read the directions, he would have been able to figure this out for himself.

How do you deal with this customer?

**Scenario 2**

Customer walks into the store, storms over to the Customer Information desk, and tosses a tablet on the counter. He bought it last week, and it won't turn on, despite all he has tried. After some investigation, it turns out that the tablet is defective. He is very upset and is demanding a replacement immediately. He refuses to leave until he feels that his complaint has been addressed.

**Return & Refund Policy**

Thanks for shopping at Diamond Store.

If you are not entirely satisfied with your purchase, we're here to help.

**Returns**

- You have 15 calendar days to return an item from the date you received it.
- To be eligible for a return, your item must be unused and in the same condition that you received it.
- Your item must be in the original packaging.
- Your item needs to have the receipt or proof of purchase.
- If product is in OEM warranty policy it will be exchanged after 7 working days

**Refunds**

- Once we receive your item, we will inspect it and notify you that we have received your returned item.
- We will immediately notify you on the status of your refund after inspecting the item.
- If your return is approved, we will initiate a refund

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 3	CS Code:	Level: 3	Version: 1
<b>Competency Standard Title:</b> Perform retail finance	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 3 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li>1. <b>Assessment Task 1:</b> Process petty cash transactions as per details given in annexure A</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li>2. <b>Knowledge assessment test (Written or Oral)</b></li> <li>3. <b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1:</b> Process petty cash transactions as per details given in annexure A</p> <p>Performance Criteria 1: Check petty cash claims for approval, accuracy and authenticity before processing.</p> <p>Performance Criteria 2: Balance transactions as per store policy and procedures.</p> <p>Performance Criteria 3: Note irregularities in petty cash claims</p> <p>Performance Criteria 4: Resolve noted irregularities in petty cash claim from concern persons.</p> <p>Performance Criteria 5: Process petty cash transactions as store polices</p> <p>Performance Criteria 6: Record petty cash transactions as per store procedures</p>
	<p><b>Portfolios required at the time of assessment for perform retail finance</b></p> <p>Performance criteria 1: Provide practical logbook of perform retail finance .....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Process petty cash transactions as per details given in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Check petty cash claims for approval, accuracy and authenticity before processing.			
2	Performance Criteria 2: Balance transactions as per store policy and procedures.			
3	Performance Criteria 3: Note irregularities in petty cash claims			
4	Performance Criteria 4: Resolve noted irregularities in petty cash claim from concern persons.			
5	Performance Criteria 5: Process petty cash transactions as per store polices			
6	Performance Criteria 6: Record petty cash transactions as per store procedures			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Provide practical logbook of perform retail finance		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of perform retail finance			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## Annexure A

Prepare petty cash book from the following transactions. The opening amount is Rs. 2,000

2019 January

01	Paid cartage	50
02	STD charges	40
02	Bus fare	20
03	Postage	30
04	Refreshment for employees	80
06	Courier charges	30
08	Refreshment of customer	30
10	Cartage	35
15	Tax fare to manager	70
18	Stationery	65
20	Bus fare	10
22	Internet charges	100
25	Mobile charges	100
27	Postage stamps	200
29	Repair on furniture	105
30	Laundry expenses	115
31	Miscellaneous expenses	100

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 3	CS Code:	Level: 3	Version: 1
<b>Competency Standard Title:</b> Manage Omni-channel	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 3 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li>1. <b>Assessment Task 1:</b> Take order confirmation as per annexure A</li> <li>2. <b>Assessment Task 2:</b> Coordinate with Delivery Partner/Team as per annexure A</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li>3. <b>Knowledge assessment test (Written or Oral)</b></li> <li>4. <b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1:</b> Perform a role play as a guest <b>take</b> order confirmation as scenario given by assessors.  Performance Criteria 1: Authenticate customer and order details as per  Performance Criteria 2: Confirm mode of payment  Performance Criteria 3: Confirm delivery address  .....</p>
	<p><b>Assessment Task 2</b></p> Performance Criteria 1: Communicate delivery pickup time to dispatch team/partner as per annexure A Performance Criteria 2: Communicate customer information/delivery location to dispatch team/partner as per annexure A .....
	<p><b>Portfolios required at the time of assessment (if any) for manage omni-channel</b></p> Performance criteria 1: Provide practical logbook of managing omni-channel. .....

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Take order confirmation as per annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Perform authenticate customer and order details as per annexure A			
2	Performance Criteria 2: Confirm mode of payment as per annexure A			
3	Performance Criteria 3: Confirm delivery address as per annexure A			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



Assessment Task 2		Description of assessment task 2 Coordinate with Delivery Partner/Team		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Communicate delivery pickup time to dispatch team/partner as per annexure A			
2	Performance Criteria 2: Communicate customer information/delivery location to dispatch team/partner as per annexure A			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Provide practical logbook for managing omni channel		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook for managing omni channel			
2	Performance criteria 2			
3	Performance criteria 3			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

**Annexure A**

An online gift shop is delivering her services throughout the country. They have 2 shipper partners, for delivering of gift parcel to zone A, they have TRANSCO and for zone B they have NCS. They have receive some online orders which are below.

- Clay set from city Nawabshah on 13<sup>th</sup> street downtown and mode of payment is COD
- Doll house from city Peshawar on street 21<sup>st</sup> main city near subway and the paid from credit card.
- Car from city Dadu on street 12<sup>th</sup> suburb area near café and mode of payment COD
- Leather wallet from city Islamabad on 15<sup>th</sup> street tall towers and mode of payment online transfer to bank account.

S.no	ZONE	CITIES
1.	A	Sukker
2.		Dadu
3.		karachi
4.		Nawabshah
5.	B	Islamabad
6		Peshawar
7.		Lahore

Following is the data of your on-line orders for the month of July;

S No.	Order No.	Tracking No.	Delivery Address	Mode of payment	Shipper	Order Status

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 4	CS Code:	Level: 4	Version: 1
<b>Competency Standard Title:</b> Deliver services excellence	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 3 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Develop a loyalty program according to given detail in Annexure A and assessor's instructions.</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b> Develop a loyalty program according to given annexure A and assessor's instructions</p> <p>Performance Criteria 1: Identify type of loyalty program for stores as per annexure A</p> <p>Performance Criteria 2: List features &amp; benefits of loyalty</p> <p>Performance Criteria 3: Prepare loyalty program for stores as per annexure A</p> <p>.....</p>
	<p><b>Portfolios required at the time of assessment for delivery services excellence</b></p> <p>Performance criteria 1: Provide practical logbook of delivery services excellence</p> <p>.....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Develop a loyalty program according to given annexure A and assessor's instructions		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify type of loyalty program for stores as per annexure A			
2	Performance Criteria 2: List features & benefits of loyalty			
3	Performance Criteria 3: Prepare loyalty program for stores as per annexure A			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Delivery Services Excellence		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of delivery services excellence			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## **Annexure A**

You are working in a cosmetic store in a posh area with assortment of local & imported items. Store has mixed kind of customer foot fall. Store Management ask you to design a loyalty program through which repeat purchases customer loyalty & store brand value increases. In order to create loyalty program, store management conducted a survey and following are the key findings

### **Customer is:**

- Price sensitive
- Discount oriented
- Required more categories
- 25% are repeat customers
- Like store ambiance
- Satisfied with customer service
- Satisfied with quality of products
- 75% customer don't comeback due to less brand loyalty.

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 4	CS Code:	Level: 4	Version: 1
<b>Competency Standard Title:</b> Manage inventory Control	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 2 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Prepare a shrinkage report by using given data in Annexure A</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1: Prepare a shrinkage report by using given data in Annexure A</b></p> <p>Performance Criteria 1: Identify the damaged/near expiry/expired items/pilferage</p> <p>Performance Criteria 2: Prepare shrinkage report as per store polices</p> <p>Performance Criteria 3: Communicate shrinkage to management as per store polices</p> <p>Performance Criteria 4: Return the damaged items to relevant supplier/vendor</p> <p>.....</p> <p><b>Portfolios required at the time of assessment (if any) for manage inventory control</b></p> <p>Performance criteria 1: Provide practical logbook of manage inventory control</p> <p>.....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Prepare a shrinkage report by using given data in Annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify the damaged/near expiry/expired items/theft			
2	Performance Criteria 2: Prepare shrinkage report as per store polices			
3	Performance Criteria 3: Communicate shrinkage to management as per store polices			
4	Performance Criteria 4: Return the damaged items to relevant supplier/vendor			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



Portfolio (if any)		Description of portfolio Manage Inventory Control		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of manage inventory control			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## Annexure A

You are a floor manager in a retail store. Following is the data to prepare shrinkage report and propose correction report. All amount is PAK rupees.

<b>DAMAGE SUMMARY</b>						
DATE	DAMAGE	EXPIRED	MOUSE CUT	NON SALEABLE	SHORT EXPIRY	GRAND TOTAL
Jun-19	661,119	544,235	66,168	144,906	174,147	1,590,575
Jul-19	1,245,440	1,324,245	207,270	273,215	279,824	3,329,994
Aug-19	712,119	126,174	193,083	249,371	850,561	2,131,308
Grand total	2,618,678	1,994,654	466,521	667,492	1,304,532	7,051,877

<b>EXCHANGE SUMMARY</b>				
DATE	DAMAGE	EXPIRED	SHORT EXPIRY	GRAND TOTAL
Jun-19	44,076			44,076
Jul-19	213,378			213,378
Aug-19	46,256	31,882	134,158	212,296
Grand total	303,710	31,882	134,158	

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 4	CS Code:	Level: 4	Version: 1
<b>Competency Standard Title:</b> Carryout administrative activities	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 3 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li>1. <b>Assessment Task 1:</b> Prepare housekeeping plan for a retail store as per given scenario in annexure A.</li> <li>2. <b>Assessment Task 2:</b> Design electricity load management plan for a retail store as per given scenario in annexure A</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li>3. <b>Knowledge assessment test (Written or Oral)</b></li> <li>4. <b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1: Prepare housekeeping plan for a retail store as per given scenario in annexure A</b></p> <p>Performance Criteria 1: Identify janitor workers  Performance Criteria 2: Identify daily, weekly, bi-monthly area of cleaning  Performance Criteria 3: Divide duties &amp; timing of janitor workers  Performance Criteria 4: Prepare housekeeping plan  .....</p>
	<p><b>Assessment Task 2: Design electricity load management plan for a retail store as per given scenario in annexure A</b></p> <p>Performance Criteria 1: Identify peak &amp; off peak hours  Performance Criteria 2: Identify compulsory electric equipment for store.  Performance Criteria 3: Plan electricity load as per peak &amp; off Peak &amp; compulsory electric equipment.  .....</p>
	<p><b>Portfolios required at the time of assessment (if any) for carryout administrative activities</b></p> <p>Performance criteria 1: Provide practical logbook of administrative activities  .....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Prepare housekeeping plan for a retail store as per given scenario.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify janitor workers			
2	Performance Criteria 2: Identify daily, weekly, bi-monthly area of cleaning			
3	Performance Criteria 3: Divided duties & timing of janitor workers			
4	Performance Criteria 4: Prepare housekeeping plan			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2		Description of assessment task 2 Design electricity load management plan for a retail store as per given scenario.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify peak & off peak hours			
2	Performance Criteria 2: Identify compulsory electric equipment for store.			
3	Performance Criteria 3: Plan electricity load as per peak & off Peak & compulsory electric equipment.			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Carryout administrative activities		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of carryout administrative activities			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## Annexure A

A retail store management is identifying the issues regarding the store's administrative activities. First they listed the store facilities they have which are 10 passages, 2 wash rooms, 5 cash counters, 500 shelves, 25 gondolas, 20 tee stands, 10 rain fall stands, 300 tube lights, 25 ACs, 3 offices, reception area, return/exchange counter, 12 deep freezers, 10 refrigerators, glass walls and glass doors. It has 8 janitorial staff.

The management is trying to make a plan to cut down the expenses as much as it is possible. As the utilities expense are effecting a lot on the profit margin but the management cannot decrease the equipment from the store. So to manage the usage of electricity the management decided to use the electricity according to the footfall of customers at the store. To manage the electricity load they made the following schedule according to their observation.

- 20% Footfall comes at 11:00 am to 1:00 pm
- 10% Footfall comes at 01:00 pm to 3:00 pm
- 05% Footfall comes at 3:00 pm to 5:00 pm
- 25% Footfall comes at 5:00 pm to 7:00 pm
- 40% Footfall comes at 7:00 pm to 11:00 pm

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 4	CS Code:	Level: 4	Version: 1
<b>Competency Standard Title:</b> Maintain store safety	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 1.5 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li>1. <b>Assessment Task 1:</b> Perform a role play as per the given scenario in Annexure A with the instructions provided by assessor.</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li>2. <b>Knowledge assessment test (Written or Oral)</b></li> <li>3. <b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance Criteria 1: Investigate incident as per scenario given in Annexure A.</p> <p>Performance Criteria 2: List details of incident</p> <p>Performance Criteria 3: Identify store safety flaws from incident.</p> <p>Performance Criteria 4: List possible safety measures for store in incident report</p> <p>Performance Criteria 5: Prepare incident report in given format.</p> <p>.....</p> <p><b>Portfolios required at the time of assessment (if any) for maintain store safety</b></p> <p>Performance criteria 1 Provide practical logbook of maintain store safety</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Perform a role play as per the given scenario in annexure A with the instructions provided by assessor.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Investigate incident as per scenario given in Annexure A.			
2	Performance Criteria 2: List details of incident			
3	Performance Criteria 3: Identify store safety flaws from incident.			
4	Performance Criteria 4: List possible safety measures for store in incident report			
5	Performance Criteria 5: Prepare incident report in given format.			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



Portfolio (if any)		Description of portfolio Maintain store safety		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of maintaining store safety			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## **Annexure A**

A reputable retail store which is very conscious about their customer satisfaction along with their health and safety. A new manager is appointed to manage all safety precautions of the retail store as there were some incidents happened before.

Incidents Scenario:

- There is a wet floor of retail store, due to which a customer slipped down and seriously got injured.

**OR**

- A customer damaged the shelf of perfumes by his shopping trolley.

**OR**

- As a store staff was stocking the products on high level of shelf by fork lift a customer got hurt by fork lift due to unavailability of safety sign.

<b>ABC STORE</b>	<b>INCIDENT REPORT</b>	Record No.F/ADM/15  Rev.no. Rev. date:
<b>1. <u>EMPLOYEE INFORMATION</u></b>		
<b>Name:</b>	<b>Employee ID:</b>	
<b>Designation:</b>	<b>Department:</b>	
<b>Location:</b>	<b>Date of Joining:</b> <b>Date of Birth:</b>	
<b>Gender:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female	<b>Immediate Supervisor / Incharge :</b>	
<b>2. <u>INCIDENT INFORMATION</u></b>		
<b>Date of Incident:</b>	<b>Time of Incident:</b>	
<b>Date Reported:</b>	<b>Time Reported:</b>	
<b>Who Reported the Accident :</b>	<b>Incident Type:</b> <input type="checkbox"/> Theft <input type="checkbox"/> Damage	
<b>I. Description of incident (extra sheet can be attached if required)</b>  <hr/> <hr/> <hr/>		
<b>IV. Preventive Action Taken:</b>  <hr/> <hr/>		

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 4	CS Code:	Level: 4	Version: 1
<b>Competency Standard Title:</b> Maintain store security	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 2 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Perform a role play as a security incharge of retail store as per assessor's instructions and given scenario in annexure A</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance Criteria 1: Check suspect is within group  Performance Criteria 2: Check suspect is carrying over size bag.  Performance Criteria 3: Engage suspect  Performance Criteria 4: Check if goods are conceded not  Performance Criteria 5: Prepare incident report  .....</p> <p><b>Portfolios required at the time of assessment (if any) for maintain store security</b></p> <p>Performance criteria 1: Provide practical logbook of maintain store security  .....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)						
Assessment Task 1		Description of assessment task 1 Perform a role play as a Manager of retail store as per assessor's instructions and given scenario in annexure A				
During the practical assessment, candidate demonstrated the following:				Yes	No	Remarks
1	Performance Criteria 1: Check suspect is within group					
2	Performance Criteria 2: Check suspect is carrying over size bag.					
3	Performance Criteria 3: Engage suspect					
4	Performance Criteria 4: Check if goods are conceded not or not					
5	Performance Criteria 5: Prepare incident report					
Competent <input type="checkbox"/>				Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Maintain store security			
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks	
1	Performance criteria 1: Provide practical logbook of maintaining store security				
	.....				
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>			

Annexure A

You are working in a retail store as store security in-charge, retail store has annual sales and there is huge no. of customers in your store. When there are lot of customer there are highest chances of shop lifting. There is group 3 ladies in your store roaming around. They are little confused or nervous and not maintaining eye contact with staff. One of them is carrying over size bag. You have suspected them on shop lifting. Now investigate.

<b>ABC STORE</b>	<b>INCIDENT REPORT</b>	Record No.F/ADM/15  Rev.no. Rev. date:
<b>1. <u>EMPLOYEE INFORMATION</u></b>		
<b>Name:</b>	<b>Employee ID:</b>	
<b>Designation:</b>	<b>Department:</b>	
<b>Location:</b>	<b>Date of Joining:</b>	<b>Date of Birth:</b>
<b>Gender:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female	<b>Immediate Supervisor / Incharge :</b>	
<b>2. <u>INCIDENT INFORMATION</u></b>		
<b>Date of Incident:</b>	<b>Time of Incident:</b>	
<b>Date Reported:</b>	<b>Time Reported:</b>	
<b>Who Reported the Accident :</b>	<b>Incident Type:</b> <input type="checkbox"/> Theft <input type="checkbox"/> Damage	
<b>I. Description of incident (extra sheet can be attached if required)</b> <hr/> <hr/> <hr/>		
<b>IV. Preventive Action Taken:</b> <hr/> <hr/>		



<b>Title of Qualification:</b> Certificate in Retail Operations Management level 4	CS Code:	Level: 4	Version: 1
<b>Competency Standard Title:</b> Perform book keeping	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 2 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Prepare General Journal as per details given in annexure A</li> <li><b>Assessment Task 2:</b> Prepare Cashbook as per details given in annexure B</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment (if any)</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Prepare General Journal as per details given in annexure A Performance Criteria 1: Record Debit Entries in general journal Performance Criteria 2: Record Credit Entries in general journal Performance Criteria 3: Record narration to entries .....</li> </ol>
	<p><b>Assessment Task 2</b></p> <p>Performance Criteria 1: Record Cash Entries in cashbook Performance Criteria 2: Record Bank Entries in cashbook Performance Criteria 3: Record Expenses Entries in cashbook Performance Criteria 4: Reconcile balances of cashbook .....</p>
	<p><b>Portfolios required at the time of assessment (if any) for perform bookkeeping</b></p> <p>Performance criteria 1: Provide practical logbook of perform bookkeeping .....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Prepare General Journal as per details given in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Record Debit Entries in general journal			
2	Performance Criteria 2: Record Credit Entries in general journal			
3	Performance Criteria 3: Record narration to entries			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2		Description of assessment task 2 Prepare Cashbook as per details given in annexure B		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Record Cash Entries in cashbook			
2	Performance Criteria 2: Record Bank Entries in cashbook			
3	Performance Criteria 3: Record Expenses Entries in cashbook			
4	Performance Criteria 4: Reconcile balances of cashbook			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/>	Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of perform bookkeeping			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## Annexure A

### SENERIO: 1

You commenced business on 1st January, 2019 with a capital of Rs. 100,000 in cash. On the same date you opened the bank account in HBL and deposited Rs. 20,000. During the month of January 2019 the following transactions took place:

- 1<sup>st</sup> January Bought goods for cash 70,000
- 2<sup>nd</sup> January Sold goods to Steve Co. (Credit) 38,000
- 15<sup>th</sup> January Sold goods for cash 9,000
- 21 January Steve Co. paid by cheque 35,000
- 22<sup>nd</sup> January Stationery bill paid by cheque 2,000
- 22<sup>nd</sup> January Telephone bill by cash 500
- 31<sup>st</sup> January Paid rent by cash 2,000
- 31<sup>st</sup> January Paid salaries by cash 3,000
- 31<sup>st</sup> January Withdrew cash personal use 5,000

Required:

Make journal entries for the transactions

OR

### SENERIO: 2

You have the following transactions in the month of April.

- 10<sup>th</sup> April: Commenced business with a capital of 100,000.
- 11<sup>th</sup> April: Purchased goods from Mr. Ali for 20,000.
- 13<sup>th</sup> April: Purchased Goods for Cash 15,000
- 20<sup>th</sup> April: Sold goods to Mr. Usman for 6,000
- 21<sup>st</sup> April: Sold goods to Mr. Bilal on credit for 17,000
- 22<sup>nd</sup> April: returned goods to Mr. Ali of 3,000
- 28<sup>th</sup> April: Purchase computer from Dell of 25,000
- 30<sup>th</sup> April: brought furniture for proprietor's residence and paid cash 10,000

Required:

Make journal entries for the transactions

**Annexure B****SENERIO: 1**

On April 1, 2019, Hassan Sajjad Store's Cash Book showed debit balances of Cash Rs. 1,550 and Bank Rs. 13,575. During the month of April following business was transacted. You are required to prepare Cash Book?

April 2019

- 02 Purchased Office Type-Writer for Cash Rs. 750; Cash Sales Rs. 1,315.
- 07 Deposited Cash Rs. 500 to bank.
- 10 Received from A. Hussain a check for Rs. 2,550 in part payment of his account (not deposited).
- 16 Paid by check for merchandise purchased worth Rs. 1,005.
- 20 Deposited into Bank the check received from A. Hussain.
- 22 Received from customer a check for Rs. 775 in full settlement of his accounts (not deposited).
- 24 Sold merchandise to sweet Bros. for Rs 1,500 who paid by check which was deposited into bank.
- 26 Paid creditor a Salman Rs. 915 by check.
- 28 Deposited into Bank the check of customer of worth Rs. 775 was dated 22nd April.

OR

**SENERIO: 2**

From the following particulars make cash book of Ghulam Fatima Trading Co. for the month of November, 2016:

- 1. Cash balance (Cr) Rs. 2,000; Bank balance Rs. 40,000.
- 4. Cash sales Rs. 3,700; Credit sales Rs. 1,800 would be received at near future.
- 6. Paid Ahmed & Bros. by cash Rs. 500; Received cash by debtors Rs. 1,800.
- 12. Paid to vendor by means of check worth Rs. 2,700.
- 13. Paid Utility bills in cash Rs. 250; Bought goods by check Rs. 750.
- 19. Drew from Bank for office use Rs. 160; Personal withdrawal of cash Rs. 1,000.
- 20. Received a check from Hamid Rs. 2,700 and deposited into the bank.
- 21. Received by check from Munir Rs. 1,360; Discount Rs. 140 (not deposited).
- 25. Cash sales Rs. 2,100; Paid wages by bank Rs. 1,500.
- 28. Deposited Munir's check into bank.
- 29. Payment by check to Anees for Rs. 175; Discount received Rs. 25.
- 30. Munir's check has been dishonored and return by bank.

<b>Title of Qualification:</b> Diploma in Retail Operations Management	CS Code:	Level: 5	Version: 1
<b>Competency Standard Title:</b> Manage staff	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 3 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li>1. <b>Assessment Task 1:</b> Prepare a duty roster of a retail store as per given details in annexure A.</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li>2. <b>Knowledge assessment test (Written or Oral)</b></li> <li>3. <b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance Criteria 1: Identify number of experience staff. Performance Criteria 2: Plan duty roster of staff as per store policy. .....</p>
	<p><b>Portfolios required at the time of assessment (if any) for manage staff</b></p> <p>Performance criteria 1: Provide practical logbook of manage staff .....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify number of experience staff.			
2	Performance Criteria 2: Plan duty roster of staff as per store policy.			
Competent <input type="checkbox"/> Not Yet Competent <input type="checkbox"/>				

Portfolio (if any)		Description of portfolio Manage Staff		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of manage staff			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



## Annexure A

Following are the details of the employee and company policies

S.No	Employee ID	Name	Experience
1	201	Asalan	Yes
2	202	Babar	No
3	203	Kumail	No
4	304	Dawood	Yes
5	305	Irfan	No
6	306	Fahad	No
7	1107	Gaffar	Yes
8	1109	Hamad	No
9	1112	Ishtiaq	No
10	2110	Jasim	Yes
11	2111	Kamil	No
12	2120	Lubana	Yes
13	2130	Mozzam	Yes
14	2144	Naheed	No
15	2153	Osama	No
16	2162	Palwasha	Yes
17	2174	Mujtaba	Yes

- There are two shifts
- Operational timings are 10:00AM to 12AM
- Due to peak days, there is no off on Friday, Saturday and Sunday.
- Peak Hours 5pm to 12am
- There will be maximum 8 hours of shift for an employee.
- There are 6 working days.
- Kamil is on off for whole week.
- In Peak Hours at least 10 employees be present

## Answer Sheet

S.No	Employee ID	Name	Experience	MON	TUE	WED	THU	FRI	SAT	SUN	REMARKS
1	201	Asalan	Yes								
2	202	Babar	No								
3	203	Kumail	No								
4	304	Dawood	Yes								
5	305	Irfan	No								
6	306	Fahad	No								
7	1107	Gaffar	Yes								
8	1109	Hamad	No								
9	1112	Ishtiaq	No								
10	2110	Jasim	Yes								
11	2111	Kamil	No								
12	2120	Lubana	Yes								
13	2130	Mozzam	Yes								
14	2144	Naheed	No								
15	2153	Osama	No								
16	2162	Palwasha	Yes								
17	2174	Mujtaba	Yes								

<b>Title of Qualification:</b> Diploma in Retail Operations Management	CS Code:	Level: 5	Version: 1
<b>Competency Standard Title:</b> Provide training to staff	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 2 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Perform training need analysis on scenario given in Annexure A</li> <li><b>Assessment Task 2:</b> Arrange staff training as per scenario given in Annexure A</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1:</b> Perform training need analysis on scenario given in Annexure A</p> <p>Performance Criteria 1: Identify staff competences needs Performance Criteria 2: Identify trainable and non-trainable competence Performance Criteria 3: Prepare gap analysis report .....</p>
	<p><b>Assessment Task 2:</b> Arrange staff training as per scenario given in Annexure A</p> <p>Performance Criteria 1: Prepare training calendar as per scenario in Annexure A Performance Criteria 2: Prepare training schedule as per scenario in Annexure A .....</p>
	<p><b>Portfolios required at the time of assessment (if any) for provide training to staff</b></p> <p>Performance criteria 1: Provide practical logbook of provide training to staff .....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Perform training need analysis on scenario given in Annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify staff competences needs			
2	Performance Criteria 2: Identify trainable and non-trainable competence			
3	Performance Criteria 3: Prepare gap analysis report			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2		Description of assessment task 2 Arrange staff training as per scenario given in Annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Prepare training calendar as per scenario in Annexure A			
2	Performance Criteria 2: Prepare training schedule as per scenario in Annexure A			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Provide training to staff		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of provide training to staff			
2	Performance criteria 2			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## Annexure A

Employee A is a very good team player, one thing is that he never comes on time. His dressing is not according to the store policy. But have great communication skills and his attitude towards colleagues is not really good.

Employee "B" comes on time and needs little improvement in communication skills. He always think negative about others.

Employee "C" do not like to work in a team, he always wants to come alone, not good with the communication skills. He always comes on time.

Employee "D" never cuts his nails and his product knowledge is really good.

Employee "E" is very good with other employees and average in communication.

Employee "F" always wear neat and clean clothes he sometime comes late.

Employee "G" is not good with the product information and he always want to work with others.

Employee "H" sometimes want to work alone and sometimes he wants to work in a team.

Employee "I" does not wear good clothes and his product knowledge is really good.

Employee "J" is a good team player. He should work on his communication skills and personal hygiene.

Employee "K" do not wear neat and clean clothes He never cuts nails on time. His communication skill is good and very good with product knowledge.

Employee "M" always think positive, always ready to help others but he never comes on time.

Store is planning to conduct these trainings as per the employee needs.

Store Manger wants to plan the trainings as per below chart:

Competency	No. of Employee
Teamwork	2
Grooming Skills	3
Product Knowledge	5
Communication Skills	1
Decision Making	3
Attitude	7
Punctuality	6

# January Training Calendar

Day: Monday	Day: Tuesday	Day: Wednesday	Day: Thursday	Day: Friday	Day: Saturday
Date: 2 Jan	Date: 3 Jan	Date: 4 Jan	Date: 5 Jan	Date: 6 Jan	Date: 7 Jan
Day: Monday	Day: Tuesday	Day: Wednesday	Day: Thursday	Day: Friday	Day: Saturday
Date: 9 Jan	Date: 10 Jan	Date: 11 Jan	Date: 12 Jan	Date: 13 Jan	Date: 14 Jan
Day: Monday	Day: Tuesday	Day: Wednesday	Day: Thursday	Day: Friday	Day: Saturday
Date: 16 Jan	Date: 17 Jan	Date: 18 Jan	Date: 19 Jan	Date: 20 Jan	Date: 21 Jan
Day: Monday	Day: Tuesday	Day: Wednesday	Day: Thursday	Day: Friday	Day: Saturday
Date: 23 Jan	Date: 24 Jan	Date: 25 Jan	Date: 26 Jan	Date: 27 Jan	Date: 28 Jan

S.No	Employee ID	Name	Competency	
			Trainable	Non Trainable
1	90123	A		
2	90545	B		
3	90674	C		
4	90376	D		
5	90110	E		
6	90766	F		
7	90443	G		
8	90023	H		
9	90812	I		
10	90234	J		
11	90909	K		
12	90023	M		

**Annexure A**

S.No	Employee ID	Name	Competency						
			Teamwork	Grooming Skills	Product Knowledge	Communication Skills	Decision Making	Attitude	Punctuality
1	90123	A							
2	90545	B							
3	90674	C							
4	90376	D							
5	90110	E							
6	90766	F							
7	90443	G							
8	90023	H							
9	90812	I							
10	90234	J							
11	90909	K							
12	90023	M							



<b>Title of Qualification:</b> Diploma in Retail Operations Management	CS Code:	Level: 5	Version: 1
<b>Competency Standard Title:</b> Manage business partner relationship	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 1.5 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Perform a role play to maintain business partnership and coordinate with business partners as per the instruction by the assessor. <b>Given in annexure A.</b></li> </ol> <p><b>And Complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1: Perform a role play to maintain business partnership and coordinate with business partners as per the instruction by the assessor</b></p> <p>Performance Criteria 1: Communicate partner about customer feedback on their products</p> <p>Performance Criteria 2: Set Clear Expectations of business partner</p> <p>Performance Criteria 3: Communicate business partner about upcoming shopper marketing program</p> <p>Performance Criteria 4: Communicate area of improvement to partner</p> <p>Performance Criteria 5: Communicate mutual benefits to partners</p> <p>.....</p> <p><b>Portfolios required at the time of assessment (if any) for Manage business partner relation</b></p> <p>Performance criteria 1: Provide practical logbook of manage business partner relation</p> <p>.....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Perform a role play to maintain business partnership and coordinate with business partners as per the instruction by the assessor.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Performance Criteria 1: Communicate partner about customer feedback on their products			
2.	Performance Criteria 2: Set Clear Expectations of business partner			
3.	Performance Criteria 3: Communicate business partner about upcoming shopper marketing program			
4.	Performance Criteria 4: Communicate area of improvement to partner			
5.	Performance Criteria 5: Communicate mutual benefits to partners			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Manage Business Partner Relation		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Manage Business Partner Relation			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

**Annexure A**

You are working in a store and taking care of relations with your vendors/business partners. There is one business partner who's items are fast moving and highly profitable but from last few days, there are complains coming about packaging malfunction from clients and store staff. As store is in his last quarter, there is a shopper marketing plan developed to increase the sales. Management has asked you to crake a good deal for shopper marketing program from business partner.

<b>Title of Qualification:</b> Diploma in Retail Operations Management	CS Code:	Level: 5	Version: 1
<b>Competency Standard Title:</b> Manage shopper marketing activities	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 2 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>1. Assessment Task 1:</b> Prepare shopper marketing activities as per given scenario in annexure A.</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>2. Knowledge assessment test (Written or Oral)</b></li> <li><b>3. Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1: Prepare shopper marketing activities as per given scenario in annexure A</b></p> <p>Performance Criteria 1: Collect input from scenario for marking program development</p> <p>Performance Criteria 2: Use innovative ideas for customer attraction or shopper marketing programs</p> <p>Performance Criteria 3: Establish outcomes of shopper marketing activities</p> <p>Performance Criteria 4: Prepare shopper marketing activities for customers engagement</p> <p>.....</p> <p><b>Portfolios required at the time of assessment (if any) for manage shopper marketing activities</b></p> <p>Performance criteria 1: Provide practical logbook of manage shopper marketing activities</p> <p>.....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Prepare shopper marketing activities as per given scenario in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Collect input from relevant personnel for marking program development			
2	Performance Criteria 2: Use innovative ideas for customer attraction or shopper marketing programs			
3	Performance Criteria 3: Establish outcomes of shopper marketing activities			
4	Performance Criteria 4: Prepare shopper marketing activities for customers engagement			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Manage Shopper Marketing Activities		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of manage shopper marketing activities			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## **Annexure A**

You are a store Manager in a retail store. The store has 7 categories items (beauty, perfumes, fabric, electronics, crockery, sports, and grocery). The last annual sale of retail store is 20 million. This year, retail store has an average sale of 1 million per month. Average footfall is 5000 per day. The store has completed 3 quarters with 9 million, Store need to achieve 11 million in the last quarter (October, November and December)

Upcoming seasons are wedding, white Friday and world cup schedule. You are fully supported by higher management to plan shopper's marketing activities.

The given marketing budget is 1 million.



<b>Title of Qualification:</b> Diploma in Retail Operations Management	CS Code:	Level: 5	Version: 1
<b>Competency Standard Title:</b> Create display for small organization	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 1.5 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Create a display plan on given floor plan as per instruction given by assessor in annexure A.</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment (if any)</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance Criteria 1: Identify target market for the display.  Performance Criteria 2: Identify products display.  Performance Criteria 3: Identify store requirements  Performance Criteria 4: Use creative thinking techniques for display ideas  Performance Criteria 5: Create display plan in detail according to develop ideas  .....</p>
	<p><b>Portfolios required at the time of assessment (if any) for create display for small organization</b></p> <p>Performance criteria 1: Provide practical logbook of create display for small organization  .....</p>

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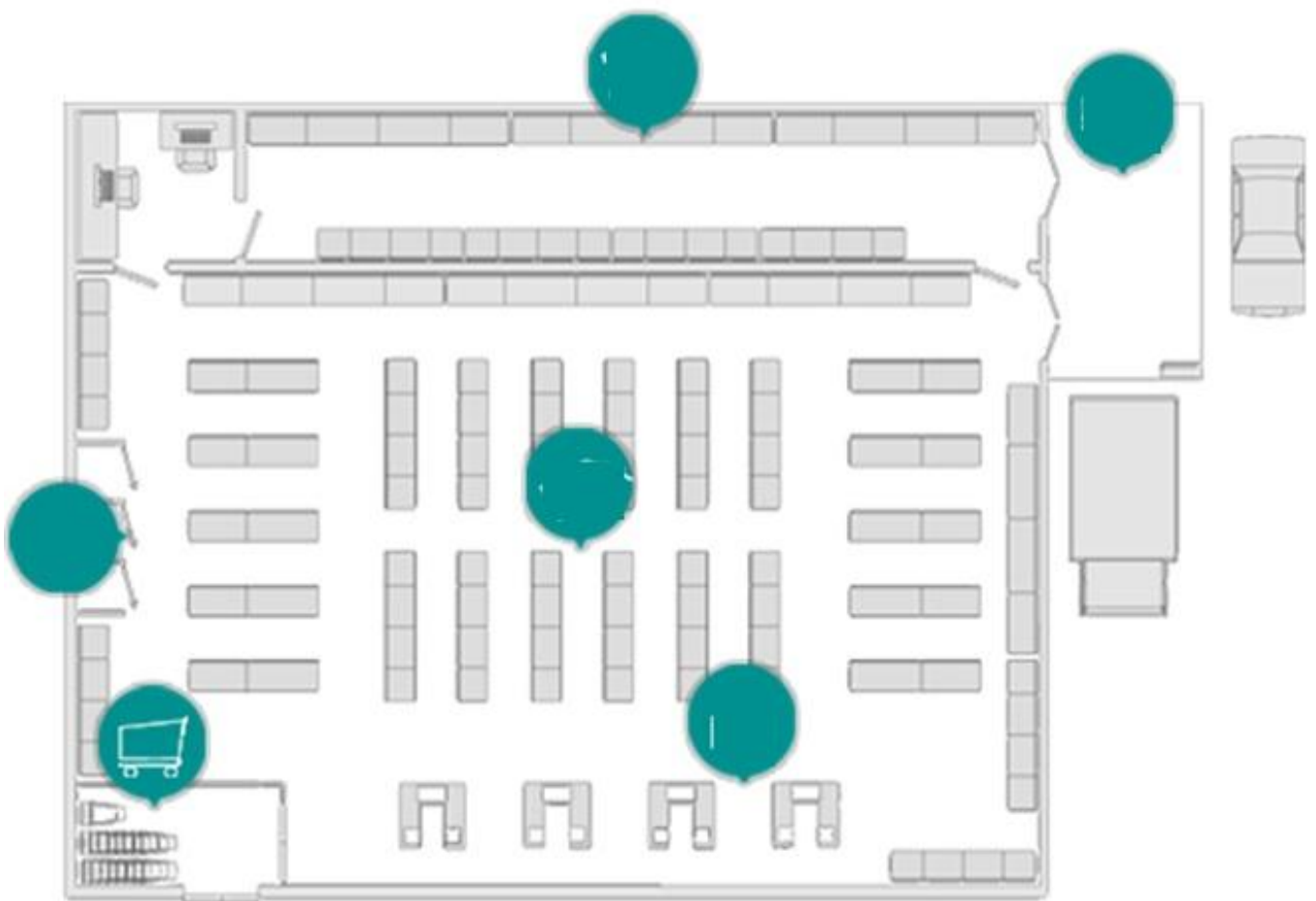
**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Create a display plan on given floor plan as per instruction given by assessor.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Performance Criteria 1: Identify target market for the display.			
2.	Performance Criteria 2: Identify products display.			
3.	Performance Criteria 3: Identify store requirements			
4.	Performance Criteria 4: Use creative thinking techniques for display ideas			
5.	Performance Criteria 5: Create display plan in detail according to develop ideas			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Create display for small organization		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of create display for small organization			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



<b>Title of Qualification:</b> Diploma in Retail Operations Management	CS Code:	Level: 5	Version: 1
<b>Competency Standard Title:</b> Buy store merchandise	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 1.5 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> In annexure "A" identify the nature of product and which product should be purchased when.</li> <li><b>Assessment Task 2:</b> In annexure "B" evaluate the supplier and then decide from which supplier the product should be purchased.</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance Criteria 1: identify which product should be of what nature Performance Criteria 2: identify which product should be purchase when .....</p>
	<p><b>Assessment Task 2</b></p> <p>Performance Criteria 1: evaluate supplier by making the scorecard Performance Criteria 2: choose the best supplier for placing the order .....</p>
	<p><b>Portfolios required at the time of assessment (if any) for buy store merchandise</b></p> <p>Performance criteria 1: Provide practical logbook of buy store merchandise .....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Identify the nature of product and which product should be purchase when.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: identify which product should be of what nature			
2	Performance Criteria 2: identify which product should be purchase when			
3				
4				
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2		Description of assessment task 2 Evaluate the supplier and then decide from which supplier the product should be purchase.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: evaluate supplier by making the scorecard			
2	Performance Criteria 2: choose the best supplier for placing the order			
3				
4				
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## Annexure A

You are the manager of a retail store and your duty is to keep operations smooth by managing the inventory. Following are the products with the full description by their purchasing date and the remaining quantity. Now as a manager you have to figure out which product is fast moving product and which one slow. After identifying the nature of the product you have to make the decision which product should have to be purchased in which quantity and with which frequency. The store policy is that the product quantity in inventory shouldn't be less than 10%. They categories the products into 3 categories.

1. Active product (which are on high demand) need to be purchased within 1 month
2. Normal product (which are on average demand) need to be purchased within 3-6 months
3. Death product (which are not selling) need to be purchased in small quantity and mostly after a year or more.

S.no	Product name	Date of purchase	Quantity purchase	Current date	Remaining quantity	Product nature	Estimated purchasing time
1	A	15/09/2019	1000	17/10/2019	30		
2	B	07/05/2019	50	17/10/2019	35		
3	C	18/08/2019	450	17/10/2019	90		
4	D	2/02/2018	70	17/10/2019	38		
5	E	1/10/2019	680	17/10/2019	210		
6	F	28/09/2019	1200	17/10/2019	85		
7	G	1/08/2019	800	17/10/2019	65		



**Annexure B**

The store is very conscious about the quality of the product and for that they use a score card to evaluate the quality of the product supplied by the supplier. For product A they have 2 suppliers.

**SUPPLIER 1:**

QUALITY	4/5
LEAD TIME	5/5
PREVIOUS PERFORMANCE	3/5
CREDIT TERM	3/5

**SUPPLIER 2:**

QUALITY	5/5
LEAD TIME	4/5
PREVIOUS PERFORMANCE	3/5
CREDIT TERM	2/5

**SCORECARD FOR SUPPLIER 1:**

PARTICULARS	WEIGHTAGE	RATING	TOTAL
QUALITY	0.4		
LEADTIME	0.3		
PREVIOUS PERFORMANCE	0.1		
CREDIT TERMS	0.2		

**SCORECARD FOR SUPPLIER 2:**

PARTICULARS	WEIGHTAGE	RATING	TOTAL
QUALITY	0.4		
LEADTIME	0.3		
PREVIOUS PERFORMANCE	0.1		
CREDIT TERMS	0.2		

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 2	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Manage store categories	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 1.5 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Plan store category layout given by assessor as per scenario given in Annexure A</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance Criteria 1: Review category placement in store</p> <p>Performance Criteria 2: Place category or products in store for sales improvement</p> <p>Performance Criteria 3: Prepare store layout plan for promotion</p> <p>.....</p>
	<p><b>Portfolios required at the time of assessment (if any) for manage store categories</b></p> <p>Performance criteria 1: Provide practical logbook of manage store categories</p> <p>.....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Plan store category layout given by assessor as per scenario given in Annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Review category placement in store			
2	Performance Criteria 2: Place category or products in store for sales improvement			
3	Performance Criteria 3: Prepare store layout plan for promotion			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Manage Store Categories		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of manage store categories			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

**Annexure A**

You are category in charge of new built store. This store has following categories cosmetic, perfumes, fabric, groceries, drink & breveages, toys, jewelry, crockery, bag, shoes, hair care, skin care, frozen food, bakery, electronics.

You need to place categories on the given layout as per standard.



<b>Title of Qualification:</b> Diploma in Retail Operations Management	CS Code:	Level: 5	Version: 1
<b>Competency Standard Title:</b> Develop team and individuals	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 1.5 hours time frame (for practical demonstration &amp; assessment):</b></p> <p><b>Assessment Task 1:</b> Select suitable learning method scenario given in annexure A</p> <p>1. <b>Assessment Task 2:</b> Monitor and evaluate learning scenario given in annexure A</p> <p><b>And complete:</b></p> <p>2. <b>Knowledge assessment test (Written or Oral)</b></p> <p>3. <b>Portfolios at the time of assessment (if any)</b></p>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance Criteria 1: Identify Training Learning Methods</p> <p>Performance Criteria 2: Assess Future Learning Arrangements</p> <p>.....</p>
	<p><b>Assessment Task 2</b></p> <p>Performance Criteria 1: Prepare the post analysis report</p> <p>Performance Criteria 2: Calculate the feedback form data</p> <p>.....</p>
	<p><b>Portfolios required at the time of assessment (if any) for develop team &amp; individuals</b></p> <p>Performance criteria 1: Provide practical logbook of develop team &amp; individuals</p> <p>.....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Select suitable learning method scenario given in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify Training Learning Methods			
2	Performance Criteria 2: Assess Future Learning Arrangements			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



Assessment Task 2		Description of assessment task 2 Monitor and evaluate learning scenario given in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Prepare the post analysis report			
2	Performance Criteria 2: Calculate the feedback form data			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Develop team & individual		
Current <input type="checkbox"/>	Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of develop team & individual			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## Annexure A

### Assessment Scenario:

Employee “A” and “B” are not working properly and they need some guidance or one on one session so that they can work within the team.

Employee “C” is not into the learning and he likes to watch videos He never sits and listen the lecture.

Employee “D” is motivated employee and always ready to learn new skills.

Employee “E” do not like to stay at one place and listen to the audio but he loves cricket and outdoor activities.

Employee “F” actively attends training and wants to learn new things.

Employee “G” attitude towards work is negative and he is spreading negative image of the company.

Employee “H” is weak in teamwork and wants to explore new things.

You have to conduct the training and you have following things, how will rank the things? which things you need first for the training and which thing you do not need for the training arrangement?

Following are the resources:

Resources
Torch
Colored Note Books
Phone Charger
Training Feedback Forms
Bangles
Balls
Multi Media
Tissue Box
USB
Markers
Sound System
A 4 Size Papers
Laptop Bag
Employee Files
Software CD

## Training Methods

Classroom Trainings / Outdoor Trainings / Counselling / Video Based Trainings

Employee A  
Employee B  
Employee C  
Employee D  
Employee E  
Employee F  
Employee G  
Employee H

Resources	Rank
Torch	
Coloured Note Books	
Phone Charger	
Training Feedback Forms	
Bangles	
Balls	
Multi Media	
Tissue Box	
USB	
Markers	
Sound System	
A 4 Size Papers	
Laptop Bag	
Employee Files	
Software CD	

<b>(Session-) - (Date)</b>						
<b>Sr</b>	<b>Name</b>	<b>Pre Quiz</b>	<b>%</b>	<b>Post Quiz</b>	<b>%</b>	<b>Improvement %</b>
1	A	5		6		
2	B	6		7		
3	C	2		6		
4	D	3		5		
5	E	4		6		
6	F	5		8		
7	G	6		7		
8	H	7		8		
9	I	7		8		
10	J	8		9		
11	K	2		5		
12	L	9		9		
13	M	8		9		
14	N	8		9		
15	O	8		9		
		<b>Pre Quiz %</b>		<b>Post Quiz %</b>		

## TRAINING FEEDBACK FORM

**TRAINING NAME:**

**TRAINER'S NAME:**

Questions	p1	p2	p3	p4	p5	p6	p7	p8	p9	p10	Average	Total
1	5	3	5	5	5	0	5	5	5	5		
2	4	5	5	4	5	5	5	4	5	5		
3	5	4	5	5	5	5	4	5	5	5		
4	5	3	5	4	5	4	5	5	5	5		
5	5	5	4	5	5	5	5	4	5	5		
6	4	4	4	4	5	4	5	5	5	5		
7	4	4	3	4	5	4	5	5	5	5		
8	5	5	5	5	5	4	5	5	5	1		
9	4	3	3	5	1	4	5	5	5	5		
10	5	5	5	4	5	4	5	5	5	5		
11	3	4	4	5	5	4	5	5	5	5		
12	4	3	5	4	5	4	5	5	5	5		
13	5	5	5	4	5	5	5	5	5	5		
14	4	4	4	5	5	4	5	1	5	5		
15	3	3	4	5	0	4	5	0	5	5		
16	5	3	5	5	0	5	5	0	5	5		

<b>Title of Qualification:</b> Diploma in Retail Operations Management	CS Code:	Level: 5	Version: 1
<b>Competency Standard Title:</b> Manage finance	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 1.5 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Prepare Ledger Accounts as per details given in annexure A</li> <li><b>Assessment Task 2:</b> Prepare Income Statement as per details given in annexure B</li> <li><b>Assessment Task 3:</b> Prepare Balance Sheet as per details given in annexure B</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1: Prepare Ledger Accounts as per details given in annexure A</b></p> <p>Performance Criteria 1: Prepare Expenses T accounts Performance Criteria 2: Prepare Sales T accounts Performance Criteria 3: Prepare Accounts Receivable T accounts Performance Criteria 4: Prepare Accounts Payable T accounts Performance Criteria 5: Prepare others T accounts</p>
	<p><b>Assessment Task 2: Prepare Income Statement as per details given in annexure B</b></p> <p>Performance Criteria 1: Identify income statement account heads Performance Criteria 2: Record Total Sales in income statement Performance Criteria 3: Record Total Expenses in income statement Performance Criteria 4: Record Taxes in income statement Performance Criteria 5: Perform calculations for income statement</p>
	<p><b>Assessment Task 3: Prepare Balance Sheet as per details given in annexure B</b></p> <p>Performance Criteria 1: Identify balance sheet account heads Performance Criteria 2: Record assets in balance sheet Performance Criteria 3: Record liabilities in balance sheet Performance Criteria 4: Record capital in balance sheet Performance Criteria 5: Perform calculations for balance sheet Performance Criteria 6: Balance both side of balance sheet.</p>

	<p><b>Portfolios required at the time of assessment (if any) for manage finance</b></p> <p>Performance criteria 1: Provide practical logbook of manage finance</p> <p>.....</p>
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*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Prepare Ledger Accounts as per details given in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Prepare Expenses T accounts			
2	Performance Criteria 2: Prepare Sales T accounts			
3	Performance Criteria 3: Prepare Accounts Receivable T accounts			
4	Performance Criteria 4: Prepare Accounts Payable T accounts			
5	Performance Criteria 5: Prepare others T accounts			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



Assessment Task 2		Description of assessment task 2 Prepare Income Statement as per details given in annexure B		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify income statement account heads			
2	Performance Criteria 2: Record Total Sales in income statement			
3	Performance Criteria 3: Record Total Expenses in income statement			
4	Performance Criteria 4: Record Taxes in income statement			
5	Performance Criteria 5: Perform calculations for income statement			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3		Description of assessment task 3 Prepare Balance Sheet as per details given in annexure B		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify balance sheet account heads			
2	Performance Criteria 2: Record assets in balance sheet			
3	Performance Criteria 3: Record liabilities in balance sheet			
4	Performance Criteria 4: Record capital in balance sheet			
5	Performance Criteria 5: Perform calculations for balance sheet			
6	Performance Criteria 6: Balance both side of balance sheet.			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Manage Finance		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>
		Reliable <input type="checkbox"/>		
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of manage finance			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

**Annexure A**

<b>General Journal</b>					
<b>Date</b>		<b>Account Title and Explanations</b>	<b>Ref</b>	<b>Amount (Rs.)</b>	
				<b>Debit</b>	<b>Credit</b>
<i>2011</i>					
<i>Jan</i>	<i>2</i>	Cash Computer Owner's Equity_ Miss Abida Masood (Started business with cash and computer)		50,000 20,500	70,500
	<i>4</i>	Office Supplies Account Payable (Office Supplies purchase on credit)		4,000	4,000
	<i>10</i>	Cash Bank Loan (Bank loan obtained)		20,000	20,000
	<i>12</i>	Utility Bills Cash (Utility bill paid)		2,750	2,750
	<i>15</i>	Account Payable Cash (Paid partial account payable)		3,000	3,000
	<i>24</i>	Account Receivable_ Annies' Flowers Advertising services (Bill to customer for services earned)		18,300	18,300
	<i>27</i>	Cash Account Receivable_ Annies' Flowers (Received cash from customer billed previously)		5,500	5,500
	<i>30</i>	Drawing Cash (Withdrew of cash by owner)		6,000	6,000
<b>Total</b>				<b>Rs. 130,050</b>	<b>Rs. 130,050</b>

## Annexure B

The following balances are taken from the books of ABC company at the end of his first year trading on 31 December 2014.

	Debit	Credit
	PKR	PKR
Sales		40000
Purchases	18500	
Wages and salaries	5100	
Repairs and maintenance	1300	
Heating and lighting	900	
General expenses	1200	
Insurance	800	
Cash at bank	2200	
Cash in hand	1300	
Trade receivables	4100	
Trade payables		3400
Premises	30000	
Fixtures and fittings	10000	
Motor vehicle	8000	
Capital at 1 January 2014		52000
Drawings	12000	
	<u>95400</u>	<u>95400</u>

**The following additional information is available:**

Inventory at 31 December 2014 was valued at \$4500.

<b>Title of Qualification:</b> Diploma in Retail Operations Management	CS Code:	Level: 5	Version: 1
<b>Competency Standard Title:</b> Plan and organize work	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 1 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Prepare plan/schedule of work activities as per scenario given in Annexure A.</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance Criteria 1: Identify work objectives.  Performance Criteria 2: Determine work activities  Performance Criteria 3: Establish work activity priorities  Performance Criteria 4: Allocate resource implications of the work activities  Performance Criteria 5: Plan and schedule work activities  .....</p> <p><b>Portfolios required at the time of assessment (if any) for plan &amp; organize work</b></p> <p>Performance criteria 1 Provide practical logbook of plan &amp; organize work  .....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Prepare plan/schedule of work activates as per scenario given in Annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Performance Criteria 1: Identify work objectives.			
2.	Performance Criteria 2: Determine work activities			
3.	Performance Criteria 3: Establish work activity priorities			
4.	Performance Criteria 4: Allocate resource implications of the work activities			
5.	Performance Criteria 5: Plan and schedule work activities			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio		Description of portfolio Plan & organize Work		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1 Provide practical logbook of plan & organize work			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## Annexure A

You are the store manager of retail store which has 16 departments.

14th August Celebrations are coming up and we are planning 5 days Sale, we need to order the stock of 7 Bcute Foundations which are short, 10 fair & lovely BB Creams, 3 pieces suit of baby boys, 6 bowl sets.

You have to decorate the store with 5 flags, 100 balloons, 400 ribbons.

Set the work activity priority and schedule the store plan according to the store requirement. Need to plan the housekeeping.

Check the maintenance of lights and ACs. Check 16 departments and all departments should be neat and clean.

Also check the sound system and prepare the play list of the songs for an 14th August Celebrations.

7 resources are short in the store and we have 05 days to complete all the tasks. Also share that these are individual tasks or teamwork.

Also mention what resources are needed for this task. We have three floors in a store, 1 washroom on each floor. We also have three water dispensers. Almost 8 bottles consume in 1 day. Order water bottles for 5 days activity.

You have all the support from the back end management. You do not need any approval for this activity.



**Format**

S.no	Work activity priorities	Own/team responsibilities	Resources	Time	Day
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

<b>Title of Qualification:</b> Diploma in Retail Operations Management	CS Code:	Level: 5	Version: 1
<b>Competency Standard Title:</b> Deliver operational excellence	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 2 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Identify near loss &amp; lost items as per scenario given in Annexure A</li> <li><b>Assessment Task 2:</b> Prepare a store operation plan as per scenario in Annexure A</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1: Identify near loss &amp; lost items as per scenario given in Annexure A</b></p> <p>Performance Criteria 1: Identify lost items of store  Performance Criteria 2: Identify pilferage of store  Performance Criteria 3: Prepare list of Near Loss &amp; Lost Items of stores  Performance Criteria 4: Off Shelf Expired Products from Shelves  Performance Criteria 5: Prepare promotion or Mark down for near expiring products/Out dated Products  Performance Criteria 6: Dispose Expired products as per SOP of stores  .....</p>
	<p><b>Assessment Task 2: Prepare a store operation plan as per scenario in Annexure A</b></p> <p>Performance Criteria 1: Identify stores' peak &amp; off peak times/hours  Performance Criteria 2: Identify potential products (fast moving &amp; slow moving) of store  Performance Criteria 3: Identify potential promotion for store  Performance Criteria 4: Prepare store operation plan  .....</p>
	<p><b>Portfolios required at the time of assessment (if any) for</b></p> <p>Performance criteria 1 for the evaluation of portfolio  Provide practical logbook of delivery operation excellence</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Identify near loss & lost items as per scenario given in Annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify lost items of store			
2	Performance Criteria 2: Identify pilferage of store			
3	Performance Criteria 3: Prepare list of Near Loss & Lost Items of stores			
4	Performance Criteria 4: Off Shelf Expired Products from Shelves			
5	Performance Criteria 5: Prepare promotion or Mark down for near expiring products/Out dated Products			
6	Performance Criteria 6: Dispose Expired products as per SOP			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2		Description of assessment task 2 Prepare a store operation plan asper scenario in Annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify stores' peak & off peak times/hours			
2	Performance Criteria 2: Identify potential products (fast moving & slow moving) of store			
3	Performance Criteria 3: Identify potential promotion for store			
4	Performance Criteria 4: Prepare store operational plan			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Delivery operational Excellence		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of delivery operation excellence			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## Annexure A

Owner of a retailer store is trying to identify the reasons of store's poor operational activities. In the end he figure out that the main reasons for poor operations are ignoring the near loss and lost items, and poor store ambience.

After identifying the problems he made a strategy for his store's operational excellence. First he made some policies regarding the inventory management. The Product which has 1 year expiry date will be considered as near loss before 1 month of expiry date. Product which has 6 months expiry date will be considered as near loss before 15 days of expiry date. Product which has 1 month expiry date will be considered as near loss before 1 week of expiry date.

After setting these policies he setup his warehouse in the way for smooth run of operations. The products which have short expiry have different shelves. Active products (which are fast moving) have different shelves which are also near from the store's gate. Same as the products which are slow moving have different shelves and are at the corner of the warehouse.

He also work on the store ambience as it is very important to maintain good store environment to attract the customers. He brought some new shelves and fixtures and place the product in a way so that it can be easily reachable for customers.

He also notice the peak hours of the store which are 20% Footfall come at 11:00 am to 1:00 pm, 10% Footfall come at 01:00 pm to 3:00 pm, 05% Footfall come at 3:00 pm to 5:00 pm, 25% Footfall come at 5:00 pm to 7:00 pm, and 40% Footfall come at 7:00 pm to 11:00 pm. With the help of these schedule he can prepare himself and store to cope up with the customer without any difficulty and time consumption.

Following are some more details about some products

S No	Items	Item Receiving Date	Current Date	Expiry Date	Purchased Qty	Sold Qty	Damage d Items	Stock in Hand
1	A	15-9-2019	24-9-2019	31-12-2019	1000	700	3	297
2	B	09/12/2019	24-9-2019	28-2-2020	5000	4800		200
3	C	15-9-2019	24-9-2019	31-10-2019	500	300	10	190
4	D	09/01/2019	24-9-2019	31-12-2020	2000	800		1200
5	E	15-9-2019	24-9-2019	03/01/2020	800	476		324
6	F	28-8-2019	24-9-2019	03/01/2020	600	304	7	289
7	G	15-9-2019	24-9-2019	31-10-2019	500	4		496
8	H	15-9-2019	24-9-2019	28-2-2020	4000	187		3813
9	I	15-9-2019	24-9-2019	09/01/2020	6500	267	8	6225
10	J	15-9-2019	24-9-2019	31-12-2020	15000	8000		7000
11	K	15-9-2019	24-9-2019	09/01/2020	8000	415		7585
12	L	15-9-2019	24-9-2019	09/01/2020	3000	190	8	2802

13	M	15-9-2019	24-9-2019	28-2-2020	750	0		750
14	N	09/01/2019	24-9-2019	31-10-2019	600	498	9	93
15	O	15-9-2019	24-9-2019	31-03-2020	1600	508		1092
16	P	09/01/2019	24-9-2019	31-12-2020	7500	3445		4055
17	Q	27-8-2019	24-9-2019	31-03-2020	675	412		263
18	R	15-9-2019	24-9-2019	28-2-2020	500	204		296
19	S	15-9-2019	24-9-2019	31-03-2020	850	304		546
20	T	15-9-2019	24-9-2019	31-03-2020	7500	6000	8	1492
21	U	09/01/2019	24-9-2019	31-12-2020	3000	1286		1714
22	V	27-8-2019	24-9-2019	31-03-2020	200	117		83
23	W	15-9-2019	24-9-2019	28-2-2020	500	209		291
24	X	15-9-2019	24-9-2019	31-03-2020	800	318	3	479
25	Y	27-8-2019	24-9-2019	31-03-2020	250	0		250
26	Z	15-9-2019	24-9-2019	31-12-2020	900	346		554

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 4	CS Code:	Level: 4	Version: 1
<b>Competency Standard Title:</b> Monitor in store display	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 1.5 hours(for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li>1. <b>Assessment Task 1:</b> Interpret visual merchandising plan given by assessors</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li>2. <b>Knowledge assessment test (Written or Oral)</b></li> <li>3. <b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1: Interpret visual merchandising plan given my assessors</b></p> <p>Performance Criteria 1: Identify design requirements of visual merchandising plan</p> <p>Performance Criteria 2: Arrange resources required to implement visual merchandising plan.</p> <p>Performance Criteria 3: Identify factors that may impact on visual merchandising plan</p> <p>.....</p>
	<p><b>Portfolios required at the time of assessment (if any) for monitor in-store display</b></p> <p>Performance criteria 1: Provide practical logbook of monitor in store display</p> <p>.....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Perform a role play.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify design requirements of visual merchandising plan			
2	Performance Criteria 2: List resources required to implement visual merchandising plan.			
3	Performance Criteria 3: Identify factors that may impact on visual merchandising plan			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



Portfolio (if any)		Description of portfolio Monitor in-store display		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of monitor in-store display.			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Title of Qualification:</b> Diploma in Retail Operations Management	CS Code:	Level: 5	Version: 1
<b>Competency Standard Title:</b> Develop business opportunities	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 1.5 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Prepare SWOT analysis report on scenario given in annexure A</li> <li><b>Assessment Task 2:</b> Prepare PEST analysis report on scenario given in annexure A</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment (if any)</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1: Prepare SWOT analysis report on scenario given in annexure A</b></p> <p>Performance Criteria 1: Identify strength of company  Performance Criteria 2: Identify Weakness of company  Performance Criteria 3: Identify opportunity of company  Performance Criteria 4: Identify threats of company  .....</p>
	<p><b>Assessment Task 2: Prepare PEST analysis report on scenario given in annexure A</b></p> <p>Performance Criteria 1: Identify political environment impact on company  Performance Criteria 2: Identify Economical environment on company  Performance Criteria 3: Identify Social impact on company  Performance Criteria 4: Identify Technological impact on company  .....</p>
	<p><b>Portfolios required at the time of assessment (if any) for develop business opportunities</b></p> <p>Performance criteria 1: Provide practical logbook of develop business opportunities  .....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Prepare SWOT analysis report on scenario given in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify strength of company			
2	Performance Criteria 2: Identify Weakness of company			
3	Performance Criteria 3: Identify opportunity of company			
4	Performance Criteria 4: Identify threats of company			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2		Description of assessment task 2 Prepare PEST analysis report on scenario given in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify political environment impact on company			
2	Performance Criteria 2: Identify Economical environment on company			
3	Performance Criteria 3: Identify Social impact on company			
4	Performance Criteria 4: Identify Technological impact on company			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Develop Business Opportunities		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1: Provide practical logbook of develop business opportunities			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## Annexure A

Sally's is a small, independent owned, high fashion ladies clothing shop located in Dolmen mall in Karachi. It is full-price, full-service store for fashion-forward shoppers. Sally's carries sportswear from popular designers, has a personal shopper for busy executives, and has an on-premises tailor. The store is updating its strategic plan as a mean of getting additional financing for an anticipated expansion.

**Current Organizational Mission:** A high fashion clothing retailer selling high quality and designer-label clothing and accessories in an attractive full-service store environment.

**Current Ownership & Management Alternatives:** Sole proprietor, independent store.

**Current Goods/Services Category:** Ladies coats, jackets, blouses, and suits from major designers, as well as a full line of fashion accessories (such as scarves, belts and hats)

Sally's have an excellent reputation for high-fashion clothing and accessories with in the community. The store owner have exclusive relationship with some well-known and some emerging designer. The store also have very good relation with the suppliers too. But the store operations are not that good. Inventory, sales, purchasing histories are recorded manually.

Sally's have some Italian and French designers as well but the delivery time of these designers are too long. As there is no other branch of Sally's and the store's small space limits assortment and depth. So that's very difficult for the staff to work in seasonal and peak time as there are tailors too in the store for alteration job and customer finds it difficult too for shopping peak hours.

Because the customer's complain about the store space Sally's is now thinking to expand its store and moreover for more customers comfort Sally's is going to open the website and starting its delivery services. To add value Sally's is deciding to hire another experienced tailor with the following to create a custom-made clothing department. The larger store allow Sally's to expand number of designers, as well as the product line carried.

There are rumors that Bloomingdale's, a fashion base department store, may soon locate a new store in dolmen mall on the same floor. This could effect relationship with suppliers, as well as customers. Bloomingdale's offer one stop shopping and has flexible return policy for unaltered merchandise with its labels intact.

<b>Title of Qualification:</b> Diploma in Retail Operations Management	CS Code:	Level: 5	Version: 1
<b>Competency Standard Title:</b> Manage outlet/store sales performance	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 1.5 hours(for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Prepare a sale forecast for next year tenure according to assessor's instructions and data provided in annexure A</li> <li><b>Assessment Task 2:</b> Set sale's staff targets by using annexure B and as per given instructions of assessor.</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1:</b> Prepare a sale forecast for next year tenure according to assessor's instructions and data provided in annexure A</p> <p>Performance Criteria 1: Gather past sales data</p> <p>Performance Criteria 2: Gather past foot fall data</p> <p>Performance Criteria 3: Prepare list of upcoming seasons &amp; occasions</p> <p>Performance Criteria 4: Make Sales Forecast according to past sales, customer footfall, and upcoming seasons &amp; occasion</p> <p>.....</p>
	<p><b>Assessment Task 2:</b> Set sale's staff targets by using annexure B and as per given instructions of assessor.</p> <p>Performance Criteria 1: Identify individual sales potential of staff</p> <p>Performance Criteria 2: Calculate sales targets for sales executives</p> <p>Performance Criteria 3: Calculate incentives on sales targets</p> <p>Performance Criteria 4: Make sales executives sales target &amp; incentives chats individually</p> <p>.....</p>
	<p><b>Portfolios required at the time of assessment (if any) for</b></p> <p>Performance criteria 1: Provide practical logbook of manage outlet/store sales performance</p> <p>.....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Prepare a sale forecast for next year tenure according to assessor's instructions and data provided in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Gather past sales data			
2	Performance Criteria 2: Gather past foot fall data			
3	Performance Criteria 3: Prepare list of upcoming seasons & occasions			
4	Performance Criteria 4: Make Sales Forecast according to past sales, customer footfall, and upcoming seasons & occasion			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2		Description of assessment task 2 Set sale's staff targets by using annexure B and as per given instructions of assessor.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify individual sales potential of staff			
2	Performance Criteria 2: Calculate sales targets for sales executives			
3	Performance Criteria 3: Calculate incentives on sales targets			
4	Performance Criteria 4: Make sales executives sales target & incentives chats individually			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio Manage Outlet/Store Sales Performance		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1.	Performance Criteria 1: Provide practical logbook of manage outlet/store sales performance			
2.	Prepare Sales Forecast			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



## Annexure A

You are working in a cosmetic retail store as Store Manager. Being Store Manager, one of the task you have is calculating your store sales forecast. Your store has been working pretty fine in terms of sales, you have over achieved your sales target by PKR 500,000/-. Your store's footfall from January to December was 15000, 18000, 32000, 20000, 25000, 60000, 50000, 30000, 18000, 50000, 50000, and 45000 respectively. Management communicated that there will be one more promotion this year along previously offered promotions. This year's additional promotion will be in the month of February named as Month of Love and company will be offering 10% off. Last year you have witness Ramzan in May, Eid ul iftar in June. There were 3 Wedding season in the months of July, October, & November. These occasions will occur as same as last year. Management wants you to forecast your stores sales with 20% increase in your achieved sales.

Following is the last year sales details.

S No	Month	Sales Target	Achieved Sale	Promotions
1	January	1,300,000	1,100,000	
2	February	1,500,000	1,200,000	
3	March	1,500,000	1,300,000	
4	April	1,800,000	1,800,000	
5	May	1,800,000	1,500,000	
6	June	5,500,000	5,900,000	Eidi Discount 10%
7	July	5,000,000	5,300,000	Wedding Packages
8	August	2,700,000	2,500,000	
9	September	1,500,000	1,400,000	
10	October	5,000,000	5,300,000	Discounted Wedding Packages
11	November	5,000,000	5,200,000	Discounted Wedding Packages
12	December	3,300,000	3,900,000	Flat Sale 25% Discount

## Annexure B

Being Store Manager of kids clothing store, you got store's sales target of PKR 1Million. Your company has very unique incentive plan. Following is some details.

Achievement	Incentives
Above 150% of store's sales target	2.5% of total sales + PKR 20000 + 1% of above 150% sales
150% of store's sales target	2.5% of total sales + PKR 20000
125% of store's sales target	2.5% of total sales + PKR 15000
110% of store's sales target	2.5% of total sales + PKR 10000
100% of store's sales target	2.5% of total sales

Sales executives will be entitled to incentives only when store's sales target achieved not individually.

One of the task you have is setting sales target of your executives as per store's sales target. Your store's footfall from July to December was 500, 300, 180, 250, 500, and 400 respectively. You have team of 5 sales executive named as Aslam, Fayyaz, Yasir, Abdul Raffay & Ali. Abdul raffay and ali has been top performer for last two months. Fayyaz & Yasir are new inducements in your store. Aslam is the most senior among them. Following some more details about your sales executives' performances

S No.	Staff Name	Last Month Sales Target	Achieved Target
1	Aslam	250000	229000
2	Yasir	100000	60000
3	Fayyaz	100000	71000
4	Abdul Rafay	200000	225000
5	Ali	200000	228000

<b>Title of Qualification:</b> Certificate in Retail Operations Management level 2	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Develop professionalism	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 1 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li>1. <b>Assessment Task 1:</b> Complete the table for managing time as per given annexure A.</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li>2. <b>Knowledge assessment test (Written or Oral)</b></li> <li>3. <b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance Criteria 1: Read the scenario.</p> <p>Performance Criteria 2: Identify which work is important and urgent too</p> <p>Performance Criteria 3: Identify which work is not important and urgent</p> <p>Performance Criteria 4: Identify which work is important but not urgent</p> <p>Performance Criteria 5: Identify which work is not important and not urgent</p> <p>.....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Complete the table for managing time.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Read the scenario.			
2	Performance Criteria 2: Identify which work is important and urgent too			
3	Performance Criteria 3: Identify which work is not important and urgent			
4	Performance Criteria 4: Identify which work is important but not urgent			
5	Performance Criteria 5: Identify which work is not important and not urgent			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## Annexure A

### SCENARIO:

A manager from a reputable multinational company is always in hurry and don't guide his team members properly. As the manger is young single unmarried person but have lots of responsibilities. He have to report his seniors on time, have to guide his team, and he also have to maintain sales record. He is going to married soon and he also have prepared himself for the events and other stuff.

He like to do exercise but due lot of work pressure he is not able to manage time for his gym. His friends asked him several times for vocational trip with them but he always cancel all the plans.

As because he is marrying soon so his friends plan a bachelor's vacation trip to the northern areas of the country and this time he cannot refuse them. But he also have to submit the sales report of the current month to his senior manager. He also have to attend a meeting with one of his best client but that meeting can be managed before his vacations.

IMPORTANT		
NOT IMPORTANT		
	URGENT	NOT URGENT

He design the above table to manage his work and personal life. Now from the above scenario fill the table.

<b>Title of Qualification:</b> Retail Operations Level II	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Retail Operation Level II	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 5 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li>1. <b>Assessment Task 1:</b> Perform a role-play of sale representative as per scenarios in annexure 1.</li> <li>2. <b>Assessment Task 2:</b> Place tags on products as per assessors instructions</li> <li>3. <b>Assessment Task 3:</b> Generate a bill of items on POS System as per assessor's instructions</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li>4. <b>Knowledge assessment test (Written or Oral)</b></li> <li>5. <b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1:</b> Perform a role-play of sale representative as per scenarios given by assessor.</p> <p>Performance Criteria 1: Greet Customer  Performance Criteria 2: Introduce yourself  Performance Criteria 3: Identify customer needs or buying motives  Performance Criteria 4: Identify features &amp; benefits of products  Performance Criteria 5: Identify products' key selling points.  Performance Criteria 6: Identify alternates of the products  Performance Criteria 7: Suggest products to customer  Performance Criteria 8: Communicate product specification to customer  Performance Criteria 9: Communicate product features to customer  Performance Criteria 10: Demonstrate product &amp; its feature as per SOP  Performance Criteria 11: Use Selling Techniques  Performance Criteria 12: Close the sale.  .....</p> <p><b>Assessment Task 2: Place tags on products as per assessors instructions</b></p> <p>Performance Criteria 1: Identify product's tags  Performance Criteria 2: Verify tags through barcodes  Performance Criteria 3: Place the tags  .....</p>

	<p><b>Assessment Task 3:</b> Generate a bill of items on POS System as per assessor's instructions</p> <p>Performance Criteria 1: Set POS system as per machine manual</p> <p>Performance Criteria 2: Start &amp; Close POS terminal as per assessors instructions</p> <p>Performance Criteria 3: Verify the product bar code before scan</p> <p>Performance Criteria 4: Ensure the product quantity and bill amount</p> <p>Performance Criteria 5: Communicate verbally price/total/amount of bill &amp; cash received to customer.</p> <p>Performance Criteria 6: Enter debit/credit card &amp; machine details in POS systems</p> <p>Performance Criteria 7: Ensure to sign out from POS system</p> <p>.....</p>
	<p><b>Portfolios required at the time of assessment for Portfolio and logbook retail operation level II</b></p> <p>.....</p>

*Continued on following page*



**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1		
		Perform a role-play of sale executive as per scenarios given my assessor.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Performance Criteria 1: Greet Customer			
2.	Performance Criteria 2: Introduce yourself			
3.	Performance Criteria 3: Identify customer needs or buying motives			
4.	Performance Criteria 4: Identify feature & benefits of products			
5.	Performance Criteria 5: Identify products' key selling points.			
6.	Performance Criteria 6: Identify alternates of the products			
7.	Performance Criteria 7: Suggest products to customer			
8.	Performance Criteria 8: Provide product specification to customer			
9.	Performance Criteria 9: Provide product features to customer			
10.	Performance Criteria 10: Demonstrate product & its feature as per SOP			
11.	Performance Criteria 11: Use Selling Techniques			
12.	Performance Criteria 12: Close the sales			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2		Description of assessment task 2		
		Place tags on products as per assessors instructions		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify product's tags			
2	Performance Criteria 2: Verify tags through barcodes			
3	Performance Criteria 3: Place the tags			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3		Description of assessment task 3 Generate a bill of items on POS System as per assessor's instructions		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Performance Criteria 1: Set POS system as per machine manual			
2.	Performance Criteria 2: Start & Close POS terminal as per assessors instructions			
3.	Performance Criteria 3: Verify the product bar code before scan			
4.	Performance Criteria 4: Ensure the product quantity and bill amount			
5.	Performance Criteria 5: Communicate verbally price/total/amount of bill & cash received to customer.			
6.	Performance Criteria 6: Enter debit/credit card & machine details in POS systems			
7.	Performance Criteria 7: Ensure to sign out from POS system			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/>	Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Annexure 1

A client walks in and spends few minutes browsing. He clearly admires the Mobile Phone on display, but he doesn't go for purchase. A sales-team member walks up to him, and asks politely if he can help them. It turns out that he really likes Mobile Phone, but is hesitant to a purchase at the price listed. Use selling techniques to make sale.

**OR**

A Client spends a few minutes on baby feeders' shelves. He is bit confused about feeders are on display, and the brand he used to buy is not on shelf. He is about to leave shelf without making any purchase. Sales-representative approaches, and asks politely to offer his help. Use selling techniques to sell him other brand.

**OR**

A customer shows interest in the most expensive perfumes range you have for sale, but they show concern over authenticity of the product. Customer has low knowledge about perfumes and how authenticity is checked. Being sales representative, provide essential information about perfumes and its authenticity and try to sell perfume. However, Customer expresses concern that he may be pushed to buy something more expensive primarily for the company's benefit.

<b>Title of Qualification:</b> Retail Operation Management Level III	CS Code:	Level: 3	Version: 1
<b>Competency Standard Title:</b> Retail Operation Management Level III	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 5 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li>1. <b>Assessment Task 1:</b> Prepare purchase requisition on given format as per scenario in Annexure A</li> <li>2. <b>Assessment Task 2:</b> Prepare petty cash book as per details given in Annexure B</li> <li>3. <b>Assessment Task 3:</b> Prepare on-line order status report as per given scenario in Annexure C</li> <li>4. <b>Assessment Task 4:</b> Perform a role play to deal a customer complaint as a customer service representative according to assessor given scenario in Annexure D.</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li>5. <b>Knowledge assessment test (Written or Oral)</b></li> <li>6. <b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1:</b> Prepare purchase requisition on given format as per scenario in Annexure A</p> <p>Performance Criteria 1: Identify product requirement for store</p> <p>Performance Criteria 2: Calculate no. of unit to request for purchase</p> <p>Performance Criteria 3: Make purchase requisition of each item separately on given format in Format 1</p> <p>Performance Criteria 4: Submit purchase requisition to assessor</p> <p>.....</p> <p><b>Assessment Task 2:</b> Prepare petty cash book as per details given in annexure B</p> <p>Performance Criteria 1: Check petty cash claims before processing.</p> <p>Performance Criteria 2: Pass petty cash transactions on petty cash book as per instructions given my assessor</p> <p>Performance Criteria 3: Balance petty cash book.</p> <p>.....</p>

	<p><b>Assessment Task 3:</b> Prepare on-line order status report as per given scenario in Annexure C</p> <p>Performance Criteria 1: Select logistic partner as per their services</p> <p>Performance Criteria 2: Communicate delivery pickup time to dispatch team/partner</p> <p>Performance Criteria 3: Arrange pick up from delivery services provider of order</p> <p>Performance Criteria 4: Make online order status report on format B.</p> <p>.....</p>
	<p><b>Assessment Task 4:</b> Perform a role play to deal a customer complaint as a customer service executive according to assessor given scenario</p> <p>Performance Criteria 1: Record customer's complaints attentively.</p> <p>Performance Criteria 2: Use simple, clear and assertive language during interaction</p> <p>Performance Criteria 3: Gather information about customer's demands &amp; needs</p> <p>Performance Criteria 4: Identify customer complain type/nature by active listening &amp; questioning</p> <p>Performance Criteria 5: Provide solutions for complaint</p> <p>Performance Criteria 6: Handle customer &amp; his complain with sensitively, courteously and with discretions</p> <p>Performance Criteria 7: Resolve customer complaint</p> <p>Performance Criteria 8: Ensure customer satisfaction during resolution of complaint</p> <p>.....</p>
	<p><b>Portfolio is a logbook retail management operations Level III</b></p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Prepare purchase requisition as per given data in Annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify product requirement for store			
2	Performance Criteria 2: Make purchase requisition as per store polices			
3	Performance Criteria 3: Submit purchase requisition as per store polices			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2		Description of assessment task 2 Prepare petty cash book as per details given in annexure B		
During the practical assessment, candidate demonstrated the following:			No	Remarks
1	Performance Criteria 1: Check petty cash claims before processing.			
2	Performance Criteria 2: Pass petty cash transactions on petty cash book as per instructions given my assessor			
3	Performance Criteria 3: Balance petty cash book.			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3		Description of assessment task 3 Prepare on-line order status report as per given scenario in Annexure C		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Select logistic partner as per their services			
2	Performance Criteria 2: Communicate delivery pickup time to dispatch team/partner			
3	Performance Criteria 3: Arrange pick up from delivery services provider of order			
4	Performance Criteria 4: Make online order status report on format B			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



Assessment Task 4		Description of assessment task 4 Perform a role play to deal a customer complaint as a customer service executive according to assessor given scenario		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Performance Criteria 1: Record customer's complaints attentively.			
2.	Performance Criteria 2: Use simple, clear and assertive language during interaction			
3.	Performance Criteria 3: Gather information about customer's demands & needs			
4.	Performance Criteria 4: Identify customer complain type/nature by active listening & questioning			
5.	Performance Criteria 5: Provide solutions for complaint			
6.	Performance Criteria 6: Handle customer & his complain with sensitively, courteously and with discretions			
7.	Performance Criteria 7: Resolve customer complaint			
8.	Performance Criteria 8: Ensure customer satisfaction during resolution of complaint			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	<b>Portfolio is a logbook retail management operations Level III</b>			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

**Annexure A**

You are working in a small retail store as a section manager your store has a policy of maintaining following minimum stocks, otherwise purchase requisition will be raised.

S.no	ITEMS	Minimum Qty
1.	LIQUID SOAP (100ML)	100 UNITS
2.	TISSUE BOX	150 UNITS
3.	TISSUE ROLL (1*6)	50 PACKS
4.	PAPER CUPS (1*100)	50 PACKS
5.	CHOCLATE 50 GRAMS BAR	100 Boxes

Currently your store has following stock in hand.

S.no	ITEMS	QUANTITY REQUIRED
1.	LIQUID SOAP (100ML)	100 UNITS
2.	TISSUE BOX	100 UNITS
3.	TISSUE ROLL (1*6)	100 PACKS
4.	PAPER CUPS (1*100)	50 PACKS
5.	CHOCLATE 50 GRAMS BAR	200 UNITS

Following is the delivery lead time of products

S.no	ITEMS	Lead Time
1.	LIQUID SOAP (100ML)	5 Days
2.	TISSUE BOX	3 Days
3.	TISSUE ROLL (1*6)	3 Days
4.	PAPER CUPS (1*100)	3 Days
5.	CHOCLATE 50 GRAMS BAR	7 Days

Following is your store per days sales of the products

S.no	ITEMS	Sales per day
1.	LIQUID SOAP (100ML)	10 UNITS
2.	TISSUE BOX	10 UNITS

3.	TISSUE ROLL (1*6)	20 PACKS
4.	PAPER CUPS (1*100)	5 PACKS
5.	CHOCLATE 50 GRAMS BAR	20 UNITS

## Annexure B

Prepare petty cash book from the following transactions. The opening amount is Rs. 2,000

2019 January

<b>Date</b>	<b>Details</b>	<b>Amount</b>
1	Paid cartage for furniture	1500
2	Paid for furniture	10000
2	Cash withdrawl for petty cash	15000
3	Paid for tender courier	350
4	Paid for employees refreshment	1000
6	Paid for sample courier	550
8	Paid for customer refreshment	300
10	Paid for cartage	350
15	Paid for stationery	250
18	Paid for advance to employee	5000
20	Paid commission to employee	5000
22	Paid for postage stamps	100
25	Paid for customer refreshment	500
27	Paid taxi fare for meeting	350
29	Paid for furniture repair	1500
30	Paid for miscellaneous expense	115
31	Paid for A/C repair	2500

Annexure C

You are working in Deliverymygift.com which is gift delivering services website. They delivery gift to throughout the Pakistan from their warehouse in Karachi. They accept all type of mode of payments for transaction. They have divided cities in to four zones. They offer customer to mention when they required delivery. Only Karachi order can be delivered with 12 Hours delivery time. Other cities has minimum 48 Hours delivery time. Following is the details

Rank	City	Province	Zone
1	Lahore	Punjab	B
2	Faisalabad	Punjab	B
3	Rawalpindi	Punjab	B
4	Gujranwala	Punjab	B
5	Peshawar	Khyber Pakhtunkhwa	C
6	Multan	Punjab	B
7	Hyderabad	Sindh	B
8	Islamabad	Islamabad	C
9	Quetta	Balochistan	D
10	Bahawalpur	Punjab	B
11	Sargodha	Punjab	B
12	Sialkot	Punjab	B
13	Sukkur	Sindh	A
14	Larkana	Sindh	A
15	Sheikhupura	Punjab	B
16	Rahim Yar Khan	Punjab	B
17	Jhang	Punjab	B
18	Dera Ghazi Khan	Punjab	B
19	Gujrat	Punjab	B
20	Sahiwal	Punjab	B
21	Wah Cantonment	Punjab	B
22	Mardan	Khyber Pakhtunkhwa	C
23	Kasur	Punjab	B
24	Okara	Punjab	B
25	Mingora	Khyber Pakhtunkhwa	C
26	Nawabshah	Sindh	A
27	Chiniot	Punjab	B
28	Kotri	Sindh	A
29	Kāmoke	Punjab	B
30	Hafizabad	Punjab	B
31	Sadiqabad	Punjab	B
32	Mirpur Khas	Sindh	A
33	Burewala	Punjab	B
34	Kohat	Khyber Pakhtunkhwa	C
35	Khanewal	Punjab	B
36	Dera Ismail Khan	Khyber Pakhtunkhwa	C
37	Turbat	Balochistan	D

38	Muzaffargarh	Punjab	B
39	Abbotabad	Khyber Pakhtunkhwa	D
40	Mandi Bahauddin	Punjab	B
41	Shikarpur	Sindh	A
42	Jacobabad	Sindh	A
43	Jhelum	Punjab	B
44	Khanpur	Punjab	B
45	Khairpur	Sindh	A
46	Khuzdar	Balochistan	D
47	Pakpattan	Punjab	B
48	Hub	Balochistan	D
49	Daska	Punjab	B
50	Gojra	Punjab	B
51	Dadu	Sindh	A
52	Muridke	Punjab	B
53	Bahawalnagar	Punjab	B
54	Samundri	Punjab	B
55	Tando Allahyar	Sindh	A
56	Tando Adam	Sindh	A
57	Jaranwala	Punjab	B
58	Chishtian	Punjab	B
59	Attock	Punjab	B
60	Vehari	Punjab	B
61	Kot Abdul Malik	Punjab	B
62	Ferozwala	Punjab	B
63	Gwadar	Balochistan	D
64	Chakwal	Punjab	B
65	Gujranwala Cantonment	Punjab	B
66	Kamalia	Punjab	B
67	Umerkot	Sindh	A
68	Ahmedpur East	Punjab	B
69	Kot Addu	Punjab	B
70	Wazirabad	Punjab	B
71	Mansehra	Khyber Pakhtunkhwa	C
72	Layyah	Punjab	B
73	Swabi	Khyber Pakhtunkhwa	C
74	Chaman	Balochistan	D
75	Taxila	Punjab	B
76	Nowshera	Khyber Pakhtunkhwa	C
77	Khushab	Punjab	B
78	Shahdadt	Sindh	A
79	Mianwali	Punjab	B
80	Kabal	Khyber Pakhtunkhwa	C
81	Lodhran	Punjab	B
82	Hasilpur	Punjab	B
83	Charsadda	Khyber Pakhtunkhwa	C

84	Bhakkar	Punjab	B
85	Badin	Sindh	A
86	Arif Wala	Punjab	B
87	Ghotki	Sindh	A
88	Sambrial	Punjab	B
89	Jatoi	Punjab	B
90	Haroonabad	Punjab	B
91	Daharki	Sindh	A
92	Narowal	Punjab	B
93	Tando Muhammad Khan	Sindh	A
94	Kamber Ali Khan	Sindh	A
95	Mirpur Mathelo	Sindh	A
96	Kandhkot	Sindh	A
97	Bhalwal	Punjab	B

For better order delivery they have selected three shipping partners depending on their expertise of services. All Karachi deliveries are made through company's riders. Following are the details about logistic partner.

Company	Services	Zone	Remarks	Delivery Time
Transco	Overnight	A, B,C,D	Only for COD Less than 10Kgs	24 Hours
NTS	Overland,	A,B	Other than COD payment Leverage in Lead Time Size of parcel is above 15KG	3-4 Days
MTS Courier	Overnight	B,C,D	Other than COD payment Less than 15kg parcel	24-36 Hours

They have received multiple orders then order details as follows

1. On 21<sup>st</sup> Oct, 2018, Mr. Moiz has ordered microwave oven that has to be delivered at House No. A-90, Street # 10, Phase IV, DHA, Lahore with 10 days delivery time. Paid through Credit Card.
2. On 23<sup>rd</sup> Oct, 2018. Mrs. Naseema has ordered Leather Wallet Gift set that has to be delivered at House No. A-19, G10, Islamabad with delivery on 27<sup>th</sup> Oct, 2018. Paid through Credit Card
3. On 23<sup>st</sup> Oct, 2018, Mr. Hammad has ordered ST make up gift box that has to be delivered at House No. 1J, Block 6, P.E.C.H.S, Karachi. COD is payment term.
4. On 25<sup>st</sup> Oct, 2018, Mr. Mujtaba has order LED Monitor that has to be delivered at House No. 90, Circuit House, Kachari Road, Sukkur. Paid through Credit Card
5. On 25<sup>st</sup> Oct, 2018, Mr. Arsalan has ordered Doll House that has to be delivered at Flat 901, Building No. A, Al Khair Apartment, Shahed e Millat Road, Karachi payment mode is COD.
6. On 25<sup>st</sup> Oct, 2018, Mr. Habib has ordered Remote Control Car that has to be delivered at 55-C, Near DC office, Sahiwal. payment mode is COD.
7. On 26<sup>st</sup> Oct, 2018, Mr. Shakeel has ordered Dona Doll set that has to be delivered at House 10, Circuit House Road, Peshawar. Payment mode is Credit Card.
8. On 26<sup>st</sup> Oct, 2018, Mr. Jawad has ordered Mechano Set that has to be delivered at House 101, Army Housing Society, Multan Cantt. Payment mode is Credit Card.

Annexure D

You have had a very long day handling different types of customers. You are about to take rest suddenly an angry client stepped in and started complaining about the shaver, he bought from your outlet. Knowing that product is not faulty, you take a deep breath and start out to deal him. When he shows you the shaver he bought, you find that he didn't set machine as per his requirement to achieve desired shave. If he had simply read the directions, he would have been able to figure this out for himself.

How do you deal with this customer?



## Purchase Requisition

NO. \_\_\_\_\_ DATE \_\_\_\_\_

**PURCHASING DEPARTMENT**

Please purchase the following named items:

INDICATE SOURCE OF SUPPLY IF KNOWN:

1	QUANTITY	NUMBER	DESCRIPTION
2			
3			
4			
5			
6			
7			
8			
9			
10			

PURPOSE OR USE \_\_\_\_\_

WHEN WANTED \_\_\_\_\_

CTOPS 32431

FOR \_\_\_\_\_ DEPT. \_\_\_\_\_

TO BE FILLED IN BY PURCHASING DEPT.

DATE ORDERED \_\_\_\_\_ ORDER NO. \_\_\_\_\_

FROM \_\_\_\_\_

APPROVED \_\_\_\_\_

07-11



<b>Title of Qualification:</b> Retail Operation Management Level IV	CS Code:	Level: 4	Version: 1
<b>Competency Standard Title:</b> Retail Operation Management Level IV	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 5 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Prepare General Journal as per details given in annexure A</li> <li><b>Assessment Task 2:</b> Prepare Cashbook as per details given in annexure</li> <li><b>Assessment Task 3:</b> Prepare housekeeping plan for a retail store as per given scenario in annexure B</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1:</b> Prepare General Journal as per details given in annexure A  Performance Criteria 1: Record Debit Entries in general journal  Performance Criteria 2: Record Credit Entries in general journal  Performance Criteria 3: Record narration to entries  .....</p>
	<p><b>Assessment Task 2:</b> Prepare Cashbook as per details given in annexure A  Performance Criteria 1: Record Cash Entries in cashbook  Performance Criteria 2: Record Bank Entries in cashbook  Performance Criteria 3: Record Expenses Entries in cashbook  Performance Criteria 4: Reconcile balances of cashbook  .....</p>
	<p><b>Assessment Task 3:</b> Prepare housekeeping plan for a retail store as per given scenario.  Performance Criteria 1: Create housekeeping plan for store  Performance Criteria 2: Execute housekeeping plan for store  Performance Criteria 3: Monitor housekeeping activities in store  .....</p>
	<p><b>Assessment Task 4:</b> Prepare a shrinkage report by using given data in Annexure A  .....</p>
	<b>Portfolios is logbook of retail operation management level IV</b>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Prepare General Journal as per details given in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Record Debit Entries in general journal			
2	Performance Criteria 2: Record Credit Entries in general journal			
3	Performance Criteria 3: Record narration to entries			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2		Description of assessment task 2 Prepare Cashbook as per details given in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Record Cash Entries in cashbook			
2	Performance Criteria 2: Record Bank Entries in cashbook			
3	Performance Criteria 3: Record Expenses Entries in cashbook			
4	Performance Criteria 4: Reconcile balances of cashbook			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3		Description of assessment task 3 Prepare housekeeping plan for a retail store as per given scenario.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Create housekeeping plan for store			
2	Performance Criteria 2: Execute housekeeping plan for store			
3	Performance Criteria 3: Monitor housekeeping activities in store			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Portfolio is logbook of retail operation management Level IV			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Annexure A

You commenced business on 1st January, 2019 with a capital of Rs. 100,000 in cash. On the same date you opened the bank account in HBL and deposited Rs. 20,000. During the month of January 2019 the following transactions took place:

- 1) Bought goods for cash 70,000
- 2) Sold goods to Steve Co. (Credit) 38,000
- 15) Sold goods for cash 9,000
- 21) Steve Co. paid by cheque 35,000
- 22) Stationery bill paid by cheque 2,000
- 22) Telephone bill by cash 500
- 31) Paid rent by cash 2,000
- 31) Paid salaries by cash 3,000
- 31) Withdrew cash personal use 5,000

AND

On April 1, 2019, Hassan Sajjad Store Cash Book showed debit balances of Cash Rs. 1,550 and Bank Rs. 13,575. During the month of April following business was transacted. You are required to prepare Cash Book?

April 2019

- 02 Purchased Office Type-Writer for Cash Rs. 750; Cash Sales Rs. 1,315.
- 07 Deposited Cash Rs. 500 to bank.
- 10 Received from A. Hussain a check for Rs. 2,550 in part payment of his account (not deposited).
- 16 Paid by check for merchandise purchased worth Rs. 1,005.
- 20 Deposited into Bank the check received from A. Hussain.
- 22 Received from customer a check for Rs. 775 in full settlement of his accounts (not deposited).
- 24 Sold merchandise to sweet Bros. for Rs 1,500 who paid by check which was deposited into bank.
- 26 Paid creditor a Salman Rs. 915 by check.
- 28 Deposited into Bank the check of customer of worth Rs. 775 was dated 22nd April.

## Annexure B

A retail store management is identifying the issues regarding the store's administrative activities. First they listed the store facilities they have which are 20 passages, 5 wash rooms, 10 cash counters, 600 shelves, 30 gondolas, 30 tee stands, 20 rain fall stands, 350 tube lights, 35 ACs, 3 offices, reception area, return/exchange counter, 18 deep freezers, 15 refrigerators, glass walls and glass doors. It has 12 janitorial staff.

The management is trying to make a plan to cut down the expenses as much as possible. As the utilities expense are effecting a lot on the profit margin but the management cannot decrease the equipment from the store. So to manage the usage of electricity the management decided to use the use the electricity according to the footfall of customers at the store. To manage the electricity load they made the following schedule according to their observation.

- 10% Footfall come at 11:00 am to 1:00 pm
- 05% Footfall come at 01:00 pm to 3:00 pm
- 05% Footfall come at 3:00 pm to 5:00 pm
- 30% Footfall come at 5:00 pm to 7:00 pm
- 50% Footfall come at 7:00 pm to 11:00 pm

<b>Title of Qualification:</b> Diploma in Retail Operations	CS Code:	Level: 5	Version: 1
<b>Competency Standard Title:</b> Diploma in Retail Operations	<b>Assessment Date (DD/MM/YY):</b>		

Candidate Details	Name: .....  Registration/Roll Number:.....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following tasks within 5 hours (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Prepare Income Statement and Balance sheet as per scenario given in Annexure A</li> <li><b>Assessment Task 2:</b> Identify near loss and lost item as per scenario given in annexure B</li> <li><b>Assessment Task 3:</b> Perform training need analysis and arrange staff meeting.</li> <li><b>Assessment Task 4:</b> Identify the nature of the product and then evaluate the supplier</li> <li>Prepare SWOT analysis report on scenario given in annexure A</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment</b></li> </ol>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance Criteria 1: make adjusted entries from data given in task 1.</p> <p>Performance Criteria 2: make adjusted trial balance from the data given in task 1.</p> <p>Performance Criteria 3: make income statement from the data given in task 1.</p> <p>Performance Criteria 4: make balance sheet from the data given in task 1.</p> <p>.....</p>
	<p><b>Assessment Task 2</b></p> <p>Performance Criteria 1: Identify lost items of store</p> <p>Performance Criteria 2: identify the operations that done for smooth inventory moving.</p> <p>Performance Criteria 3: make a schedule for managing work load</p> <p>.....</p>
	<p><b>Assessment Task 3</b></p> <p>Performance Criteria 1: Identify staff competences needs</p> <p>Performance Criteria 2: Identify trainable and non-trainable competence</p> <p>Performance Criteria 3: Prepare gap analysis report</p> <p>Performance Criteria 4: Prepare training calendar</p> <p>Performance Criteria 5: Prepare training schedule</p> <p>.....</p>



	<p><b>Assessment Task 4</b></p> <p>Performance Criteria 1: identify which product should be of what nature</p> <p>Performance Criteria 2: identify which product should be purchase when</p> <p>Performance Criteria 3: evaluate supplier by making the scorecard</p> <p>Performance Criteria 4: choose the best supplier for placing the order</p> <p>.....</p>
	<p><b>Assessment Task 5</b></p> <p>Performance Criteria 1: Identify strength of company</p> <p>Performance Criteria 2: Identify Weakness of company</p> <p>Performance Criteria 3: Identify opportunity of company</p> <p>Performance Criteria 4: Identify threats of company</p> <p>.....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: make adjusted entries from data given in task 1.			
2	Performance Criteria 2: make adjusted trial balance from the data given in task 1.			
3	Performance Criteria 3: make income statement from the data given in task 1.			
4	Performance Criteria 4: make balance sheet from the data given in task 1.			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2		Description of assessment task 2		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify lost items of store			
2	Performance Criteria 2: identify the operations that done for smooth inventory moving.			
3	Performance Criteria 3: make a schedule for managing work load			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3		Description of assessment task 3		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify staff competences needs			
2	Performance Criteria 2: Identify trainable and non-trainable competence			
3	Performance Criteria 3: Prepare gap analysis report			
4	Performance Criteria 4: Prepare training calendar			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 4		Description of assessment task 4		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: identify which product should be of what nature			
2	Performance Criteria 2: identify which product should be purchase when			
3	Performance Criteria 3: evaluate supplier by making the scorecard			
4	Performance Criteria 4: choose the best supplier for placing the order			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 5		Description of assessment task 4		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance Criteria 1: Identify strength of company			
2	Performance Criteria 2: Identify Weakness of company			
3	Performance Criteria 3: Identify opportunity of company			
4	Performance Criteria 4: Identify threats of company			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

## Annexure A

*Mah Gul Jadoon*

Trial Balance

31-Dec-15

Description	Debit	Description	Credit
Sundry Debtors	145,000	Sundry Creditors	63,000
Drawings	52,450	Opening Capital	710,000
Insurance Expense	6,000	Purchase Return	5,000
General Expenses	30,000	Sales	988,800
Salaries	150,000	Commission	3,200
Patents	75,000		
Machinery	200,000		
Leasehold Land	100,000		
Building	300,000		
Opening Inventory	58,600		
Carriage on Purchases	20,400		
Carriage on Sales	32,000		
Fuel and Power	47,300		
Wages	104,800		
Return Inward	6,800		
Cash at Bank	29,500		
Cash in Hand	5,400		
Purchases	406,750		
<b>Total</b>	<b>Rs. 1,770,000</b>	<b>Total</b>	<b>Rs. 1,770,000</b>

**Adjustments**

Inventory on 31<sup>st</sup>, December 2015 was valued at Rs. 68,000.

Depreciation Machinery by 10 % and amortization of Patents by 20 %.

Unexpired Insurance at the end financial year was Rs. 2,000.

Wages includes Rs. 7,000 paid as advance to employees (Prepaid Wages Debit).

## Annexure B:

Owner of a retailer store is trying to identify the reasons of store's poor operational activities. In the end he figure's out that the main reasons for poor operations are ignoring the near loss and lost items, and poor store ambiance.

After identifying the problems he make a strategy for his store's operational excellence. First he made some policies regarding the inventory management. The Product which has 1 year expiry date will be considered as near loss before 1 month of expiry date. Product which has 6 months expiry date will be considered as near loss before 15 days of expiry date. Product which has 1 month expiry date will be considered as near loss before 1 week of expiry date.

After setting these policies he setup his warehouse in the way for smooth run of operations. The products which have short expiry have different shelves. Active products (which are fast moving) have different shelves which are also near from the store's gate. Same as the products which are slow moving have different shelves and are at the corner of the warehouse.

He also work on the store ambiance as it is very important to maintain good store environment to attract the customers. He brought some new shelves and fixtures and place the product in a way so that it can be easily reachable for customers.

He also notice the peak hours of the store which are 20% Footfall come at 11:00 am to 1:00 pm, 10% Footfall come at 01:00 pm to 3:00 pm, 05% Footfall come at 3:00 pm to 5:00 pm, 25% Footfall come at 5:00 pm to 7:00 pm, and 40% Footfall come at 7:00 pm to 11:00 pm. With the help of these schedule he can prepare himself and store to cope up with the customer without any difficulty and time consumption.

PRODUCTS	CURRENT DATE	MANUFACTURING DATE	EXPIRY DATE
A	23/10/2019	24/1/2019	25/12/2019
B	23/10/2019	26/7/2019	3/2/2020
C	23/10/2019	20/11/2018	18/11/2019
D	23/10/2019	29/10/2018	6/11/2019
E	23/10/2019	25/9/2019	26/10/2019
F	23/10/2019	2/5/2019	31/10/2019
G	23/10/2019	27/10/2018	24/10/2019
H	23/10/2019	22/6/2019	15/6/2020
I	23/10/2019	26/9/2019	25/10/2019
J	23/10/2019	28/4/2019	26/10/2019
K	23/10/2019	22/10/2019	21/11/2019
L	23/10/2019	31/4/2019	2/11/2019
M	23/10/2019	31/12/2018	1/1/2020
N	23/10/2019	26/4/2019	25/10/2019

## Annexure C

Employee A is a very good team player, one thing is that he never comes on time. His dressing is not according to the store policy. But have great communication skills and his attitude towards colleagues are not really good.

Employee B comes on time and need little improvement in communication skills. He always think negative about others.

Employee C is really do not like to work in a team, he always wants to come alone, not good with the communication skills. He always comes on time.

Employee D never cuts his nail and his product knowledge is really good.

Employee E is very good with other employees and average in communication.

Employee F always wear neat and clean clothes, he sometime comes late.

Employee G is not good with the product information and he always want to work with others.

Employee H sometimes want to work alone and sometimes he wants to work in a team, he also needs little improvement in communication skills.

Employee I do not wear good clothes and his product knowledge is really good.

Employee J is a good team player, he should work on his communication skills and personal hygiene.

Employee K do not wear neat and clean clothes, he never cuts nails on time. His communication skill is good and very good with product knowledge.

Employee M always think positive, always ready to help others but he never comes on time.

Store is planning to conduct these trainings as per the employee needs.

Store Manger wants to plan the trainings as per below chart:

Teamwork	3
Grooming Skills	2
Product Knowledge	4
Communication Skills	3
Decision Making	4
Attitude	5
Punctuality	8

# January Training Calendar

Day: Monday	Day: Tuesday	Day: Wednesday	Day: Thursday	Day: Friday	Day: Saturday
Date: 2 Jan	Date: 3 Jan	Date: 4 Jan	Date: 5 Jan	Date: 6 Jan	Date: 7 Jan
Day: Monday	Day: Tuesday	Day: Wednesday	Day: Thursday	Day: Friday	Day: Saturday
Date: 9 Jan	Date: 10 Jan	Date: 11 Jan	Date: 12 Jan	Date: 13 Jan	Date: 14 Jan
Day: Monday	Day: Tuesday	Day: Wednesday	Day: Thursday	Day: Friday	Day: Saturday
Date: 16 Jan	Date: 17 Jan	Date: 18 Jan	Date: 19 Jan	Date: 20 Jan	Date: 21 Jan
Day: Monday	Day: Tuesday	Day: Wednesday	Day: Thursday	Day: Friday	Day: Saturday
Date: 23 Jan	Date: 24 Jan	Date: 25 Jan	Date: 26 Jan	Date: 27 Jan	Date: 28 Jan



S.No	Employee ID	Name	Competency	
			Trainable	Non Trainable
1	90123	A		
2	90545	B		
3	90674	C		
4	90376	D		
5	90110	E		
6	90766	F		
7	90443	G		
8	90023	H		
9	90812	I		
10	90234	J		
11	90909	K		
12	90023	M		

S.No	Employee ID	Name	Competency						
			Teamwork	Grooming Skills	Product Knowledge	Communication Skills	Decision Making	Attitude	Punctuality
1	90123	A							
2	90545	B							
3	90674	C							
4	90376	D							
5	90110	E							
6	90766	F							
7	90443	G							
8	90023	H							
9	90812	I							
10	90234	J							
11	90909	K							
12	90023	M							

## Annexure D

You are the manager of a retail store and your duty is to keep operations smooth by managing the inventory. Following are the products with the full description by their purchasing date and the remaining quantity. Now as a manager you have to figure out which product is fast moving product and which one slow. After identifying the nature of the product you have to make the decision which product should have to be purchase in which quantity and with which frequency. The store policy is that the product quantity in inventory shouldn't be less than 15%. They categories the products into 3 categories.

1. Active product (which are on high demand) need to be purchased within 1 month
2. Normal product (which are on average demand) need to be purchased within 3-6 months
3. Death product (which are not selling) need to be purchased in small quantity and mostly after a year or more.

S.no	Product name	Date of purchase	Quantity purchase	Current date	Remaining quantity	Product nature	Estimated purchasing time
1	A	15/09/2019	1000	17/10/2019	30		
2	B	07/05/2019	50	17/10/2019	35		
3	C	18/08/2019	450	17/10/2019	90		
4	D	2/02/2018	70	17/10/2019	38		
5	E	1/10/2019	680	17/10/2019	210		
6	F	28/09/2019	1200	17/10/2019	85		
7	G	1/08/2019	800	17/10/2019	65		

The store is very conscious about the quality of the product and for that they use a score card to evaluate the quality of the product supplied by the supplier. For product A they have 2 suppliers.

### SUPPLIER 1:

QUALITY	7/10
LEAD TIME	9/10
PREVIOUS PERFORMANCE	6//10
CREDIT TERM	8/10

### SUPPLIER 2:

QUALITY	10/10
LEAD TIME	8/10
PREVIOUS PERFORMANCE	7/10
CREDIT TERM	4/10

SCORECARD FOR SUPPLIER 1:


PARTICULARS	WEIGHTAGE	RATING	TOTAL
QUALITY	0.4		
LEADTIME	0.3		
PREVIOUS PERFORMANCE	0.1		
CREDIT TERMS	0.2		


SCORECARD FOR SUPPLIER 2:

PARTICULARS	WEIGHTAGE	RATING	TOTAL
QUALITY	0.4		
LEADTIME	0.3		
PREVIOUS PERFORMANCE	0.1		
CREDIT TERMS	0.2		

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