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RETAIL OPERATIONS MANAGEMENT

CBT Curriculum

National Vocational
Certificate Level 2-5

Version 1 - April 2019



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Introduction

With the induction of global brands and outlets, Pakistan's retail sector at present witnessing a booming and impressive growth. The local retailers are expanding their boundaries to compete with their larger foreign competitors. In 2013, seven Pakistani brands were nominated for the first time for the World Retail Awards held in Paris, in which three brands were shortlisted. Many local brands have expanded and gone global by adopting fast-changing trends. With an estimated size of the retail market at around \$50 billion, the country's retail sector is growing faster than its economy. But still there is long way to go and some key initiatives by the government and entrepreneurs need to be taken to meet the future challenges confronting retailing industry in Pakistan.

Today, we find in our cities big shopping malls and hypermarkets and small and medium scale outlets which provides various categories of products under one roof. The phenomenal growth in retail sector bodes well for the country's economic health, as the sector can create enormous job opportunities and attract foreign investment into the country by alluring global brands to the local market.

Trends in the country's retail industry are quite encouraging, as far as the development of new retail formats and the establishment of large number of global chains' retail outlets across the country is concerned. The country has witnessed the mushroom growth of more and more malls, restaurants, sport complexes, multiplex cinemas, and large number of shops in big cities. Household size and income have a decisive influence over shopping decisions. Research studies show that in Pakistan's mega cities most households with larger family sizes shop at general stores, while those with smaller family sizes shop at large supermarkets. Quality shopping has led consumers towards modern retail shopping options. Most consumers seek quality products in adequate quantities under one roof. The retail stores and shopping malls have become very attractive to the consumers in Pakistan. For many Pakistanis, a visit to modern retail, hyperstore market and wholesale centers has become a pleasant family outing

Definition/ Description of the training programme for Retail Operations Management

- National Vocational Certificate level 2, in Retail Operations Management
- National Vocational Certificate level 3, in Retail Operations Management
- National Vocational Certificate level 4, in Retail Operations Management
- National Vocational Diploma level 5, in Retail Operations Management

Purpose of the training programme

The purpose of these qualifications is to set high professional standards for retail operations job. These national qualifications will support training providers in enhancing the quality of training and assessment in Pakistan. The specific objectives of developing these qualifications are as under:

- Improve the overall quality of training delivery and setting national benchmarks for training of retail operations management in the country

- Provide flexible pathways and progressions to learners enabling them to receive relevant, up-to-date and recent skills
- Provide basic knowledge through competency-based assessment which is recognized and accepted by employers
- Establish a standardized and sustainable system of training for retail operations management in the country

Overall objectives of training programme

After completion of vocational training the graduates of the training program will have a good balance of knowledge, skills, attitude and work experiences, which are the essential elements of employability.

This course shall be facilitating the trainees to:

- Enhance their knowledge and skills to understand various aspects of the retail operations management.
- Comprehend core values essential to work effectively attain product knowledge, handle cash counter, perform sales, Provide Customer Services, Perform Retail Finance, Manage Omi-Chanel, Manage Inventory Control, Carryout Administrative Activates, Maintain Store Safety, Maintain Store Security, Monitor in store display, Manage Staff, Provide Training to staff, Manage shopper marketing program, Create display for small business, Buy Merchandise, Manage store's categories, Manage partners' relationship, Manage Finance
- To work as retail operations manager

Competencies to be gained after completion of course

Other than understanding retail sector functions, following competency will be gained after completion of the course:

- Understand the techniques & procedures of performing stocking operation
- Able to attain product knowledge
- Understand procedures of handling cash counter
- Able to perform sales
- Able to prepare Inventory Requirements & reports
- Understand process of providing Customer Services
- Understand techniques & procedures of performing retail finance
- Able to manage Omi-Chanel
- Understand process of delivering Services Excellence
- Able to Manage Inventory Control
- Understand process of Carrying out Administrative Activates

- Able to Maintain Store Safety
- Able to Maintain Store Security
- Understand process of monitoring in store display
- Understand process of performing bookkeeping
- Able to Manage Staff
- Understand process of Providing Training to staff
- Able to Develop Teams
- Understand process of managing shopper marketing program
- Understand process of creating display for small business
- Able to Buy Merchandise
- Understand process of managing store's categories
- Able to Manage partners' relationship
- Able to Manage Finance
- Understand process of delivering Operational Excellence

Possible available job opportunities available immediately and later in the future

Trainee can work as the following, after completing this course:

- Sales Executives
- Customer Services Representative
- Floor Incharge
- Floor Manager
- Section Office
- Section Manager
- Store Manager

Trainee entry level

Title	Entry requirements
National Vocational Certificate level 2, in Retail Operations Management	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is the person must have matric pass.
National Vocational Certificate level 3, in Retail Operations Management	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person having National Vocational Certificate level 2 in Retail Operations Management. OR a person has matric with 2-year experience of retail operations can also apply.
National Vocational Certificate level 4, in Retail Operations Management	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person having National Vocational Certificate level 3 in Retail Operations Management. OR a person has matric with 5-year experience of retail operations can also apply.
National Vocational Certificate level 5, in Retail Operations Management	Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person having National Vocational Certificate level 4 in Retail Operations Management. OR a person has Intermediate with 2-year experience of retail operations can also apply.

Minimum qualification of trainer

Trainer must possess a bachelor's degree and have working experience of minimum 3 years or a diploma along 5 years' experience in the field of retail operations management.

Recommended trainer : trainee ratio

The recommended ratio of Trainer : Trainee should be 1 : 20

Medium of instruction i.e. language of instruction

Medium of instruction is English and Urdu

Duration of the course (Total time, Theory & Practical time)

Following is the duration of the course

Certificate in Retail Operation Management (NVQF Level 2)			
Time Frame	Credits	Theory Hours	Practical Hours
6 Months	60	120	480
Total	600	Hours	

Certificate in Retail Operation Management (NVQF Level 3)			
Time Frame	Credits	Theory Hours	Practical Hours
6 Months	68	174	506
Total	680	Hours	

Certificate in Retail Operation Management (NVQF Level 4)			
Time Frame	Credits	Theory Hours	Practical Hours
6 Months	76	207	553
Total	760	Hours	

Diploma in Retail Operation Management (NVQF Level 5)			
Time Frame	Credits	Theory Hours	Practical Hours
1 Months	190	562	1338
Total	1900	Hours	

Summary – overview of the curriculum for level 2

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
<p>Module 1: Attain Product Knowledge</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to attain product knowledge</p>	<p>LU1: Identify categories in store LU2: Identifies product ranges in categories LU3: Identifies products' features & benefits LU4: Handle Product</p>	16	64	80
<p>Module 2: Perform Sales</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to perform sales</p>	<p>LU1: Identify Prospects/Customer LU2: Intercept Customer LU3: Provide Product Advice LU4: Perform Product Demonstration LU5: Pitch the customer LU6: Use Selling Techniques LU7: Close the sales LU8: Maintain Relationship with Customer</p>	24	96	120
<p>Module 3: Perform Stocking Operations</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to perform stocking operations</p>	<p>LU1: Receive stock LU2: Place stock in back store LU3: Place tags on products LU4: Place stock in shelves LU5: Prepare stock report</p>	16	64	80

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
<p>Module 4: Handle Cash Counter</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to handle cash counter</p>	<p>LU1: Operate POS System LU2: Operate credit/debit Card Machine LU3: Pack products as per SOPs LU4: Prepare sales reconciliation LU5: Perform cash management</p>	16	64	80

Summary – overview of the curriculum for level 3

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
<p>Module 1: Provide Customer Services</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to provide customer services</p>	<p>LU1: Deliver Service to Customers LU2: Maintain Customer Data LU3: Provide after sales services LU4: Deal Customer Complaints LU5: Deal Returns & Exchange</p>	24	96	120
<p>Module 2: Prepare Inventory Requirements & Reports</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to prepare inventory requirements & reports</p>	<p>LU1: Prepare purchase requisition LU2: Record Inventory Data LU3: Monitor Shrinkage LU4: Perform stock taking</p>	16	64	80
<p>Module 3: Manage Omni Channel</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to manage Omni channel</p>	<p>LU1: Take order confirmation LU2: Pack online orders LU3: Coordinate with Delivery Partner/Team LU4: Dispatch Online Orders LU5: Manage online orders, returns & exchange LU6: Monitor Fake Orders LU7: Seek Delivery Confirmation & feedback</p>	38	62	100

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
<p>Module 4: Perform Retail Finance</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to perform retail finance</p>	<p>LU1: Process petty cash transactions LU2: Prepare banking documents LU3: Process non-cash transactions LU4: Reconcile invoices for payment to creditors LU5: Prepare invoices for debtors</p>	44	76	120

Summary – overview of the curriculum for level 4

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
<p>Module 1: Deliver Services Excellence</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to deliver services excellence</p>	<p>LU1: Manage service quality & customer satisfaction LU2: Manage in store service performance LU3: Develop service operation LU4: Manage customer loyalty program LU5: Manage customer services at customer touch points</p>	16	64	80
<p>Module 2: Carryout Administrative Activities</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to carryout administrative activities</p>	<p>LU1: Maintain Housekeeping standards LU2: Maintain store facilities LU3: Coordinate with contractors LU4: Manage Utilities LU5: Comply with govt. rules & regulations LU6: Manage External affairs</p>	20	60	80
<p>Module 3: Maintain Store Safety</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to maintain store safety</p>	<p>LU1: Inform team members LU2: Involve team member LU3: Monitor and maintain a safe working environment LU4: Implement emergency procedures LU5: Maintain occupational health and safety records</p>	24	36	60

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
<p>Module 4: Maintain Store Security</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to maintain store security</p>	<p>LU1: Apply routine store security LU2: Minimize theft LU3: Monitor and Maintain store security</p>	12	48	60
<p>Module 5: Monitor in-store display</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to monitor in-store display</p>	<p>LU1: Interpret visual merchandising plan LU2: Monitor display requirements LU3: Maintain displays to organization requirements and plan LU4: Contribute to the visual merchandising standards of the organisation</p>	26	34	60
<p>Module 6: Develop Professionalism</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to develop professionalism</p>	<p>LU1: Create a Personal vision/mission LU2: Manage your Attitude LU3: Manage time LU4: Manage your Professional Development LU5: Participate in Trainings and performance review</p>	15	25	40

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
<p>Module 7: Manage Inventory Control</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to manage inventory control</p>	<p>LU1: Monitor Shrinkage LU2: Perform stock taking</p>	32	48	80
<p>Module 8: Perform Book Keeping</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to perform book keeping</p>	<p>LU1: Prepare General Journal LU2: Prepare Cashbook</p>	10	30	40

Summary – overview of the curriculum for level 5

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
<p>Module 1: Manage Outlet/Store Sales Performance</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to manage outlet/store sales performance</p>	<p>LU1: Interpret information on sales goals and targets LU2: Prepare Sales Forecast LU3: Set Salespersons’ targets LU4: Maintain outlet/store sales performance LU5: Communicate sales performance to management LU6: Use control charts to monitor sales</p>	20	80	100
<p>Module 2: Develop Business Opportunities</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to develop business opportunities</p>	<p>LU1: Research business opportunities or market trend LU2: Prepare Analysis report on new market trend and segments LU3: Develop business continuity plans LU4: Facilitate management in the development of organisation strategies</p>	16	64	80
<p>Module 3: Deliver Operational Excellence</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to deliver operational excellence</p>	<p>LU1: Identify Near Loss & Lost Items LU2: Align Business Partners for floor upgradation LU3: Maintain Store Ambiance LU4: Develop Store Operation’s Strategy & plan LU5: Monitor Operations of promotions & events LU6: Carryout Continuous Improvement activities LU7: Monitor sales conversion ratio</p>	30	50	80

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
Module 4: Manage Staff Aim: The aim of this module is to develop advanced knowledge, skills and understanding to manage staff	LU1: Maintain duty roster LU2: Allocate duties to staff LU3: Monitor Staff LU4: Resolve staff conflict LU5: Comply with store values LU6: Handle Harassment issues LU7: Perform Time Management LU8: Align staff with Store KPIs LU9: Prepare staff succession plan	46	74	120
Module 5: Provide Training to Staff Aim: The aim of this module is to develop advanced knowledge, skills and understanding to provide training to staff	LU1: Perform Morning Meetings/Refreshers LU2: Perform training need analysis LU3: Arrange staff training LU4: Provide training on store policies LU5: Provide product knowledge trainings	45	75	120
Module 6: Develop Teams & Individuals Aim: The aim of this module is to develop advanced knowledge, skills and understanding to develop teams & individuals	LU1: Monitor and evaluate workplace learning LU2: Develop team commitment and cooperation LU3: Plan learning and development in the team LU4: Select suitable learning method LU5: Facilitate accomplishment of organizational goals	24	56	80

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
<p>Module 7: Manage Shopper's Marketing Program</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to manage shopper's marketing program</p>	<p>LU1: Collect Information on Customer Profile LU2: Develop Customer Marketing Programs LU3: Monitor Customer Marketing Program</p>	56	124	180
<p>Module 8: Create a display for small scale store</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to create a display for small scale store</p>	<p>LU1: Identify the requirements of the display LU2: Develop display ideas LU3: Develop and implement display plan LU4: Maintain display</p>	60	120	180
<p>Module 9: Buy Store Merchandise</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to buy store merchandise</p>	<p>LU1: Analyse Market LU2: Plan product range LU3: Establish supplier relations LU4: Monitor quality control LU5: Introduce product range LU6: Maximise profit LU7: Rationalise stock</p>	63	117	180

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
<p>Module 10: Manage Store Categories</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to manage store categories</p>	<p>LU1: Identify categories for stores LU2: List & de-list category LU3: Plan store category layout LU4: Evaluate category performance LU5: Facilitate Vendors</p>	60	60	120
<p>Module 11: Manage business partners(Vendors) relations</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to manage business partners(vendors) relations</p>	<p>LU1: Coordinate with Business Partners LU2: Maintain business Partnership LU3: Provide Feedback on quality & Effectiveness of Partnership</p>	26	54	80
<p>Module 12: Plan & Organize Work</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to plan & organize work</p>	<p>LU1: Set objectives and plan work activities LU2: Plan and schedule work activities LU3: Implement work plans LU4: Monitor work activities LU5: Review and evaluate work plans and activities</p>	32	48	80

Module Title and Aim	Learning Units	Theory Days/hours	Workplace Days/hours	Timeframe of modules
<p>Module 13: Manage Finance</p> <p>Aim: The aim of this module is to develop advanced knowledge, skills and understanding to manage finance</p>	<p>LU1: Prepare Ledger Accounts LU2: Prepare Income Statement LU3: Prepare Balance Sheet LU4: Prepare Cash flows statement</p>	24	96	120

Modules

1. Attain Product Knowledge

Objective of the module: This competency standard covers the skills and knowledge required to identify categories in store, identifies product ranges in categories, identifies features & benefits and handle products

Duration: 80 Hours **Theory:** 16 Hours **Practical:** 64 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Identify categories in store	<p>The trainee will be able to:</p> <p>P1. Identify no. of category in store.</p> <p>P2. Identify products assortment in categories.</p> <p>P3. Identify locations categories & its products.</p>	<p>Explain retailing</p> <p>Explain scope of retail</p> <p>Explain classification of retailing formats</p> <p>Explain function of retailing</p> <p>Explain products in stores</p> <p>Explain categories in stores</p> <p>Explain products assortments in stores</p> <p>Explain category sections in stores</p> <p>Explain product sections in stores</p>	<p>Total 20</p> <p>Theory: 4</p> <p>Practical: 16</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU2: Identifies product ranges in categories	<p>The trainee will be able to:</p> <p>P1. Identify range of product with in each category.</p> <p>P2. Identify available product stock</p>	<p>Explain Food & Non Food stores</p> <p>Explain food retail</p> <p>Explain products in food retail</p> <p>Explain Clothing & Textile</p> <p>Explain Consumable Durables</p> <p>Explain Footwear</p>	<p>Total 20</p> <p>Theory: 4</p> <p>Practical: 16</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

	<p>P3. Identify new products or category introducing in store</p>	<p>Explain Jewelry</p> <p>Explain techniques of identification of stock availability.</p> <p>Explain depth of product range in category</p> <p>Explain width of product range in category</p>			
<p>LU3: Identifies products' features & benefits</p>	<p>The trainee will be able to:</p> <p>P1. Identify feature of products</p> <p>P2. Identify benefit of products</p> <p>P3. Identify products' key selling points.</p> <p>P4. Identify value for money of products</p> <p>P5. Identify alternates of the products</p>	<p>Explain what is features of products</p> <p>Explain what is benefits of products</p> <p>Explain what is value for money of products</p> <p>Explain ways to identify features of products</p> <p>Explain ways to identify benefits of products</p> <p>Explain what is selling points of products</p> <p>Explain techniques to identify and use selling points of products</p> <p>Explain what are alternative products</p> <p>Explain what are substitute products</p>	<p>Total 20</p> <p>Theory: 4</p> <p>Practical: 16</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
<p>LU4: Handle Product</p>	<p>The trainee will be able to:</p> <p>P1. Identify guidelines of product handling</p> <p>P2. Identify guidelines of presenting product</p> <p>P3. Perform product handling as per</p>	<p>Explain product handling</p> <p>Explain product manual and its instructions</p> <p>Explain guidelines of presenting products</p> <p>Explain retail norms of presenting products as per their types.</p>	<p>Total 20</p> <p>Theory: 4</p> <p>Practical: 16</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	SOP/Product Manuals P4. Present products as per SOP/guidelines				
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2. Perform Stocking Operations

Objective of the module: This competency standard covers the skills and knowledge required to receive stock, place stock in back store, place tags on products, place stock in shelves, and prepare stock report.

Duration: 80 Hours **Theory:** 16 Hours **Practical:** 64 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Receive stock	<p>The trainee will be able to:</p> <p>P1. Maintain orderliness of receiving dock as per store polices</p> <p>P2. Unload the stock as per store polices</p> <p>P3. Verify the stock with demand/requisition</p> <p>P4. Check the condition/expiry dates of stock</p> <p>P5. Sign the delivery challan</p> <p>P6. Maintain vendor delivery challan record</p>	<p>Explain ways to maintain orderliness while receiving stock</p> <p>Explain importance of orderliness while receiving stock</p> <p>Explain procedure of receiving stock</p> <p>Explain documents involve in receiving stock</p> <p>Explain methods of verifying stocks while receiving</p> <p>Describe methods of maintain delivery challan records</p>	<p>Total 16 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 12 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU2: Place stock in back store	<p>The trainee will be able to:</p>	<p>Explain stock placement techniques</p> <p>Explain stock distribution techniques</p>	<p>Total 16 Hours</p>	<p>Multimedia</p> <p>Videos</p>	Class room with multimedia aid and flip charts

	<p>P1.Distribute the stock according to categories</p> <p>P2.Place the stock as per store policies</p> <p>P3.Maintain bin carts of store</p>	<p>Explain bin cards</p> <p>Explain importance of bin carts</p> <p>Explain techniques to maintain bin carts</p>	<p>Theory: 3 Hours</p> <p>Practical: 13 Hours</p>	<p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	
LU3: Place tags on products	<p>The trainee will be able to:</p> <p>P1.Identify product's tags</p> <p>P2.Verify tags through barcodes</p> <p>P3.Place the tags</p> <p>P4.Place rail cards on shelves</p>	<p>Explain product tags</p> <p>Explain methods of identifying product tags</p> <p>Explain standard or norms of tags placement</p> <p>Explain rail cards</p> <p>Explain importance of placement of rail cards</p>	<p>Total 16 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 13 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU4: Place stock in shelves	<p>The trainee will be able to:</p> <p>P1.Inspect the stock as per store policies</p> <p>P2.Display the products according to category</p> <p>P3.Apply LIFO & FIFO rule</p>	<p>Explain inspection of stock</p> <p>Explain method of inspection of stock</p> <p>Explain norms & standards of displaying products</p> <p>Explain FIFO</p> <p>Explain importance & purpose of FIFO</p> <p>Explain LIFO</p>	<p>Total 16 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 13 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

	P4. Refill the stock on shelves	Explain importance of & purpose of LIFO			
LU5: Prepare stock report	The trainee will be able to: P1. Prepare near expiry report of store stock P2. Prepare expired product's report of store stock P3. Prepare available inventory report of store stock P4. Prepare slow mover item report as per store policies	Explain stock report Explain near expiry product report Describe near expiry report product format Explain expired product report Describe expired product report format Explain available inventory report Describe available inventory report format Explain slow mover items report Describe available slow mover items report format	Total 16 Hours Theory: 3 Hours Practical: 13 Hours	Multimedia Videos Handouts Learner's guide White board Board markers	Class room with multimedia aid and flip charts

3. Perform Sales

Objective of the module: This competency standard covers the skills and knowledge required to identify prospects or customers, intercept customer, provide product advice, perform product demonstration, pitch the customer, use selling techniques, close the sale, and maintain relationship with customer.

Duration: 120 Hours **Theory:** 24 Hours **Practical:** 96 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Identify Prospects/Customer	<p>The trainee will be able to:</p> <p>P1. Gather data for prospecting</p> <p>P2. Analyse customer data</p>	<p>Explain Prospecting</p> <p>Explain Customer vs Consumer</p> <p>Explain techniques of gathering data for prospecting</p> <p>Explain analyzing techniques of customer data for prospecting</p>	<p>Total 15 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 12 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU2: Intercept Customer	<p>The trainee will be able to:</p> <p>P1. Greet Customer as per SOP</p> <p>P2. Introduce yourself as per SOP</p> <p>P3. Find customer approach timing</p> <p>P4. Use Intercepting techniques</p>	<p>Explain greeting and its purpose</p> <p>Explain importance of customer greetings</p> <p>Explain customer greeting techniques</p> <p>Explain ways of introduction to customer</p> <p>Explain customer approaching timing and its importance</p> <p>Explain intercepting techniques</p> <p>Explain about customer buying motives</p> <p>Explain ways to identify customer buying motives</p>	<p>Total 15 Hours</p> <p>Theory: 5 Hours</p> <p>Practical: 10 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P5. Identify customer needs or buying motives</p> <p>P6. Apply questioning techniques for customer buying motive identification</p>	<p>Explain question techniques & its importance</p>			
LU3: Provide Product Advice	<p>The trainee will be able to:</p> <p>P1. Suggest products to customer</p> <p>P2. Provide product specification to customer</p> <p>P3. Provide product features to customer</p> <p>P4. Provide product alternate to customer</p>	<p>Explain what product advice</p> <p>Explain ways to provide product advice</p> <p>Explain techniques of explaining product features & benefits to customer</p> <p>Explain ways to introduce alternate to customer</p>	<p>Total 15 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 12 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU4: Perform Product Demonstration	<p>The trainee will be able to:</p> <p>P1. Present product as per SOP</p> <p>P2. Set product as per product manual</p>	<p>Explain the product performance and benefits.</p> <p>Explain the product structure and its uniqueness</p> <p>Explain what is product manual and its benefits</p> <p>Explain usage product manual.</p> <p>Explain Demonstration of products & its purpose</p>	<p>Total 15 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 12 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	P3. Demonstrate product & its feature as per SOP	Explain ways to demonstrate products and its importance			
LU5: Pitch the customer	The trainee will be able to: P1. Identify the potential opportunities for sales P2. Set the sales call objectives P3. Use engaging techniques P4. Execute sales pitch	Explain sales pitch Explain sales call objectives & its importance Explain identification techniques for sales opportunities Describe engaging techniques Explain techniques for engaging the customer. Explain ways for the execution of the sales pitch.	Total 15 Hours Theory: 3 Hours Practical: 12 Hours	Multimedia Videos Handouts Learner's guide White board Board markers	Class room with multimedia aid and flip charts
LU6: Use Selling Techniques	The trainee will be able to: P1. Perform Cross Selling P2. Perform Up Selling P3. Perform Down Selling	Describe selling techniques Explain cross selling techniques & Its usage Explain up selling techniques & Its usage Explain down selling techniques & Its usage	Total 15 Hours Theory: 3 Hours Practical: 12 Hours	Multimedia Videos Handouts Learner's guide White board Board markers	Class room with multimedia aid and flip charts
LU7: Close the sales	The trainee will be able to: P1. Escort customer to cash counter	Explain etiquettes of escorting customers to cash counter Explain benefits of escorting customer to cash counter	Total 15 Hours Theory: 4 Hours	Multimedia Videos Handouts Learner's guide	Class room with multimedia aid and flip charts

	<p>P2. Provide information on upcoming promotion & offers</p> <p>P3. Motivate/Convince customer for impulse buying</p> <p>P4. Follow closing techniques to finalize the sale</p> <p>P5. Follow up from customer</p> <p>P6. Ask referral from customer</p>	<p>Explain ways to introduce upcoming promotion and offers</p> <p>Explain impulse buying</p> <p>Explain techniques of motivating customer for impulse buying.</p> <p>Explain closing techniques & its purpose</p> <p>Explain referrals and its benefits.</p>	<p>Practical: 11 Hours</p>	<p>White board</p> <p>Board markers</p>	
<p>LU8: Maintain Relationship with Customer</p>	<p>The trainee will be able to:</p> <p>P1. Establish rapport by finding common ground</p> <p>P2. Apply best-supported methods for establishing rapport with specific clients</p> <p>P3. Create a positive first impression and establish credibility with client</p>	<p>Explain importance of rapport.</p> <p>Explain ways for creating good rapport with customer</p> <p>Explain ways to find out common grounds</p> <p>Explain strategies for creating good rapport.</p> <p>Explain techniques for establishing positive first impression with the client.</p> <p>Explain methods for communication with the client</p> <p>Explain techniques for communicating and wishing client on special events.</p> <p>Explain client contact management & its importance.</p>	<p>Total 15 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 11 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P4. Ask client of preferred method to communicate</p> <p>P5. Wish customer on seasonal/festive occasions</p> <p>P6. Maintain client/contact management files</p>	<p>Explain methods to manage client contact management.</p> <p>Explain mode for recording data of the clients.</p>			
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4. Handle Cash Counter

Objective of the module: This competency standard covers the skills and knowledge required to operate POS system, operate credit/debit card machine, pack products as per SOPs, prepare sales reconciliation, and perform cash management.

Duration: 80 Hours **Theory:** 16 Hours **Practical:** 64 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Operate POS System	The trainee will be able to:	Explain Point of Sales (POS) system Explain essential items of POS systems Explain operations of POS system Explain POS Terminal Describe equipment of POS system Explain procedures of opening of POS terminal Describe procedures of closing of POS terminal Explain how to operate POS System Explain how to connect other equipment with POS system Explain procedures of scanning products for billing Explain bar codes Explain benefits of bar codes Explain importance of rechecking bill & quantity of bill items	Total 16 Hours Theory: 4 Hours Practical: 12 Hours	Multimedia Videos Handouts Learner's guide White board Board markers	Class room with multimedia aid and flip charts

	<p>P1. Set POS system as per machine manual</p> <p>P2. Start & Close POS terminal as per SOP</p> <p>P3. Verify the product bar code before scan</p> <p>P4. Ensure the product quantity and bill amount</p> <p>P5. Communicate verbally price/total/amount of bill & cash received to customer.</p> <p>P6. Enter debit/credit card & machine details in POS systems</p> <p>P7. Ensure to sign out from POS system</p>	<p>Describe way to communication with client while processing bills</p> <p>Explain importance of communication with client</p>			
LU2: Operate credit/debit Card Machine	<p>The trainee will be able to:</p> <p>P1. Set credit/debit card machine</p> <p>P2. Charge credit/debit card details</p>	<p>Explain Debit Card</p> <p>Explain Credit Card</p> <p>Explain Debit/Credit Card Machine</p> <p>Explain procedure to operate credit/debit card machine</p>	<p>Total 16 Hours</p> <p>Theory: 3 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P3. Make sure to enter exact amount</p> <p>P4. Get signature of customer on credit/debit card slip</p> <p>P5. Create a credit/debit machine settlement slip</p> <p>P6. Maintain record of slips</p>	<p>Explain key things to note while charging credit/debit card machine</p> <p>Explain debit/credit card settlement</p> <p>Explain process of printing credit/debit card machine settlement</p> <p>Explain importance of maintaining records of slips</p> <p>Explain ways to create & maintain records of debit/credit card slips.</p>	<p>Practical: 13 Hours</p>	Board markers	
LU3: Pack products as per SOPs	<p>The trainee will be able to:</p> <p>P1. Remove company's accessories from products</p> <p>P2. Segregate products according to SOPs</p> <p>P3. Pack the products as per SOPs</p> <p>P4. Maintain wrapping material or bags supplies at till</p>	<p>Explain packing techniques of products</p> <p>Explain procedure of removal of tags and store accessories</p> <p>Explain how to segregate products</p> <p>Explain norms & standards of segregation of products</p> <p>Explain product packing norms & standards</p> <p>Explain wrapping material types & its uses</p>	<p>Total 16 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 13 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU4: Prepare sales reconciliation	<p>The trainee will be able to:</p>	<p>Explain POS sales report</p> <p>Explain method of making POS sales report</p>	<p>Total 16 Hours</p> <p>Theory: 3</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p>	Class room with multimedia aid and flip charts

	<p>P1. Prepare POS sales report</p> <p>P2. Match POS sale report with counter cash</p> <p>P3. Match POS sales report with credit/debit card slip</p> <p>P4. Records transaction errors according to store policy</p> <p>P5. Verify the short and excess amount</p> <p>P6. Deposit the amount to accounts department</p>	<p>Explain method of ensuring POS sales report and counter cash match each other.</p> <p>Explain method of ensuring POS sales report and credit/debit card slip match each other.</p> <p>Explain how to record transaction errors</p> <p>Describe ways to reconcile transaction errors.</p>	<p>Hours</p> <p>Practical: 13 Hours</p>	<p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	
LU5: Perform cash management	<p>The trainee will be able to:</p> <p>P1. Count the opening amount</p> <p>P2. Receive and count the cash amount according to bill</p> <p>P3. Check fake currency note and report as per store policy</p>	<p>Explain procedure of taking over cash counter</p> <p>Describe activities to perform cash management</p> <p>Explain importance of counting of opening amount in cash counter</p> <p>Explain way to identify fake currency.</p> <p>Explain procedure to report fake currency.</p> <p>Explain ways to manage currency notes in cash till.</p> <p>Explain management of cash.</p>	<p>Total 16 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 13 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P4.Place currency note as per denominator</p> <p>P5.Maintain supplies of change in point of sale terminal according to store policy.</p> <p>P6.Handle cash according to store security procedure</p> <p>P7.Deposit the amount to accounts department</p>	<p>Explain ways to handle cash</p> <p>Explain process of filling deposit slips</p>			
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5. Provide Customer Services

Objective of the module: This competency standard covers the skills and knowledge required to delivery services to customers, maintain customer data, provide after sales services, deal customer complaints, & deal return & exchanges.

Duration: 120 Hours **Theory:** 24 Hours **Practical:** 96 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Deliver Service to Customers	<p>The trainee will be able to:</p> <p>P1. Communicate with customers conducted in a professional, courteous manner, according to store policy</p> <p>P2. Meet customer's requests or refer to supervisor as per store policy</p> <p>P3. Maintain contact with customer till sales completion</p> <p>P4. Use verbal and non-verbal communication to develop rapport with customer</p>	<p>Describe communication process</p> <p>Describe verbal & non-verbal communication</p> <p>Explain impact of non-verbal communication on customers</p> <p>Explain techniques to communicate with customer</p> <p>Define importance of store policy understanding</p>	<p>Total 24 Hours</p> <p>Theory: 5 Hours</p> <p>Practical: 19 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

<p>LU2: Maintain Customer Data</p>	<p>The trainee will be able to:</p> <p>P1. Identify customer feedback objectives</p> <p>P2. Design customer feedback form</p> <p>P3. Obtain relevant information from customer</p> <p>P4. Record customer feedback</p> <p>P5. Record customer details & information</p> <p>P6. Prepare Customer Directory</p>	<p>Explain customer feedback & its importance</p> <p>Explain importance of understanding feedback objectives</p> <p>Describe feedback forms types and design.</p> <p>Describe questioning techniques for collecting feedback.</p> <p>Explain method of recording customer details and information.</p> <p>Explain customers' feedback's importance for business.</p> <p>Explain the method of gaining the information from the customer for improvement.</p>	<p>Total 24 Hours</p> <p>Theory: 5 Hours</p> <p>Practical: 19 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
<p>LU3: Provide after sales services</p>	<p>The trainee will be able to:</p> <p>P1. Record customer's demands / complaints attentively.</p> <p>P2. Use simple, clear and assertive language during interaction</p>	<p>Explain customer complain & its types</p> <p>Explain ways to interact with customer</p> <p>Explain ways of recording customer's complain and demands.</p> <p>Describe professional ways for communicating with the customer.</p> <p>Explain techniques for gathering information from customer about the demand and needs.</p> <p>Explain the procedures for communicating within the department for customer's issues solution.</p>	<p>Total 24 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 20 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P3. Gather information about customer's demands & need</p> <p>P4. Coordinate with other departments to resolve customer issues</p>				
LU4: Deal Customer Complaints	<p>The trainee will be able to:</p> <p>P1. Identify customer complain type/nature by active listening & questioning</p> <p>P2. Identify solutions for complain as per SOP</p> <p>P3. Handle customer & his complain with sensitively, courteously and with discretions</p> <p>P4. Resolve customer complain as per SOP</p> <p>P5. Refer supervisor for unresolved customer dissatisfaction or complaints</p>	<p>Explain complaints and its types.</p> <p>Explain questioning techniques to understand complain</p> <p>Explain SOP and its importance for resolution of complains</p> <p>Describe ways to find solution for the complaint.</p> <p>Explain way to provide solution for the customer's complaint</p> <p>Explain procedures for special problems for unsolved customer's complaints.</p> <p>Explain ways to ensure customer satisfaction after complain resolution.</p> <p>Describe post complain customer feedback recording procedures.</p>	<p>Total 24 Hours</p> <p>Theory: 6 Hours</p> <p>Practical: 18 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P6. Ensure customer satisfaction during resolution of complain</p> <p>P7. Record Post complain customer feedback</p>				
LU5: Deal Returns & Exchange	<p>The trainee will be able to:</p> <p>P1. Identify products condition received for return/exchange</p> <p>P2. Identify store policy for return/exchange</p> <p>P3. Communicate store policy to customer</p> <p>P4. Handle return/exchange with sensitively, and courteously</p> <p>P5. Return/exchange products as per SOP</p>	<p>Explain product returns & exchange</p> <p>Explain importance of following rules and regulation for the product return and exchange.</p> <p>Explain importance of store policy and its proper communication to customer.</p> <p>Explain ways to identify the product condition that received for return or exchange.</p> <p>Explain handling techniques of returns & exchange of products</p> <p>Explain use of right communication of while handling customer.</p>	<p>Total 24 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 20 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

6. Prepare Inventory Requirements & Reports

Objective of the module: This competency standard covers the skills and knowledge required to prepare purchase requisition, record inventory data, monitor shrinkage, & perform stocking taking.

Duration: 80 Hours **Theory:** 16 Hours **Practical:** 64 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Prepare purchase requisition	<p>The trainee will be able to:</p> <p>P1. Identify product requirement for store</p> <p>P2. Make purchase requisition as per store polices</p> <p>P3. Submit purchase requisition as per store polices</p> <p>P4. Follow up on purchase requisition</p> <p>P5. Maintain purchase requisition record</p>	<p>Explain purchase requisition</p> <p>Explain purchase requisition purpose & importance</p> <p>Explain process of purchase requisition</p> <p>Explain methods of identifying product requirement</p> <p>Explain product requirement format</p> <p>Explain method of maintain purchase requisition record</p>	<p>Total 20 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU2: Record Inventory Data	<p>The trainee will be able to:</p> <p>P1. Enter the data in software as per store polices</p>	<p>Explain inventory data</p> <p>Explain methods of recording inventory</p> <p>Explain inventory report</p> <p>Explain procedure of inventory report making</p>	<p>Total 20 Hours</p> <p>Theory: 4 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p>	Class room with multimedia aid and flip charts

	P2. Prepare inventory report as per store polices		Practical: 16 Hours	Board markers	
LU3: Monitor Shrinkage	<p>The trainee will be able to:</p> <p>P1. Identify the damaged/near expiry/expired items/theft</p> <p>P2. Prepare shrinkage report as per store polices</p> <p>P3. Communicate shrinkage to management as per store polices</p> <p>P4. Return the damaged items to relevant supplier/vendor</p>	<p>Describe shrinkage</p> <p>Explain importance of monitoring shrinkage</p> <p>Explain methods of monitoring shrinkage</p> <p>Explain ways to identify damaged, near expire, expired & theft products</p> <p>Explain shrinkage report</p> <p>Describe shrinkage report format</p> <p>Explain process of communicating shrinkage to management</p> <p>Explain process of handling damaged products</p>	<p>Total 20 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU4: Perform stock taking	<p>The trainee will be able to:</p> <p>P1. Verify the physical and system stock as per store polices</p>	<p>Explain Stock taking</p> <p>Explain techniques of stock taking</p> <p>Explain types of stock taking</p> <p>Explain physical stock</p> <p>Explain system stock</p>	<p>Total 20 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p>	Class room with multimedia aid and flip charts

	<p>P2. Prepare stock report as per store policies</p> <p>P3. Record stock discrepancies store policies</p> <p>P4. Report stock discrepancies as per store policies</p> <p>P5. Submit report to the management</p> <p>P6. Keep the record reports</p> <p>P7. Stock performance monitored and fast/slow selling items identified and reported according to store policy.</p>	<p>Explain method of prepare of stock report</p> <p>Explain stock discrepancies</p> <p>Explain stock discrepancies report</p> <p>Explain process of stock discrepancies report</p> <p>Explain stock performance</p> <p>Explain method of monitoring stock performance</p> <p>Explain importance of monitoring stock performance</p>		Board markers	
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7. Perform Retail Finance

Objective of the module: his competency standard covers the skills and knowledge required to process petty cash transactions, prepare banking documents, process non-cash transactions, reconcile invoices for payment to creditors, and prepare invoices for debtors.

Duration: 120 Hours **Theory:** 44 Hours **Practical:** 76 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Process petty cash transactions	The trainee will be able to:	<p>Explain checking petty cash claims for approval, accuracy and authenticity before processing.</p> <p>Describe balancing transactions as per store policy and procedures.</p> <p>Describe noting irregularities in petty cash claims</p> <p>Explain resolving noted irregularities in petty cash claim from concern persons.</p> <p>Describe processing petty cash transactions as story polices</p> <p>Explain recording petty cash transactions as per store procedures</p>	<p>Total 28 Hours</p> <p>Theory: 10 Hours</p> <p>Practical: 18 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

	<p>P1.Check petty cash claims for approval, accuracy and authenticity before processing.</p> <p>P2.Balance transactions as per store policy and procedures.</p> <p>P3.Note irregularities in petty cash claims</p> <p>P4.Resolve noted irregularities in petty cash claim from concern persons.</p> <p>P5.Process petty cash transactions as store policies</p> <p>P6.Record petty cash transactions as per store procedures</p>				
LU2: Prepare banking documents	<p>The trainee will be able to:</p> <p>P1.Balance cashbook entries with counter sales takings</p>	<p>Explain balancing cashbook entries with counter sales takings</p> <p>Describe compiling and balance deposit entries accurately as per store policies.</p> <p>Explain listing cash and non-cash transactions on banking deposit slips in</p>	<p>Total 22 Hours</p> <p>Theory: 8 Hours</p> <p>Practical: 14</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P2. Compile and balance deposit entries accurately as per store policies.</p> <p>P3. List cash and non-cash transactions on banking deposit slips in accordance with the banking institution's guidelines.</p> <p>P4. Process in-store credit systems as per store policy.</p>	<p>accordance with the banking institution's guidelines.</p> <p>Describe processing in-store credit systems as per store policy.</p>	Hours	Board markers	
LU3: Process non-cash transactions	<p>The trainee will be able to:</p> <p>P1. Balance & present credit card transactions to relevant personnel for checking.</p> <p>P2. Note irregularities in non-cash transaction</p> <p>P3. Resolve noted irregularities in non-</p>	<p>Describe balancing & presenting credit card transactions to relevant personnel for checking.</p> <p>Explain noting irregularities in non-cash transaction</p> <p>Explain resolving noted irregularities in non-cash transaction from relevant personnel</p>	<p>Total 20 Hours</p> <p>Theory: 6 Hours</p> <p>Practical: 14 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

	cash transaction from relevant personnel				
LU4: Reconcile invoices for payment to creditors	<p>The trainee will be able to:</p> <p>P1. Identify discrepancies between invoices and delivery and delivery notes</p> <p>P2. Report identified discrepancies between invoices and delivery and delivery notes to relevant personnel/section.</p> <p>P3. Identify errors in invoice charges</p> <p>P4. Report identified errors in invoice charges to relevant personnel/section for correction/resolution.</p> <p>P5. Rectify discrepancies and errors from invoices.</p> <p>P6. Process corrected and authorized</p>	<p>Explain identify discrepancies between invoices and delivery and delivery notes</p> <p>Describe reporting identified discrepancies between invoices and delivery and delivery notes to relevant personnel/section.</p> <p>Explain identifying errors in invoice charges</p> <p>Explain reporting identified errors in invoice charges to relevant personnel/section for correction/resolution.</p> <p>Explain rectifying discrepancies and errors from invoices.</p> <p>Describe processing corrected and authorized invoices for payment as per store policy</p>	<p>Total 25 Hours</p> <p>Theory: 10 Hours</p> <p>Practical: 15 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	invoices for payment as per store policy.				
LU5: Prepare invoices for debtors	<p>The trainee will be able to:</p> <p>P1. Perform preparatory calculations to produce accurate customer invoices.</p> <p>P2. Arrange delivery challans and other documents for invoicing</p> <p>P3. Prepare invoices for debtors as per store policies</p> <p>P4. Dispatch verified documents as per store policies</p> <p>P5. Prepare set of verified documents for recording & auditing purposes</p>	<p>Explain performing preparatory calculations to produce accurate customer invoices.</p> <p>Explain arranging delivery challans and other documents for invoicing</p> <p>Describe preparing invoices for debtors as per store policies</p> <p>Explain dispatching verified documents as per store policies</p> <p>Explain preparing set of verified documents for recording & auditing purposes</p>	<p>Total 25 Hours</p> <p>Theory: 10 Hours</p> <p>Practical: 15 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

8. Manage Omni Channel

Objective of the module: This competency standard covers the skills and knowledge required to take order confirmation, pack online orders, coordinate with delivery partners/teams, dispatch online orders and manage online orders, returns and exchange, monitor fake orders, seek delivery confirmation and feedback.

Duration: 100 Hours **Theory:** 38 Hours **Practical:** 62 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Take order confirmation	<p>The trainee will be able to:</p> <p>P1. Authenticate customer and order details.</p> <p>P2. Confirm mode of payment</p> <p>P3. Confirm delivery address</p>	<p>Explain authenticating customer and order details.</p> <p>Explain confirming mode of payment</p> <p>Explain confirm delivery address</p>	<p>Total 15 Hours</p> <p>Theory: 5 Hours</p> <p>Practical: 10 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU2: Pack online orders	<p>The trainee will be able to:</p> <p>P1. Remove unneeded tags/information from the product</p> <p>P2. Place warranty card or any document</p> <p>P3. Follow guidelines for packaging</p>	<p>Explain removing unneeded tags/information from the product</p> <p>Describe placing warranty card or any document</p> <p>Explain following guidelines for packaging</p> <p>Describe selecting packaging material as per SOP.</p> <p>Explain packing products as per SOP</p> <p>Explain placing marks & Labels- prepare delivery challan</p>	<p>Total 20 Hours</p> <p>Theory: 8 Hours</p> <p>Practical: 12 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

	<p>P4. Select packaging material as per SOP.</p> <p>P5. Pack products as per SOP</p> <p>P6. Place Marks & Labels- prepare delivery challan</p>				
LU3: Coordinate with Delivery Partner/Team	<p>The trainee will be able to:</p> <p>P1. Communicate delivery pickup time to dispatch team/partner</p> <p>P2. Communicate customer information/delivery location to dispatch team/partner</p>	<p>Describe communicating delivery pickup time to dispatch team/partner</p> <p>Describe communicating customer information/delivery location to dispatch team/partner</p>	<p>Total 10 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 6 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU4: Dispatch Online Orders	<p>The trainee will be able to:</p> <p>P1. Arrange pick up from delivery services provider of order</p> <p>P2. Ensure packing & labeling on package</p>	<p>Explain arranging pick up from delivery services provider of order</p> <p>Describing ensure packing & labeling on package</p> <p>Explain handing over package to delivery services provider</p> <p>Describe taking tracking no from delivery service provider</p>	<p>Total 15 Hours</p> <p>Theory: 5 Hours</p> <p>Practical: 10 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P3. Handover package to delivery services provider</p> <p>P4. Take tracking no from delivery service provider</p>				
<p>LU5: Manage online orders, returns & exchange</p>	<p>The trainee will be able to:</p> <p>P1. Track orders delivery</p> <p>P2. Get delivery confirmation from customer</p> <p>P3. Follow company SOPs for return & exchange.</p> <p>P4. Issue return or exchange authorization tracking number for customer order returns & exchange</p> <p>P5. Follow-up customer complaints and its resolution</p>	<p>Explain tracking orders delivery</p> <p>Describe getting delivery confirmation from customer</p> <p>Explain following company SOPs for return & exchange.</p> <p>Explain issuing return or exchange authorization tracking number for customer order returns & exchange</p> <p>Describe following-up customer complaints and its resolution</p> <p>Describe following-up delivery services provider for payments</p>	<p>Total 20 Hours</p> <p>Theory: 8 Hours</p> <p>Practical: 12 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	P6. Follow-up delivery services provider for payments				
LU6: Monitor Fake Orders	<p>Trainee will be able to:</p> <p>P1. Identify and cross check orders fraudulently placed using fake customer identification and payment methods.</p> <p>P2. Follow the guide line and engage the customer using various technique to verify customer authentications and confirm denied the order</p>	<p>Explain identifying and cross checking orders fraudulently placed using fake customer identification and payment methods.</p> <p>Describe following guide line and engage the customer using various technique to verify customer authentications and confirm denied the order</p>	<p>Total 10 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 6 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU7: Seek Delivery Confirmation & feedback	<p>Trainee will be able to:</p> <p>P1. Confirm order is delivered in good condition and exact address.</p> <p>P2. Record positive/negative</p>	<p>Explain confirming order is delivered in good condition and exact address.</p> <p>Describe recording positive/negative feedback from the customer.</p>	<p>Total 10 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 6 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	feedback from the customer.				
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9. Deliver Services Excellence

Objective of the module: This competency standard covers the skills and knowledge required to manage services quality & customer satisfaction, manage in store services performance, develop services operation, manage customer loyalty program & manage customer services at customer touch points

Duration: 80 Hours **Theory:** 16 Hours **Practical:** 64 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Manage service quality & customer satisfaction	<p>The trainee will be able to:</p> <p>P1. Allocate resource for customer service in line with store policy.</p> <p>P2. Monitor customer complaints which have been referred by staff, resolved according to store policy.</p> <p>P3. Collect feedback from customers to improve future service operations</p> <p>P4. Project positive & professional image</p>	<p>Explain customer services</p> <p>Explain service quality in retail sector</p> <p>Explain types of services quality in retails sector</p> <p>Explain types of resources required for client services</p> <p>Explain content of store policy for service quality</p> <p>Explain ways to follow up customer complains</p> <p>Explain ways to monitor customer complains</p> <p>Explain ways to collect feedback from customer for future service operations</p> <p>Explain importance feedback for improvement.</p>	<p>Total 18 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 14 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

<p>LU2: Manage in store service performance</p>	<p>The trainee will be able to:</p> <p>P1. Implement, communicate & review policies and procedures for service delivery in store on regular basis.</p> <p>P2. Communicate service targets/plans to staff.</p> <p>P3. Monitor service targets/plans to ensure that customer satisfaction.</p> <p>P4. Provide Feedback to staff on service operations performances</p> <p>P5. Optimize workforce for service excellence</p> <p>P6. Implement corrective measures to minimise factors which may disrupt operations.</p>	<p>Explain services delivery in retail</p> <p>Explain importance of implementation and communication of service delivery targets</p> <p>Explain service delivery plans</p> <p>Explain service delivery targets</p> <p>Explain techniques to monitor service delivery plans</p> <p>Explain ways to optimize workforce for service excellence</p> <p>Explain factors that disrupt operation</p> <p>Describe measure to minimize disruption in operation.</p> <p>Explain service challenges in retail operations</p> <p>Describe response to services challenges.</p> <p>Describe Extra mile services</p>	<p>Total 18 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 14 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
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	<p>P7. Respond to services challenges</p> <p>P8. Provide extra mile services</p>				
LU3: Develop service operation	<p>The trainee will be able to:</p> <p>P1. Prepare service operation framework</p> <p>P1. Prepare a service recovery framework</p> <p>P2. Engage in service innovation initiatives</p>	<p>Explain service operation framework</p> <p>Explain designs of service operation framework</p> <p>Explain purpose & importance of service operation framework</p> <p>Explain engage in service innovation</p>	<p>Total 8 Hours</p> <p>Theory: 2 Hours</p> <p>Practical: 6 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU4: Manage customer loyalty program	<p>The trainee will be able to:</p> <p>P1. Identify type of loyalty program for stores</p> <p>P2. Develop loyalty program for stores</p> <p>P3. Implement loyalty program in store</p> <p>P4. Monitor loyalty program in store</p> <p>P5. Implement improvements in loyalty program</p>	<p>Describe customer loyalty</p> <p>Explain types of loyalty programs for stores</p> <p>Explain pros & cons of different type of loyalty program</p> <p>Explain methods of developing loyalty program</p> <p>Explain importance and uses of loyalty programs</p> <p>Explains ways to implement loyalty program</p>	<p>Total 18 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 15 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

<p>LU5: Manage customer services at customer touch points</p>	<p>The trainee will be able to:</p> <p>P1. Identify customer touch points in store</p> <p>P2. Establish relationships for customer confidence over multiple customer touch points</p> <p>P3. Implement operations for service excellence over multiple customer touch points</p> <p>P4. Deliver customer service over multiple communication platforms</p>	<p>Describe customer touch points</p> <p>Explain importance of identification of customer touch points</p> <p>Explain customer relationship building</p> <p>Explain techniques to develop customer relationship at touch points</p> <p>Explain ways to gain customer confidence</p> <p>Describe importance of customer confidence</p>	<p>Total 18 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 15 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
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10. Carryout Administrative Activities

Objective of the module: This competency standard covers the skills and knowledge required to maintain housekeeping standards, maintain store facilities, coordinate with contractors, manage utilities, comply with govt. rules and regulations and manage external affairs.

Duration: 80 Hours **Theory:** 20 Hours **Practical:** 60 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Maintain Housekeeping standards	<p>The trainee will be able to:</p> <p>P1. Create housekeeping plan for store</p> <p>P2. Execute housekeeping plan for store</p> <p>P3. Monitor housekeeping activities in store</p>	<p>Explain housekeeping</p> <p>Describe housekeeping activities</p> <p>Explain housekeeping plan</p> <p>Explain housekeeping plan format</p> <p>Explain method of ensuring housekeeping</p>	<p>Total 12 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 8 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU2: Maintain store facilities	<p>The trainee will be able to:</p> <p>P1. Identify issues in store facilities</p> <p>P2. Perform remedial actions for removal of issues in store facilities</p>	<p>Explain facilities in stores</p> <p>Describe facilities issues can come in stores</p> <p>Explain process of resolution of store facilities issue</p> <p>Describe remedial actions of stores' facility issues</p> <p>Explain ways to report store facilities issue</p> <p>Explain contingency plans & its purposes</p>	<p>Total 18 Hours</p> <p>Theory: 6 Hours</p> <p>Practical: 12 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

	<p>P3.Ensure store facilities as per store policy</p> <p>P4.Report out of order store facilities</p> <p>P5.Ensure reported out of order facility/replaced as per standard</p> <p>P6.Maintain store facilities record</p> <p>P7.Prepare contingency plan for event of maintenance problem</p>	<p>Explain contingency plans for store facility maintenance.</p> <p>Describe benefit of contingency plans</p>			
LU3: Coordinate with contractors	<p>The trainee will be able to:</p> <p>P1.Communicate issues to contractor as per store policy</p> <p>P2.Resolve issues with contractors</p> <p>P3.Follow up with contractors</p>	<p>Describe ways to discover to communicate with</p> <p>Explain ways to resolve issues to contractor</p>	<p>Total 8 Hours</p> <p>Theory: 2 Hours</p> <p>Practical: 6 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU4: Manage Utilities	<p>The trainee will be able to:</p>	<p>Explain importance of electricity load management</p> <p>Describe techniques of electricity load management</p>	<p>Total 18 Hours</p> <p>Theory: 4 Hours</p>		

	<p>P1. Perform electricity load management of store</p> <p>P2. Ensure store's utilities bills paid</p> <p>P3. Ensure store's utilities are up & running</p> <p>P4. Launch utilities complains to respective utility provider</p> <p>P5. Follow up launched complain</p>	<p>Explain store utility management</p> <p>Describe utility complain management</p>	<p>Practical: 14 Hours</p>		
<p>LU5: Comply with govt. rules & regulations</p>	<p>The trainee will be able to:</p> <p>P1. Identify govt. rules & regulations for stores</p> <p>P2. Follow identified govt. rules & regulations for store</p> <p>P3. Ensure availability of required document in store</p>	<p>Explain laws, rules & regulations of Pakistan related to retail</p> <p>Explain documents need to maintain under law of Pakistan</p>	<p>Total 12 Hours</p> <p>Theory: 2 Hours</p> <p>Practical: 10 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
<p>LU6: Manage External affairs</p>	<p>The trainee will be able to:</p>	<p>Explain external affairs can be faced in retails stores</p> <p>Explain techniques to handle external affaris</p>	<p>Total 12 Hours</p> <p>Theory: 2</p>		

	<p>P1. Identify unusual situation in case of any mishap</p> <p>P2. Consult with management about the situation</p> <p>P3. Handle situation as per store policies</p> <p>P4. Make incident report</p>	<p>Explain incident report</p> <p>Explain incident report format</p>	<p>Hours</p> <p>Practical: 10 Hours</p>		
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11. Maintain Store Safety

Objective of the module: This competency standard covers the skills and knowledge required to inform team members, involve team member, monitor and maintain a safe work environment, implement emergency procedure, and maintain occupational health and safety record.

Duration: 60 Hours **Theory:** 24 Hours **Practical:** 36 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Inform team members	<p>The trainee will be able to:</p> <p>P1. Communicate Store policies and procedures in regard to occupational health and safety and emergency procedures to team members.</p> <p>P2. Provide Store's emergency procedures to team members.</p> <p>P3. Provide information on identified hazards and risk control procedures regularly to team members.</p>	<p>Explain Store policies for occupational health & safety.</p> <p>Explain emergency procedures</p> <p>Explain ways to methods of communication with staff members for store safety</p> <p>Explain types of emergency procedures</p> <p>Explain hazards items</p> <p>Explain risk control procedures</p> <p>Explain ways to develop risk control procedures</p> <p>Explain ways to develop emergency procedures</p>	<p>Total 12 Hours</p> <p>Theory: 5 Hours</p> <p>Practical: 7 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

<p>LU2: Involve team member</p>	<p>The trainee will be able to:</p> <p>P1.Provide opportunities and processes for team members to consult and contribute on occupational health and safety issues according to store policy.</p> <p>P2.Solve issues are raised according to store policy.</p> <p>P3.Communicate outcomes of issues raised on occupational health and safety matters to team members</p>	<p>Explain ways to contribute in stores safety policies</p> <p>Describe techniques to motivate team members to involve in store safety policy improvement</p>	<p>Total 12 Hours</p> <p>Theory: 5 Hours</p> <p>Practical: 7 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
<p>LU3: Monitor and maintain a safe working environment</p>	<p>The trainee will be able to:</p> <p>P1.Implement store policies and procedures with regard to</p>	<p>Explain monitoring store safe environment</p> <p>Explain techniques of monitoring store safe environment</p> <p>Explain maintaining store safe environment</p> <p>Explain techniques of maintaining store safe environment</p>	<p>Total 16 Hours</p> <p>Theory: 6 Hours</p> <p>Practical: 10 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>identification, prevention and reporting of potential hazards.</p> <p>P2. Deal with hazardous events according to store policies.</p> <p>P3. Investigate unsafe or hazardous events to identify cause and inadequacies in risk control measures</p> <p>P4. Identify allocation for risk control measures and reported as per store policy.</p> <p>P5. Implement risk control measures to prevent re-occurrence and minimize risks of unsafe and hazardous events and monitored according to store policy..</p>	<p>Explain reporting methods of identification, prevention hazards</p> <p>Describe reporting of potential hazards</p> <p>Explain process to handle hazardous events</p> <p>Explain procedures of investigating unsafe, hazardous event.</p>		Board markers	
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	<p>P6. Handle hazardous goods as per store policy..</p> <p>P7. Maintain equipment as per occupational health and safety regulations & polices.</p>				
LU4: Implement emergency procedures	<p>The trainee will be able to:</p> <p>P1. Implement store emergency policies and procedures in the event of an emergency.</p> <p>P2. Report event and its causes to management</p>	<p>Explain store emergency procedures</p> <p>Explain store emergency policies</p> <p>Explain types of response in emergency situations</p> <p>Explain ways to report emergency event.</p>	<p>Total 10 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 6 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU5: Maintain occupational health and safety records	<p>The trainee will be able to:</p> <p>P1. Record occupational injury and disease as per store policy.</p> <p>P2. Use records to identify hazards and monitor risk control</p>	<p>Explain recoding of occupational injuries</p> <p>Explain ways to use record for occupational health & safety monitoring</p>	<p>Total 10 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 6 Hours</p>		

	procedures as per store policy.				
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12. Maintain Store Security

Objective of the module: This competency standard covers the skills and knowledge required to apply routine store security, minimize theft, monitor and maintain store security.

Duration: 60 Hours **Theory:** 12 Hours **Practical:** 48 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Apply routine store security	<p>The trainee will be able to:</p> <p>P1. Apply store security systems and procedures as per store policy.</p> <p>P2. Handle and secure cash as per store policy.</p> <p>P3. Monitor suspect behaviour by customers and deal it as per store policy.</p> <p>P4. Deal internal and external theft as per store policy.</p> <p>P5. Store products and equipment in a secure manner.</p>	<p>Explain store security systems</p> <p>Explain procedures of store security systems</p> <p>Explain procedures and steps to secure cash handling.</p> <p>Explain ways to monitor suspect behavior of customers</p> <p>Explain techniques to deal with suspected customers</p> <p>Explain techniques of dealing internal and external theft</p>	<p>Total 20 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

<p>LU2: Minimize theft</p>	<p>The trainee will be able to:</p> <p>P1. Perform appropriate action to minimise theft by applying store procedures.</p> <p>P2. Match merchandise to correct price tags.</p> <p>P3. Maintain surveillance of merchandise as per store policy.</p> <p>P4. Check suspected customer as per store policy.</p> <p>P5. Maintain security of cash, cash register and keys as per store policy.</p> <p>P6. Maintain security of stock, cash and equipment in regard to customers, staff and outside contractors as per store policy.</p>	<p>Explain procedures to minimize theft</p> <p>Explain techniques to minimize theft</p> <p>Explain process of creating surveillance system for store</p> <p>Explain techniques of maintaining security of cash & cash register</p> <p>Explain ways to deal with suspected, potential thief</p> <p>Explain ways to deal with thief</p>	<p>Total 20 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
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	P7. Deal with suspected or potential thieves as per store policy and procedures.				
LU3: Monitor and Maintain store security	<p>The trainee will be able to:</p> <p>P1. Ensure store policies and procedures implemented to maintain store security.</p> <p>P2. Monitor & review store security procedures.</p> <p>P3. Execute procedures to minimize theft of easily stolen merchandise.</p> <p>P4. Communicate team members and staff about store security policies and procedures.</p> <p>P5. Provide trainings to staff for facilitation in detection of theft.</p>	<p>Explain monitoring techniques to ensure store safety</p> <p>Explain reviewing store security procedures importance</p> <p>Explain execution procedures to minimize theft of easily stolen products</p> <p>Explain kinds of training to staff for store security</p>	<p>Total 20 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	P6. Report matter in connection to store security as per store policy.				
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13. Monitor in-store display

Objective of the module: This competency standard covers the skills and knowledge required to interpret visual merchandising plan, monitor display requirements, maintain displays to organisation requirements and plan, and contribute to the visual merchandising standards of organization.

Duration: 60 Hours **Theory:** 26 Hours **Practical:** 34 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Interpret visual merchandising plan	<p>The trainee will be able to:</p> <p>P1. Identify design requirements of visual merchandising plan</p> <p>P2. Arrange resources required to implement visual merchandising plan.</p> <p>P3. Identify factors that may impact on visual merchandising plan.</p> <p>P4. Apply organisation's visual merchandising standards to visual merchandising plan.</p>	<p>Explain requirement for design</p> <p>Describe identifying design requirements of visual merchandising plan</p> <p>Explain resources required to implement visual merchandising plan.</p> <p>Explain factors affect visual merchandising.</p> <p>Define identifying factors that may impact on visual merchandising plan.</p> <p>Explain visual merchandising standards</p>	<p>Total 18 Hours</p> <p>Theory: 8 Hours</p> <p>Practical: 10 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU2: Monitor display requirements	<p>The trainee will be able to:</p>	<p>Explain importance of regularly monitoring of display to ensure it meets the requirements of the visual merchandising plan.</p>	<p>Total 14 Hours</p>	<p>Multimedia</p> <p>Videos</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P1. Display is regularly monitored to ensure it meets the requirements of the visual merchandising plan.</p> <p>P2. Identify damage or changes to the display.</p> <p>P3. In action is taken to rectify any changes to the display.</p>	<p>Explain causes of damage or changes to the display.</p> <p>Explain ways to identify changes in display with respect to visual merchandising</p> <p>Describe actions to be taken to rectify any changes to the display.</p>	<p>Theory: 6 Hours</p> <p>Practical: 8 Hours</p>	<p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	
LU3: Maintain displays to organization requirements and plan	<p>The trainee will be able to:</p> <p>P1. Maintain displays cleanliness and tidiness.</p> <p>P2. Make changes to displays so it adheres to the visual merchandising plan.</p> <p>P3. Maintain visual merchandising as per store requirement</p>	<p>Describe displays are maintained so that they are clean and tidy.</p> <p>Explain display consistently adheres to the visual merchandising plan.</p> <p>Describe ways to maintain visual merchandising</p>	<p>Total 14 Hours</p> <p>Theory: 6 Hours</p> <p>Practical: 8 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU4: Contribute to the visual merchandising	<p>The trainee will be able to:</p>	<p>Explain Interpreting visual merchandising standards of the organisation.</p>	<p>Total 14 Hours</p>	<p>Multimedia</p> <p>Videos</p>	Class room with multimedia aid and flip charts

<p>standards of the organisation</p>	<p>P1. Interpret visual merchandising standards of the organisation.</p> <p>P2. Identify opportunities for improving visual merchandising standards.</p> <p>P3. Make contributions to the visual merchandising standards</p>	<p>Describe identifying opportunities for improving visual merchandising standards.</p> <p>Explain contributions to the visual merchandising standards</p>	<p>Theory: 6 Hours</p> <p>Practical: 8 Hours</p>	<p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	
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14. Perform Booking Keeping

Objective of the module: This competency standard covers the skills and knowledge required to prepare general journal and cashbook.

Duration: 40 Hours **Theory:** 10 Hours **Practical:** 30 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Prepare General Journal	<p>The trainee will be able to:</p> <p>P1. Record Debit Entries in general journal</p> <p>P2. Record Credit Entries in general journal</p> <p>P3. Record narration to entries</p>	<p>Record Debit Entries in general journal</p> <p>Record Credit Entries in general journal</p> <p>Record narration to entries</p>	<p>Total 20 Hours</p> <p>Theory: 5 Hours</p> <p>Practical: 15 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU2: Prepare Cashbook	<p>The trainee will be able to:</p> <p>P1. Record Cash Entries in cashbook</p> <p>P2. Record Bank Entries in cashbook</p> <p>P3. Record Expenses Entries in cashbook</p> <p>P4. Reconcile balances of cashbook</p>	<p>Record Cash Entries in cashbook</p> <p>Record Bank Entries in cashbook</p> <p>Record Expenses Entries in cashbook</p> <p>Reconcile balances of cashbook</p>	<p>Total 20 Hours</p> <p>Theory: 5 Hours</p> <p>Practical: 15 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

15. Manage Inventory Control

Objective of the module: This competency standard covers the skills and knowledge required to monitor shrinkage, & perform stocking taking.

Duration: 80 Hours **Theory:** 32 Hours **Practical:** 48 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Monitor Shrinkage	<p>The trainee will be able to:</p> <p>P1. Identify the damaged/near expiry/expired items/theft</p> <p>P2. Prepare shrinkage report as per store polices</p> <p>P3. Communicate shrinkage to management as per store polices</p> <p>P4. Return the damaged items to relevant supplier/vendor</p>	<p>Explain identifying process of damaged/near expiry/expired items/theft</p> <p>Describe prepare techniques of shrinkage report as per store polices</p> <p>Explain communicate methods of shrinkage to management as per store polices</p> <p>Describe returning process of the damaged items to relevant supplier/vendor</p>	<p>Total 30 Hours</p> <p>Theory: 12 Hours</p> <p>Practical: 18 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU2: Perform stock taking	<p>The trainee will be able to:</p> <p>P1. Verify the physical and system stock as per store policies</p>	<p>Describe verifying process of physical and system stock as per store policies</p> <p>Explain methods of prepare in stock report as per store polices</p>	<p>Total 50 Hours</p> <p>Theory: 10</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P2. Prepare stock report as per store policies</p> <p>P3. Record stock discrepancies as per store policies</p> <p>P4. Submit report to the management</p> <p>P5. Keep the record reports</p> <p>P6. Stock performance monitored and fast/slow selling items identified and reported according to store policy.</p>	<p>Describe record techniques of stock discrepancies as per store policies</p> <p>Explain methods of report stock discrepancies as per store policies</p> <p>Explain process of submitting report to the management</p> <p>Explain reports recording methods and its importance</p> <p>Describe stock performance monitoring and fast/slow selling items identification and reporting according to store policy</p>	<p>Hours</p> <p>Practical: 40</p> <p>Hours</p>	<p>White board</p> <p>Board markers</p>	
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16. Develop Professionalism

Objective of the module: This competency standard covers the skills and knowledge required to create a personal vision/mission, manage your attitude, practice self-discipline, manage time, manage your professional development, and participate in trainings and performance review.

Duration: 40 hours **Theory:** 15 Hours **Practical:** 25 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Create a Personal vision/mission	<p>The trainee will be able to:</p> <p>P1. Clarify / prioritize self-values and consider the value of others.</p> <p>P2. Clarify expectations of yourself and expectations others have of you.</p> <p>P3. Identify what you need to do to be successful (personal standards, targets, goals, principals)</p> <p>P4. Set specific short and long term goals.</p> <p>P5. Translate the vision into actionable steps.</p> <p>P6. Integrate the vision into daily practice.</p>	<p>Describe clarifying / prioritize self-values and consider the value of others.</p> <p>Explain Clarifying expectations of yourself and expectations others have of you.</p> <p>Describe identifying what you need to do to be successful (personal standards, targets, goals, principals)</p> <p>Explain setting specific short and long term goals.</p> <p>Describe translating the vision into actionable steps.</p> <p>Explain integrating the vision into daily practice.</p> <p>Explain recounting frequently with your vision and change accordingly</p>	<p>Total 8 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 5 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	P7. Recount frequently with your vision and change accordingly				
LU2: Manage your Attitude	<p>The trainee will be able to:</p> <p>P1. Challenge yourself, break old habits, and move out of your comfort zone.</p> <p>P2. Practice innovative techniques for out of the box creative thinking.</p> <p>P3. Seek out support and feedback from others on the team, in the organization / community etc.</p> <p>P4. Identify daily, weekly accomplishments.</p> <p>P5. Read inspirational material, audiotapes etc.</p> <p>P6. Practice self discipline</p>	<p>Describe challenging yourself, break old habits, and move out of your comfort zone.</p> <p>Describe practicing innovative techniques for out of the box creative thinking.</p> <p>Explain seeking out support and feedback from others on the team, in the organization / community etc.</p> <p>Explain identifying daily, weekly accomplishments.</p> <p>Describe reading inspirational material, audiotapes etc.</p> <p>Explain practice self discipline</p>	<p>Total 8 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 5 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU3: Manage time	The trainee will be able to:	Explain isolating key success activities and prioritize them.	Total 8 Hours	Multimedia Videos	Class room with multimedia aid and flip charts

	<p>P1. Isolate key success activities and prioritize them.</p> <p>P2. Breakdown large tasks down into manageable action steps (set time frame).</p> <p>P3. Create or adopt action plans and follow it.</p> <p>P4. Set aside appropriate blocks of time for goal related activities.</p> <p>P5. Make the best possible use of support people / recourses to accomplish tasks</p>	<p>Describe breaking down large tasks down into manageable action steps (set time frame).</p> <p>Describe creating or adopt action plans and follow it.</p> <p>Explain setting aside appropriate blocks of time for goal related activities.</p> <p>Explain making the best possible use of support people / recourses to accomplish tasks</p>	<p>Theory: 3 Hours</p> <p>Practical: 5 Hours</p>	<p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	
<p>LU4: Manage your Professional Development</p>	<p>The trainee will be able to:</p> <p>P1. Take inventory of your personal interests, abilities, skills, knowledge etc.</p>	<p>Explain taking inventory of your personal interests, abilities, skills, knowledge etc.</p> <p>Describe identifying and prioritize the strengths and gaps.</p> <p>Describe using available assessment tools.</p> <p>Explain creating a personal growth strategy / career path.</p>	<p>Total 8 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 5</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P2. Identify and prioritize the strengths and gaps.</p> <p>P3. Use available assessment tools.</p> <p>P4. Create a personal growth strategy / career path.</p> <p>P5. Set personal goals and timeframe for achieving them.</p> <p>P6. Learn from your mistakes.</p>	<p>Describe setting personal goals and timeframe for achieving them.</p> <p>Explain learning from your mistakes</p>	Hours		
LU5: Participate in Trainings and performance review	<p>The trainee will be able to:</p> <p>P1. Analyze, evaluate and improve performance, and report significant issues/problems to senior management</p> <p>P2. Demonstrate to-do Attitude in Profession</p> <p>P3. Demonstrate understanding of skills requirements</p>	<p>Describe analyzing, evaluating and improving performance, and report significant issues/problems to senior management</p> <p>Explain demonstrating to-do Attitude in Profession</p> <p>Describe demonstrating understanding of skills requirements</p> <p>Explain using the competences acquired in Trainings</p>	<p>Total 8 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 5 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

	P4. Use the competences acquired in Trainings				
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17. Manage Staff

Objective of the module: This competency standard covers the skills and knowledge required to maintain duty roster, allocate duties to staff, monitor, resolve staff conflict, comply with store values, handle harassment issue, align staff with store KPIs and prepare staff succession plan.

Duration: 120 Hours **Theory:** 46 Hours **Practical:** 74 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Maintain duty roster	<p>The trainee will be able to:</p> <p>P1. Plan duty roster of staff as per store policies</p> <p>P2. Communicate duty roster to staff</p> <p>P3. Implement the duty roster</p> <p>P4. Monitor staff availability for duties</p>	<p>Explain duty roster</p> <p>Explain planning duty roster</p> <p>Explain techniques to plan duty roster</p> <p>Explain importance of monitoring staff availability.</p>	<p>Total 12 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 8 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU2: Allocate duties to staff	<p>The trainee will be able to:</p> <p>P1. Recognize the strength of store staff</p> <p>P2. Align experienced staff in peak hours</p> <p>P3. Assign proper duty as per expertise</p>	<p>Explain allocation of duties to staff</p> <p>Explain ways to distribute duties among staff</p> <p>Explain reasons of aligning experienced staff in peak hours</p>	<p>Total 12 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 8 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

<p>LU3: Monitor Staff</p>	<p>The trainee will be able to:</p> <p>P1. Implement staffing levels</p> <p>P2. Monitor physical appearance of staff in store policies</p> <p>P3. Prepare contingency plans to cope with staffing issues.</p> <p>P4. Identify staff turnover problem</p> <p>P5. Rectify staff turnover problem and issues</p> <p>P6. Monitor behavior of staff as per store policies</p> <p>P7. Monitor staff performance as store policies</p> <p>P8. Communicate to staff their performance</p> <p>P9. Ensure implementation of company policy</p>	<p>Explain staffing levels</p> <p>Explain importance of monitoring physical appearance of staff</p> <p>Explain importance of contingency plan to cope staffing issues</p> <p>Explain ways to make contingency plan</p> <p>Explain staff turnover</p> <p>Explain ways to address staff turnover</p> <p>Explain reasons of staff turnover</p> <p>Explain techniques to monitor staff performances</p> <p>Explain ways to communicate staff performance</p> <p>Explain importance of monitoring staff behavior</p>	<p>Total 24 Hours</p> <p>Theory: 10 Hours</p> <p>Practical: 14 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
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LU4: Resolve staff conflict	The trainee will be able to: P1. Determine cause of problem or disagreement P2. Use conflict resolution techniques P3. Prepare staff conflict report	Describe cause of problem or disagreement Explain conflict resolution techniques Explain staff conflict report	Total 12 Hours Theory: 4 Hours Practical: 8 Hours	Multimedia Videos Handouts Learner's guide White board Board markers	Class room with multimedia aid and flip charts
LU5: Comply with store values	The trainee will be able to: P1. Communicate store values to staff P2. Ensure employee comply company values P3. Perform town hall session on company values P4. Conduct employee assessment on company values	Explain importance of communicating store values to staff Describe ways to ensuring employee comply company values Explain town hall session Explain conduct employee assessment on company values Explain techniques of conduct employee assessment on company values	Total 12 Hours Theory: 4 Hours Practical: 8 Hours	Multimedia Videos Handouts Learner's guide White board Board markers	Class room with multimedia aid and flip charts
LU6: Handle Harassment issues	The trainee will be able to: P1. Analyze harassment issue	Explain harassment issues Describe possible causes of problem and harassment issues	Total 12 Hours Theory: 4 Hours	Multimedia Videos Handouts Learner's guide	Class room with multimedia aid and flip charts

	<p>P2. Determine cause of problem</p> <p>P3. Resolve harassment issues as per store policies</p> <p>P4. Communicate the decision as per store policies</p>	<p>Describe techniques to resolve harassment issues</p> <p>Explain ways to communicate decision on harassment issues</p>	<p>Practical: 8 Hours</p>	<p>White board</p> <p>Board markers</p>	
LU7: Perform Time Management	<p>The trainee will be able to:</p> <p>P1. Prioritize the important task</p> <p>P2. Create check list of routine task</p> <p>P3. Follow the check list</p>	<p>Explain importance of prioritizing the important task</p> <p>Explain methods of creating check list of routine task</p>	<p>Total 10 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 6 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU8: Align staff with Store KPIs	<p>The trainee will be able to:</p> <p>P1. Communicate the KPIs to the staff</p> <p>P2. Monitor KPIs of staffs</p>	<p>Explain KPIs</p> <p>Explain staff KPIs</p> <p>Explain communicating methods to staff about KPIs</p> <p>Explain monitoring techniques of staff KPIs</p>	<p>Total 8 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 4 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

<p>LU9: Prepare staff succession plan</p>	<p>The Trainee will be able to:</p> <p>P1. Identify staff personality traits</p> <p>P2. Recognize strength of staff</p> <p>P3. Recognize weakness of staff</p> <p>P4. Identify future staff requirement</p> <p>P5. Prepare pool staff</p>	<p>Explain personality traits</p> <p>Explain types of personalities</p> <p>Explain types of personality traits</p> <p>Explain ways to Identify staff personality traits</p> <p>Explain methods of recognizing strength of staff</p> <p>Explain ways to recognize weakness of staff</p> <p>Explain techniques of identifying future staff requirement</p> <p>Describe importance of identification future staff requirement</p> <p>Explain pool of staff</p> <p>Explain ways to prepare pool staff</p>	<p>Total 18 Hours</p> <p>Theory: 8 Hours</p> <p>Practical: 10 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
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18. Provide Training to Staff

Objective of the module: This competency standard covers the skills and knowledge required to perform morning meetings/refreshers, perform training need analysis, arrange staff training, provide training on store policies, and provide product knowledge trainings.

Duration: 120 Hours **Theory:** 45 Hours **Practical:** 75 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Perform Morning Meetings/Refreshers	<p>The trainee will be able to:</p> <p>P1. Align the staff for morning meetings/refreshers</p> <p>P2. Use learning tools & methods for morning meeting/ refreshers</p> <p>P3. Provide information to staff in morning meetings/refreshers</p>	<p>Explain morning meetings/refreshers</p> <p>Describe learning tools & methods for morning meeting/ refreshers</p> <p>Explain type of information need to provide staff in morning meetings/refreshers</p>	<p>Total 24 Hours</p> <p>Theory: 9 Hours</p> <p>Practical: 15 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU2: Perform training need analysis	<p>The trainee will be able to:</p> <p>P1. Identify staff competences needs</p> <p>P2. Identify trainable competence</p> <p>P3. Prepare gap analysis report</p>	<p>Explain competencies of staff</p> <p>Describe methods of identifying staff competences needs</p> <p>Explain trainable competence</p> <p>Describe gap analysis</p> <p>Explain methods of preparing gap analysis report</p>	<p>Total 24 Hours</p> <p>Theory: 9 Hours</p> <p>Practical: 15 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

LU3: Arrange staff training	The trainee will be able to: P1. Prioritize staffs training as per store requirement P2. Check the staff availability for training P3. Schedule the training as per HR plan P4. Document training programs and their result	Explain ways to prioritizing staffs training as per store requirement Describe ways to check the staff availability for training Explain HR plan Explain methods of scheduling the training as per HR plan Explain documenting training programs and their result Explain importance of documenting training programs & their result.	Total 24 Hours Theory: 9 Hours Practical: 15 Hours	Multimedia Videos Handouts Learner's guide White board Board markers	Class room with multimedia aid and flip charts
LU4: Provide training on store policies	The trainee will be able to: P1. Prepare refresher trainings store polices P2. Provide refresher store policies P3. Assess the staff store policies	Explain refresher trainings. Explain ways to prepare refresher trainings Describe assessing techniques of staff store policies	Total 24 Hours Theory: 9 Hours Practical: 15 Hours	Multimedia Videos Handouts Learner's guide White board Board markers	Class room with multimedia aid and flip charts
LU5: Provide product knowledge trainings	The trainee will be able to:	Explain importance to product knowledge trainings	Total 24 Hours Theory: 9	Multimedia Videos Handouts	Class room with multimedia aid and flip charts

	<p>P1. Assess the staff 's capability on products</p> <p>P2. Develop training course for products/categories</p> <p>P3. Conduct training as per developed trainings</p>	<p>Describe assessing methods of staff 's capability on products</p> <p>Explain methods of developing training course for products/categories</p> <p>Explain ways of conducting training as per developed trainings</p>	<p>Hours</p> <p>Practical: 15 Hours</p>	<p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	
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19. Develop Teams & Individuals

Objective of the module: This competency standard covers the skills and knowledge required to Monitor and evaluate workplace learning, Develop team commitment and cooperation, Plan learning and development in the team, Select suitable learning method, Facilitate accomplishment of organizational goals.

Duration: 80 Hours **Theory:** 24 Hours **Practical:** 56 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Monitor and evaluate workplace learning	The trainee will be able to:	<p>Explain importance and purpose of getting feedback from individuals or teams for improvements in future learning arrangements.</p> <p>Describe assessing performance of individuals/teams</p> <p>Explain recording of effectiveness of development program.</p> <p>Describe recording and reporting of competency</p>	<p>Total 22 Hours</p> <p>Theory: 6 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P1.Get feedback from individuals or teams is used to identify and implement improvements in future learning arrangements.</p> <p>P2.Assess performance of individuals/teams and recorded to determine the effectiveness of development programmes and the extent of additional support.</p> <p>P3.Modify learning plans to improve the efficiency and effectiveness of learning.</p> <p>P4.Records and reports of competency are maintained within organizational requirement.</p>				
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<p>LU2: Develop team commitment and cooperation</p>	<p>The trainee will be able to:</p> <p>P1.Open communication processes are used to obtain and share information is used by team.</p> <p>P2.Make decisions about team in accordance with its agreed roles and responsibilities.</p> <p>P3.Develop mutual concern and camaraderie in the team.</p>	<p>Explain developing teams' commitment & cooperation</p> <p>Explain importance of developing teams' commitment & cooperation</p> <p>Explain techniques of developing teams' commitment & cooperation</p>	<p>Total 14 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 10 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
<p>LU3: Plan learning and development in the team</p>	<p>The trainee will be able to:</p>	<p>Explain learning and development based on feedback on performance and self-evaluation.</p> <p>Describe developing & implementing of learning plan to meet individual and group training and developmental needs is collaboratively</p>	<p>Total 20 Hours</p> <p>Theory: 5 Hours</p> <p>Practical: 15 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P1. Identify learning and development needs in line with organizational requirements based on feedback on performance and self-evaluation.</p> <p>P2. Develop & implement learning plan to meet individual and group training and developmental needs is collaboratively</p> <p>P3. Encourage individuals to self - evaluate performance and identify areas for improvement.</p>				
LU4: Select suitable learning method	<p>The trainee will be able to:</p> <p>P1. Identify learning and development program goals and objectives to match the specific</p>	<p>Explain learning and development program goals and objectives</p> <p>Explain setting learning & development program goals & objectives</p> <p>Describe delivery methods for learner for the learning goals, the learning style of</p>	<p>Total 16 Hours</p> <p>Theory: 6 Hours</p> <p>Practical: 10</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>knowledge and skills requirements of competency standards.</p> <p>P2. Select delivery methods for learner for the learning goals, the learning style of participants and availability of equipment and resources.</p> <p>P3. Identify resources and timelines required for learning activities in accordance with organizational requirements.</p>	<p>participants and availability of equipment and resources.</p> <p>Explain resources and timelines required for learning activities in accordance with organizational requirements.</p>	Hours		
LU5: Facilitate accomplishment of organizational goals	<p>The trainee will be able to:</p> <p>P1. Participate with team members actively in team activities and communication processes.</p>	<p>Describe ways to encourage participation of team members actively in team activities and communication processes.</p> <p>Explain developing team members & individual responsibility for their actions.</p> <p>Explain synchronizing efforts to attain organizational goals</p>	<p>Total 8 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 5 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P2. Develop team members & individual responsibility for their actions.</p> <p>P3. Make collaborative efforts to attain organizational goals.</p>				
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20. Manage Shopper's Marketing Program

Objective of the module: This competency standard covers the skills and knowledge required to collect information on customer profile, develop customer marketing program, and monitor customer marketing program.

Duration: 180 Hours **Theory:** 56 Hours **Practical:** 124 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Collect Information on Customer Profile	<p>The trainee will be able to:</p> <p>P1. Collect database of visiting customers</p> <p>P2. Identify customer needs for future activities</p>	<p>Explain methods of collecting database of visiting customers</p> <p>Explain importance and purpose of collecting database</p> <p>Explain Identifying customer needs for future activities</p> <p>Explain methods of Identifying customer needs for future activities</p>	<p>Total 60 Hours</p> <p>Theory: 18 Hours</p> <p>Practical: 42 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU2: Develop Customer Marketing Programs	<p>The trainee will be able to:</p> <p>P1. Collect input from relevant personnel for marking program development</p> <p>P2. Use innovative ideas for customer attraction or shopper marketing programs</p>	<p>Explain inputs for marking program development</p> <p>Explain collecting inputs for marking program development</p> <p>Explain innovative ideas for customer attraction or shopper marketing programs</p> <p>Describe establishing outcomes of shopper marketing activities</p> <p>Explain preparing shopper marketing activities for customers engagement</p>	<p>Total 80 Hours</p> <p>Theory: 23 Hours</p> <p>Practical: 57 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P3. Establish outcomes of shopper marketing activities</p> <p>P4. Prepare shopper marketing activities for customers engagement</p>				
LU3: Monitor Customer Marketing Program	<p>The trainee will be able to:</p> <p>P1. Prepare processes for collecting & reporting information on marketing program</p> <p>P2. Monitor marketing program results</p>	<p>Explain preparing processes for collecting & reporting information on marketing program</p> <p>Describe monitoring marketing program results</p>	<p>Total 40 Hours</p> <p>Theory: 15 Hours</p> <p>Practical: 25 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

21. Create a display for small scale store

Objective of the module: This competency standard covers the skills and knowledge required to identify the requirements of display, develop display ideas, develop and implement display plan, maintain display.

Duration: 180 Hours **Theory:** 60 Hours **Practical:** 120 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Identify the requirements of the display	<p>The trainee will be able to:</p> <p>P1. Identify target market for the display.</p> <p>P2. Identify products display.</p> <p>P3. Identify store requirements</p> <p>P4. Research display related information.</p> <p>P5. Identify resources required to create the display.</p> <p>P6. Point out constraints or factors that impact creation of display.</p>	<p>Explain target market</p> <p>Explain identifying target market for the display.</p> <p>Explain product display.</p> <p>Explain identifying products display.</p> <p>Explain identifying store requirements</p> <p>Explain researching display related information.</p> <p>Describe identifying resources required to create the display.</p> <p>Explain point out constraints or factors that impact creation of display</p>	<p>Total 80 Hours</p> <p>Theory: 25 Hours</p> <p>Practical: 55 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU2: Develop display ideas	<p>The trainee will be able to:</p>	<p>Describe use of creative thinking techniques for display ideas</p> <p>Explain comparing ideas against display requirements and store requirements.</p>	<p>Total 50 Hours</p> <p>Theory: 15 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P1. Use creative thinking techniques for display ideas</p> <p>P2. Compare ideas against display requirements and store requirements.</p> <p>P3. Discuss display options with management.</p> <p>P4. Modify display ideas according to feedback.</p>	<p>Explain modification of display ideas according to feedback.</p>	<p>Practical: 35 Hours</p>	<p>Learner's guide White board Board markers</p>	
<p>LU3: Develop and implement display plan</p>	<p>The trainee will be able to:</p> <p>P1. Create display plan in detail according to develop ideas.</p> <p>P2. Arrange resources, materials and products to meet display plan requirements.</p> <p>P3. Set display as per display plan.</p>	<p>Explain display plan</p> <p>Explain creating display plan in detail according to develop ideas.</p> <p>Explain resources, materials and products to meet display plan requirements.</p> <p>Describe setting display as per display plan</p>	<p>Total 25 Hours</p> <p>Theory: 10 Hours</p> <p>Practical: 15 Hours</p>	<p>Multimedia Videos Handouts Learner's guide White board Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

<p>LU4: Maintain display</p>	<p>The trainee will be able to:</p> <p>P1. Ensure cleanness and tidiness of display.</p> <p>P2. Place products as per display plan.</p> <p>P3. Make changes or alterations to the display as required</p>	<p>Explain ensuring cleanness and tidiness of display.</p> <p>Describe placing products as per display plan.</p> <p>Explain changes or alterations to the display as required</p>	<p>Total 25 Hours</p> <p>Theory: 10 Hours</p> <p>Practical: 15 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
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22. Buy Store Merchandise

Objective of the module: This competency standard covers the skills and knowledge required to analyse market, plan product range, establish supplier relations, monitor quality control, introduce product range, maximize profit, and rationalize stock.

Duration: 180 Hours **Theory:** 63 Hours **Practical:** 117 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Analyse Market	The trainee will be able to:	<p>Explain store marketing strategy</p> <p>Explain ways to identify and analyses store marketing policies.</p> <p>Describe ways to identify customer requirement for evaluation for market trend</p> <p>Explain methods of monitoring customer requirements for market trends and customer needs.</p> <p>Explain researching new products and services for stores.</p> <p>Explain identifying opportunities to improve sales.</p> <p>Describe identifying demand for individual items and seasonal variations while monitoring merchandise range.</p> <p>Explain know your competitor</p> <p>Describe importance of know your competitors</p> <p>Explain monitoring competitors</p>	<p>Total 40 Hours</p> <p>Theory: 15 Hours</p> <p>Practical: 25 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

	<p>P1. Identify and analyse store marketing policies.</p> <p>P2. Monitor customer requirements in order to evaluate market trends and customer needs.</p> <p>P3. Research new products and services.</p> <p>P4. Identify opportunities to improve sales.</p> <p>P5. Identify demand for individual items and seasonal variations while monitoring merchandise range.</p> <p>P6. Monitor (know your competitor)</p>				
LU2: Plan product range	<p>The trainee will be able to:</p> <p>P1. Prepare buying plan as per store policies and procedures.</p>	<p>Explain preparing buying plan as per store policies and procedures.</p> <p>Describe identifying future directions for merchandise ranges as per store policies.</p> <p>Explain Liaising relevant staff to coordinate promotional and marketing activities.</p>	<p>Total 40 Hours</p> <p>Theory: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P2. Identify future directions for merchandise ranges as per store policies.</p> <p>P3. Liaise relevant staff to coordinate promotional and marketing activities.</p> <p>P4. Evaluate store/department sales figures and contribution rates of product lines.</p> <p>P5. Identify and act accordingly contribution improvement opportunities.</p> <p>P6. Evaluate store/department space requirements and brand product mix as per store policy.</p> <p>P7. Evaluate stock levels according to peak</p>	<p>Describe evaluating store/department sales figures and contribution rates of product lines.</p> <p>Explain identifying and act accordingly contribution improvement opportunities.</p> <p>Describe evaluating store/department space requirements and brand product mix as per store policy.</p> <p>Describe evaluating stock levels according to peak seasons, special events and supplier's lead time.</p> <p>Describe evaluating and setting stock range and sources of supply according to management, staff and customer feedback</p>	<p>Practical: 24 Hours</p>	<p>Board markers</p>	
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	<p>seasons, special events and supplier's lead time.</p> <p>P8. Evaluate and set stock range and sources of supply according to management, staff and customer feedback</p>				
LU3: Establish supplier relations	<p>The trainee will be able to:</p> <p>P1. Develop cooperative relationships with supplier representatives as per store policy.</p> <p>P2. Prepare suppliers performance matrix.</p> <p>P3. Identify new suppliers and remove existing suppliers according to performance indicators.</p>	<p>Explain developing cooperative relationships with supplier representatives as per store policy.</p> <p>Describe preparing supplier's performance matrix.</p> <p>Explain identifying new suppliers and remove existing suppliers according to performance indicators.</p>	<p>Total 20 Hours</p> <p>Theory: 6 Hours</p> <p>Practical: 14 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU4: Monitor quality control	<p>The trainee will be able to:</p>	<p>Explain establishing merchandise quality standards with suppliers according to legal</p>	<p>Total 20 Hours</p>	<p>Multimedia</p> <p>Videos</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P1. Establish merchandise quality standards with suppliers according to legal requirements, customer requirements and store policy.</p> <p>P2. Monitor quality of merchandise during supply, manufacture and delivery processes.</p> <p>P3. Record stock return figures against target figure</p>	<p>requirements, customer requirements and store policy.</p> <p>Describe monitoring quality of merchandise during supply, manufacture and delivery processes.</p> <p>Describe recordin stock return figures against target figure</p>	<p>Theory: 6 Hours</p> <p>Practical: 14 Hours</p>	<p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	
LU5: Introduce product range	<p>The trainee will be able to:</p> <p>P1. Communicate relevant staff about new product ranges and advised on preferred location of merchandise.</p>	<p>Explain Communicating relevant staff about new product ranges and advised on preferred location of merchandise.</p> <p>Describe ensuring staff training on introduced new product range.</p> <p>Describe new ranges demonstration/display to staff according to store merchandising plan.</p>	<p>Total 20 Hours</p> <p>Theory: 6 Hours</p> <p>Practical: 14 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P2.Ensure staff training on introduced new product range.</p> <p>P3.Display or Demonstrated New ranges to staff according to store merchandising plan.</p>				
LU6: Maximise profit	<p>Trainee will be able to:</p> <p>P1.Calculate Individual product range contributions against budget/targets.</p> <p>P2.Prepare product range assessment checks against budget/targets.</p> <p>P3.Calculate overall selling space contributions as per store merchandising plan.</p> <p>P4.Negotiate with suppliers for maximizing profit.</p>	<p>Explain calculating Individual product range contributions against budget/targets.</p> <p>Describe preparing product range assessment checks against budget/targets.</p> <p>Explain calculating overall selling space contributions as per store merchandising plan.</p> <p>Describe negotiations with suppliers for maximizing profit.</p> <p>Explain setting store pricing policies according to store merchandising plan and consumer law</p>	<p>Total 26 Hours</p> <p>Theory: 10 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	P5. Set store pricing policies according to store merchandising plan and consumer law.				
LU7: Rationalise stock	Trainee will be able to: P1. Review stock range at regular intervals. P2. Identify stock lines to be phased out P3. Consolidate stock as required to maximize sales potential.	Describe rationalizing stock Explain reviewing stock range at regular intervals. Explain identifying stock lines to be phased out Describe consolidating stock as required to maximize sales potential.	Total 14 Hours Theory: 4 Hours Practical: 10 Hours	Multimedia Videos Handouts Learner's guide White board Board markers	Class room with multimedia aid and flip charts

23. Manage Store Categories

Objective of the module: This competency standard covers the skills and knowledge required to identify categories for stores, list and de-list category, plan store category layout evaluate category and facilitate vendors.

Duration: 120 Hours **Theory:** 40 Hours **Practical:** 80 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Identify categories for stores	<p>The trainee will be able to:</p> <p>P1. Review store catchment area</p> <p>P2. Collate customers' feedback on product categories</p> <p>P3. Identify category assortment for stores</p> <p>P4. Perform category assortment for stores</p>	<p>Describe store catchment area</p> <p>Explain reviewing store catchment area</p> <p>Describe collating customers' feedback on product categories</p> <p>Explain identifying category assortment for stores</p> <p>Describe performing category assortment for stores</p>	<p>Total 24 Hours</p> <p>Theory: 8 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU2: List & de-list category	<p>The trainee will be able to:</p> <p>P1. Identify non-performing products</p> <p>P2. Identify obsolete products</p> <p>P3. Remove non-performing & obsolete products</p>	<p>Explain non performing products</p> <p>Explain obsolete products</p> <p>Explain identifying non-performing products</p> <p>Describe identifying obsolete products</p> <p>Explain removing non-performing & obsolete products</p> <p>Describe adding new products to store</p>	<p>Total 24 Hours</p> <p>Theory: 8 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

	P4. Add new products				
LU3: Plan store category layout	<p>The trainee will be able to:</p> <p>P1. Review category placement in store</p> <p>P2. Place category or products in store for sales improvement</p> <p>P3. Prepare store layout plan for promotion</p>	<p>Explain category placement in stores</p> <p>Explain reviewing category placement in store</p> <p>Describe placing category or products in store for sales improvement</p> <p>Describe preparing store layout plan for promotion</p>	<p>Total 24 Hours</p> <p>Theory: 8 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU4: Evaluate category performance	<p>The trainee will be able to:</p> <p>P1. Identify slow moving products</p> <p>P2. Identify fast moving products</p> <p>P3. Prepare Category Profit/Loss Statement</p>	<p>Explain identifying slow moving products</p> <p>Describe identifying fast moving products</p> <p>Describe prepare category profit/loss statement</p>	<p>Total 24 Hours</p> <p>Theory: 8 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU5: Facilitate Vendors	<p>The trainee will be able to:</p> <p>P1. Facilitate vendor for billing e payment queries issues</p> <p>P2. Facilitate vendor for logistics issue</p>	<p>Explain facilitating vendor for billing e payment queries issues</p> <p>Explain facilitating vendor for logistics issue</p> <p>Explain facilitating vendors for product display issues</p> <p>Explain facilitating vendors for administrative issues</p>	<p>Total 24 Hours</p> <p>Theory: 8 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	P3. Facilitate vendors for product display issues P4. Facilitate vendors for administrative issues		Hours		
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24. Manage business partners(Vendors) relations

Objective of the module: This competency standard covers the skills and knowledge required to coordinate with business partners, maintain business partnership and provide feedback on quality and effectiveness of partnership

Duration: 80 Hours **Theory:** 26 Hours **Practical:** 54 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Coordinate with Business Partners	<p>The trainee will be able to:</p> <p>P1. Communicate business partner about their supplies issues</p> <p>P2. Communicate business partner about upcoming shopper marketing program</p> <p>P3. Communicate partner about customer feedback on their products</p>	<p>Explain communicating business partner about their supplies issues</p> <p>Explain communicating business partner about upcoming shopper marketing program</p> <p>Explain communicating partner about customer feedback on their products</p>	<p>Total 25 Hours</p> <p>Theory: 8 Hours</p> <p>Practical: 17 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

<p>LU2: Maintain business Partnership</p>	<p>The trainee will be able to:</p> <p>P1. Conduct meetings with business partners for relationship growth</p> <p>P2. Set Clear Expectations</p> <p>P3. Communicate mutual benefits to partners</p> <p>P4. Prepare mutual plans for growths</p>	<p>Describe conducting meetings with business partners for relationship growth</p> <p>Explain setting clear expectations</p> <p>Explain communicating mutual benefits to partners</p> <p>Describe preparing mutual plans for growths</p>	<p>Total 30 Hours</p> <p>Theory: 10 Hours</p> <p>Practical: 20 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
<p>LU3: Provide Feedback on quality & Effectiveness of Partnership</p>	<p>The trainee will be able to:</p> <p>P1. Communicate area of improvement to partner</p> <p>P2. Highlight weak areas of partner performance</p> <p>P3. Seek resolutions of partner lacking from partner</p>	<p>Explain communicating area of improvement to partner</p> <p>Describe highlighting weak areas of partner performance</p> <p>Explain seeking resolutions of partner lacking from partner</p>	<p>Total 25 Hours</p> <p>Theory: 8 Hours</p> <p>Practical: 17 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

25. Manage Outlet/Store Sales Performance

Objective of the module: This competency standard covers the skills and knowledge required to interpret information on sales goals and targets, prepare sales forecast, set salespersons' targets, maintain outlet/store sales performance, communicate sales performance to management and use control charts to monitor sales.

Duration: 80 Hours **Theory:** 20 Hours **Practical:** 60 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Interpret information on sales goals and targets	<p>The trainee will be able to:</p> <p>P1. Identify sales communications and objective</p> <p>P2. Identify in store strategies for sales targets & goals</p>	<p>Explain sales objectives</p> <p>Explain store sales strategies</p> <p>Explain techniques of identification sales objectives</p> <p>Explain sales targets & goals</p>	<p>Total 12</p> <p>Theory: 2</p> <p>Practical: 10</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU2: Prepare Sales Forecast	<p>The trainee will be able to:</p>	<p>Describe sales data</p> <p>Explain importance of sales data</p> <p>Explain ways to gather sales data</p> <p>Describe store foot fall data</p> <p>Explain importance of food fall data</p> <p>Explain techniques to collect store foot fall data</p> <p>Describe seasons & occasions and its importance for sales forecasting.</p>	<p>Total 12</p> <p>Theory: 4</p> <p>Practical: 10</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

	<p>P1. Gather past sales data</p> <p>P2. Gather past foot fall data</p> <p>P3. Prepare list of upcoming seasons & occasions</p> <p>P4. Make Sales Forecast according to past sales, customer footfall, and upcoming seasons & occasion</p>	<p>Describe sale forecasting</p> <p>Explain types of forecasting</p> <p>Explain methods of sales forecasting</p>			
LU3: Set Salespersons' targets	<p>The trainee will be able to:</p> <p>P1. Identify individual sales potential of staff</p> <p>P2. Communicate sales targets in units and amount</p> <p>P3. Communicate incentives on sales targets</p>	<p>Explain team target setting</p> <p>Explain techniques of setting team target</p> <p>Explain motivation techniques for team management</p> <p>Explain communication techniques for team management</p> <p>Explain incentives on sales</p> <p>Explain importance of incentives on sales</p>	<p>Total 12</p> <p>Theory: 4</p> <p>Practical: 10</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

<p>LU4: Maintain outlet/store sales performance</p>	<p>The trainee will be able to:</p> <p>P1. Develop and implement weekly/monthly sales plans for achieving sales targets</p> <p>P2. Use liquidation strategies for slow movers</p> <p>P3. Monitor salesperson performances & their sales targets</p> <p>P4. Prepare Sections' Sales report</p>	<p>Describe Sales Plan</p> <p>Describe Sales plan purpose and its importance</p> <p>Explain sales plan drafts & designs</p> <p>Explain liquidation strategies for slow movers</p> <p>Explain ways to implement liquidation strategies for slow movers</p> <p>Explain team performance monitoring techniques</p> <p>Explain importance of team performance monitoring</p> <p>Explain sections' sales report</p> <p>Explain ways to prepare sections sales report</p> <p>Describe sections sales report importance</p>	<p>Total 12</p> <p>Theory: 4</p> <p>Practical: 10</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
<p>LU5: Communicate sales performance to management</p>	<p>The trainee will be able to:</p> <p>P1. Present sales performance to management</p> <p>P2. Present suggestions for sales improvement of store to management</p>	<p>Explain presentation importance</p> <p>Explain techniques and ways to present sales performance</p> <p>Explain ways to incorporate suggestion in presentation</p> <p>Explain types of presentation templates</p>	<p>Total 12</p> <p>Theory: 2</p> <p>Practical: 10</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	P3. Present key areas to improve for better results				
LU6: Use control charts to monitor sales	<p>THE trainee will be able to:</p> <p>P1.Use Histogram for monitoring sales</p> <p>P2.Use Pie Chart for monitoring sales</p> <p>P3.Use upper control & lower control chart for monitoring sales</p> <p>P4.Use X bar chart for monitoring sales</p>	<p>Explain histogram</p> <p>Explain uses of histogram</p> <p>Explain pie chart</p> <p>Explain uses of pie chart</p> <p>Explain upper & lower control chart</p> <p>Explain uses of upper & lower control chart</p> <p>Explain X bar charts</p> <p>Explain uses of X bar charts</p>	<p>Total 12</p> <p>Theory: 4</p> <p>Practical: 10</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

26. Develop Business Opportunities

Objective of the module: This competency standard covers the skills and knowledge required to research business opportunities or market trend, prepare analysis report on new market trend and segments, develop business continuity plans, & facilitate management in development of organisation strategies

Duration: 80 Hours **Theory:** 16 Hours **Practical:** 64 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Research business opportunities or market trend	<p>The trainee will be able to:</p> <p>P1. Identify competitors pricing, promotions, and loyalty programs.</p> <p>P2. Gather information from industry's newsletters.</p> <p>P3. Identify future events & new launches.</p>	<p>Explain market segmentation</p> <p>Explain types of retail markets</p> <p>Explain market research</p> <p>Explain methods of market research</p> <p>Explain pricing strategies</p> <p>Explain store and sales promotions</p> <p>Explain loyalty programs</p> <p>Describe industry newsletters</p>	<p>Total 20 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU2: Prepare Analysis report on new market trend and segments	<p>The trainee will be able to:</p> <p>P1. Prepare market analysis report.</p> <p>P2. Prepare market trend report.</p> <p>P3. Prepare market comparison report</p>	<p>Describe market analysis report</p> <p>Explain ways to prepare market analysis report</p> <p>Explain market trend</p> <p>Describe market trend report</p> <p>Explain methods of preparing market trend report</p> <p>Describe market comparison report</p> <p>Explain methods of preparing market comparison report.</p>	<p>Total 20 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

<p>LU3: Develop business continuity plans</p>	<p>The trainee will be able to:</p> <p>P1. Identify business strength & weakness</p> <p>P2. Identify market opportunities and threads</p> <p>P3. Perform PEST analysis</p> <p>P4. Prepare business continuity plan</p>	<p>Explain SWOT analysis of business</p> <p>Explain PEST analysis of business</p> <p>Describe importance of SWOT analysis</p> <p>Describe importance of PEST analysis</p>	<p>Total 20 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
<p>LU4: Facilitate management in the development of organisation strategies</p>	<p>The trainee will be able to:</p> <p>P1. Communicate PEST & SWOT findings</p> <p>P2. Provide suggestions for organizational strategies</p>	<p>Explain organization strategies</p> <p>Explain Market Penetration</p> <p>Explain uses of market penetration strategies</p> <p>Explain growth strategies</p> <p>Explain uses of growth strategies</p>	<p>Total 20 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 16 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

27. Deliver Operational Excellence

Objective of the module: This competency standard covers the skills and knowledge required to identify near loss & lost items, align business partners for floor upgradation, maintain store ambiance, develop store operation's strategy & plan, monitor operations of roadshows, promotions & events, carryout continuous improvement activities and monitor sales conversation ratio.

Duration: 80 Hours **Theory:** 30 Hours **Practical:** 50 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Identify Near Loss & Lost Items	<p>The trainee will be able to:</p> <p>P1. Identify lost items of store</p> <p>P2. Identify pilferage of store</p> <p>P3. Prepare list of Near Loss & Lost Items of stores</p> <p>P4. Off Shelf Expired Products from Shelves</p> <p>P5. Prepare promotion or Mark down for near expiring products/Out dated Products</p> <p>P6. Dispose Expired products as per SOP</p>	<p>Explain lost items in retail industry</p> <p>Describe types of lost items in retails industry</p> <p>Explain near lost items in retail industry</p> <p>Describe types of near lost items in retails industry</p> <p>Explain pilferage of store</p> <p>Describe techniques of identifying near lost and lost items</p> <p>Describe methods of preparing lists of near loss & lost items</p> <p>Describe kinds of promotions that can be used for near loss items or out dated products</p> <p>Describe techniques to dispose expired items</p>	<p>Total 14 Hours</p> <p>Theory: 5 Hours</p> <p>Practical: 9 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

<p>LU2: Align Business Partners for floor upgradation</p>	<p>The trainee will be able to:</p> <p>P1. Identify areas of improvement in store</p> <p>P2. Communicate suggestions for store improvement to management</p> <p>P3. Facilitate business partner & management for floor upgradation.</p> <p>P4. Execute upgradation in store</p>	<p>Explain floor and store ambiance</p> <p>Explain areas to focus on store for better customer appeal</p> <p>Explain types of improvement can be done on store</p> <p>Explain ways to present ideas of store upgradation to management</p> <p>Explain steps involve in store upgradation</p>	<p>Total 10 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 7 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
<p>LU3: Maintain Store Ambiance</p>	<p>The trainee will be able to:</p> <p>P1. Maintain shelves cleanliness of store</p> <p>P2. Maintain fixtures of stores</p> <p>P3. Maintain store environment</p>	<p>Explain Shelves and its importance in stores</p> <p>Explain importance cleanliness shelves in store</p> <p>Describe ways to ensure cleanliness of shelves in store</p> <p>Explain store fixtures</p> <p>Explain importance of store fixtures</p> <p>Explain store fixtures impact on customers</p> <p>Describe ways to ensure store fixture maintenance</p> <p>Explain store environment</p> <p>Explain elements of store environment</p>	<p>Total 12 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 8 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

		Describe techniques to develop store environment Explain ways to ensure maintenance of store environment			
LU4: Develop Store Operation's Strategy & plan	The trainee will be able to: P1. Identify stores' peak & off peak times/hours P2. Identify potential products (fast moving & slow moving) of store P3. Identify potential promotion for store P4. Prepare store operation plan	Explain peaks hours of stores Explain off peaks hours of stores Describe ways to identify stores' peak & off peak hours. Explain importance of understanding stores' peak & off peak hours Explain importance of identification of stores' peak & off peak hours Describe potential of products in store sales Explain Fast Moving products Explain slow moving products Describe store promotion on products for store operations Explain store operation plan Describe techniques of store operation plan Explain importance of store operation plan	Total 14 Hours Theory: 6 Hours Practical: 8 Hours	Multimedia Videos Handouts Learner's guide White board Board markers	Class room with multimedia aid and flip charts
LU5: Monitor Operations of promotions & events	The trainee will be able to: P1. Execute promotions as per given instruction	Explain execution plan for store promotion Describe importance of promotion execution of store plan Explain elements required for successful promotion execution in stores	Total 8 Hours Theory: 3 Hours	Multimedia Videos Handouts Learner's guide	Class room with multimedia aid and flip charts

	<p>P2. Maintain promotions execution</p> <p>P3. Monitor promotions execution</p>	<p>Describe importance of promotion monitoring</p> <p>Explain methods of monitoring store promotions</p>	<p>Practical: 5 Hours</p>	<p>White board</p> <p>Board markers</p>	
<p>LU6: Carryout Continuous Improvement activities</p>	<p>The trainee will be able to:</p> <p>P1. Identify areas of improvement in store</p> <p>P2. Conduct review meeting</p> <p>P3. Prepare action plan for store improvement implementation</p> <p>P4. Implement quality management tools in store</p>	<p>Explain continuous improvement</p> <p>Explain continuous improvement tools & techniques</p> <p>Describe ways to incorporate continuous improvement tools in store operations</p> <p>Explain ways of identifying store areas of improvement</p> <p>Explain change management</p> <p>Explain importance of change management</p> <p>Explain elements of successful continuous improvement plan</p>	<p>Total 10 Hours</p> <p>Theory: 5 Hours</p> <p>Practical: 5 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
<p>LU7: Monitor sales conversion ratio</p>	<p>The trainee will be able to:</p> <p>P1. Calculate store foot fall</p> <p>P2. Identify stores' performing promotions</p> <p>P3. Calculate sale lost</p> <p>P4. Review product placement in store</p>	<p>Explain store food fall</p> <p>Describe methods of calculating store foot fall</p> <p>Explain importance of calculating foot fall</p> <p>Describe performing promotions in store</p> <p>Describe methods of identifying store performing promotions</p> <p>Explain sales lost</p> <p>Explain methods of calculating sales lost.</p>	<p>Total 12 Hours</p> <p>Theory: 4 Hours</p> <p>Practical: 8 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

		Explain product placement in store Explain importance of product placement in stores			
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28. Plan & Organize Work

Objective of the module: This competency standard covers the skills and knowledge required to set objectives and plan work activities, plan and schedule work activities, implement work plans, monitor work activities, and review and evaluate work plans and activities

Duration: 80 Hours **Theory:** 32 Hours **Practical:** 48 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Set objectives and plan work activities	The trainee will be able to:	<p>Explain Identifying work objectives in consultation with supervisor and consistent with organizational aims.</p> <p>Describe work activities are determined, consistent with, and linked to objectives and broken down into steps in accordance with set time frames.</p> <p>Explain Establishing work activity priorities and deadlines in consultation with others, as appropriate, optimizing the use of time and resources.</p> <p>Describe Identifying own and team responsibilities and levels of authority to ensure understanding of roles.</p> <p>Explain developing feedback mechanisms, key dates and performance indicators for monitoring and evaluation purposes</p> <p>Explain assessing & allocating resource implications of the work activities for appropriate consistent with workplace procedures.</p>	<p>Total 22 Hours</p> <p>Theory: 8 Hours</p> <p>Practical: 14 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

	<p>P1. Identify work objectives in consultation with supervisor and consistent with organizational aims.</p> <p>P2. Determine work activities are determined, consistent with, and linked to objectives and broken down into steps in accordance with set time frames.</p> <p>P3. Establish work activity priorities and deadlines in consultation with others, as appropriate, optimizing the use of time and resources.</p> <p>P4. Identify own and team responsibilities and levels of authority to</p>				
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	<p>ensure understanding of roles.</p> <p>P5. Develop feedback mechanisms, key dates and performance indicators for monitoring and evaluation purposes</p> <p>P6. Assess & allocate resource implications of the work activities for appropriate consistent with workplace procedures.</p>				
LU2: Plan and schedule work activities	<p>The trainee will be able to:</p> <p>P1. Schedule of work activities is coordinated with personnel concerned.</p> <p>P2. Conduct work within established workplace policies and the business</p>	<p>Explain scheduling of work activities is coordinated with personnel concerned.</p> <p>Describe Conducting work within established workplace policies and the business goals of the workplace.</p> <p>Explain Scheduling work tasks</p>	<p>Total 8 Hours</p> <p>Theory: 3 Hours</p> <p>Practical: 5 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	goals of the workplace. P3. Schedule work tasks.				
LU3: Implement work plans	The trainee will be able to: P1. Identify Work methods and practices in consultation with personnel concerned. P2. Implement Work plans in accordance with set time frames, resources and standards.	Explain identifying work methods and practices in consultation with personnel concerned. Describe implement Work plans in accordance with set time frames, resources and standards.	Total 8 Hours Theory: 3 Hours Practical: 5 Hours	Multimedia Videos Handouts Learner's guide White board Board markers	Class room with multimedia aid and flip charts
LU4: Monitor work activities	The trainee will be able to: P1. Monitor & Compare work activities are monitored with set objectives. P2. Monitor work performance. P3. Report deviations from work activities and recommend with	Explain monitor & compare work activities are monitored with set objectives. Describe monitor work performance. Explain reporting deviations from work activities and recommend with appropriate personnel and in accordance with set standards. Describe compile reporting requirements with in accordance with recommended format.	Total 18 Hours Theory: 8 Hours Practical: 10 Hours	Multimedia Videos Handouts Learner's guide White board Board markers	Class room with multimedia aid and flip charts

	<p>appropriate personnel and in accordance with set standards.</p> <p>P4. Compile reporting requirements with in accordance with recommended format.</p> <p>P5. Prepare & maintain files in accordance with standard operating procedures.</p>	<p>Explain preparing & maintaining files in accordance with standard operating procedures</p>			
<p>LU5: Review and evaluate work plans and activities</p>	<p>The trainee will be able to:</p> <p>P1. Review work plans, strategies and implementation based on relevant and current information.</p> <p>P2. Review is based on comprehensive consultation with appropriate</p>	<p>Explain reviewing work plans, strategies and implementation based on relevant and current information.</p> <p>Describe reviewing is based on comprehensive consultation with appropriate personnel on outcomes of work plans and reliable feedback.</p> <p>Describe identifying & developing ways to improve competence within available opportunities accordingly to feedback.</p>	<p>Total 24 Hours</p> <p>Theory: 10 Hours</p> <p>Practical: 14 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>personnel on outcomes of work plans and reliable feedback.</p> <p>P3. Identify & Develop ways to improve competence within available opportunities accordingly to feedback.</p> <p>P4. Conduct performance appraisal in accordance with organization rules and regulations.</p> <p>P5. Prepare performance appraisal report as per organization requirements.</p> <p>P6. Prepare recommendations and presented to appropriate personnel/authorities.</p>	<p>Explain conducting performance appraisal in accordance with organization rules and regulations.</p> <p>Describe preparing performance appraisal report as per organization requirements.</p> <p>Describe preparing recommendations and presented to appropriate personnel/authorities.</p> <p>Describe preparing & Implementing feedback mechanisms in line with organization policies.</p>			
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	P7. Prepare & Implement feedback mechanisms in line with organization policies.				
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29. Manage Finance

Objective of the module: This competency standard covers the skills and knowledge required to prepare ledger accounts, prepare income statement, prepare balance sheet, and prepare cash flows statement.

Duration: 120 Hours **Theory:** 24 hours **Practical:** 96 Hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1: Prepare Ledger Accounts	<p>The trainee will be able to:</p> <p>P1. Prepare Expenses T accounts</p> <p>P2. Prepare Sales T accounts</p> <p>P3. Prepare Accounts Receivable T accounts</p> <p>P4. Prepare Accounts Payable T accounts</p> <p>P5. Prepare others T accounts</p>	<p>Describe techniques preparing expenses T accounts</p> <p>Describe techniques preparing Sales T accounts</p> <p>Describe techniques preparing Accounts Receivable T accounts</p> <p>Describe techniques preparing Accounts Payable T accounts</p> <p>Describe techniques preparing others T accounts</p>	<p>Total 30 Hours</p> <p>Theory: 6 Hours</p> <p>Practical: 24 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts
LU2: Prepare Income Statement	<p>The trainee will be able to:</p> <p>P1. Identify income statement account heads</p> <p>P2. Record Total Sales in income statement</p>	<p>Explain identifying income statement account heads</p> <p>Describe recording methods of Total Sales in income statement</p> <p>Explain recording techniques of total expenses in income statement</p>	<p>Total 30 Hours</p> <p>Theory: 6 Hours</p> <p>Practical: 24</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	Class room with multimedia aid and flip charts

	<p>P3. Record Total Expenses in income statement</p> <p>P4. Record Taxes in income statement</p> <p>P5. Perform calculations for income statement</p>	<p>Explain recording process taxes in income statement</p> <p>Describe performing calculations for income statement</p>	Hours		
LU3: Prepare Balance Sheet	<p>The trainee will be able to:</p> <p>P1. Identify balance sheet account heads</p> <p>P2. Record assets in balance sheet</p> <p>P3. Record liabilities in balance sheet</p> <p>P4. Record capital in balance sheet</p> <p>P5. Perform calculations for balance sheet</p> <p>P6. Balance both side of balance sheet.</p>	<p>Explain identifying balance sheet account heads</p> <p>Describe recording techniques assets in balance sheet</p> <p>Describe recording techniques liabilities in balance sheet</p> <p>Describe recording techniques capital in balance sheet</p> <p>Describe recording techniques calculations for balance sheet</p> <p>Explain balancing process both side of balance sheet</p>	<p>Total 30 Hours</p> <p>Theory: 6 Hours</p> <p>Practical: 24 Hours</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p> <p>White board</p> <p>Board markers</p>	<p>Class room with multimedia aid and flip charts</p>
LU4: Prepare Cash flows statement	<p>The trainee will be able to:</p> <p>P1. Identify inflows</p> <p>P2. Identify outflows</p> <p>P3. Record inflows</p>	<p>Explain identifying cash inflows</p> <p>Describe identifying cash outflows</p> <p>Explain recording process of cash inflows</p> <p>Describe recording techniques outflows</p>	<p>Total 30 Hours</p> <p>Theory: 6</p>	<p>Multimedia</p> <p>Videos</p> <p>Handouts</p> <p>Learner's guide</p>	<p>Class room with multimedia aid and flip charts</p>

	<p>P4. Record outflows</p> <p>P5. Prepare cash flows statement</p>	<p>Explain process and techniques of preparing cash flows statement</p>	<p>Hours</p> <p>Practical: 24 Hours</p>	<p>White board</p> <p>Board markers</p>	
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General assessment guidance for *Retail Operations Management*

Good practice in Pakistan makes, use of sessional and final assessments, the basis of which is described below. Good practice by vocational training providers in Pakistan, is to use a combination of these sessional and final assessments, combined to produce the final qualification result.

Sessional assessment is going on all the time. Its purpose is to provide feedback on what students are learning:

- to the student: to identify achievement and areas for further work
- To the teacher: to evaluate the effectiveness of teaching to date, and to focus future plans.

Assessors need to devise sessional assessments for both theoretical and practical work. Guidance is provided in the assessment strategy

Final assessment is the assessment, usually on completion of a course or module, which says whether or not the student has "passed". It is – or should be – undertaken with reference to all the objectives or outcomes of the course, and is usually fairly formal. Considerations of security – ensuring that the student who gets the credit is the person who did the work – assume considerable importance in final assessment.

Methods of assessment

For lessons with a high quantity of theory, written or oral tests related to learning outcomes and/ or learning content can be conducted. For workplace lessons, assessment can focus on the quality of planning the related process, the quality of executing the process, the quality of the product and/or evaluation of the process.

Methods include direct assessment, which is the most desirable form of assessment. For this method, evidence is obtained by direct observation of the student's performance.

Principles of assessment

All assessments should be valid, reliable, fair and flexible:

Fairness means that there should be no advantages or disadvantages for any assessed person. For example, it should not happen that one student gets prior information about the type of work performance that will be assessed, while another candidate does not get any prior information.

Validity means that a valid assessment assesses what it claims to assess.

Reliability means that the assessment is consistent and reproducible.

Flexibility means that the assessor has to be flexible concerning the assessment approach. For example, if there is a mishap during the assessment, the assessor should modify the arrangements to accommodate the students' needs.

Assessment strategy for Retail Operations Management

This curriculum consists of 29 modules:

1. Attain Product Knowledge
2. Perform Sales
3. Provide Customer Services
4. Manage Outlet/Store Sales Performance
5. Develop Business Opportunities
6. Deliver Services Excellence
7. Deliver Operational Excellence
8. Handle Cash Counter
9. Perform Stocking Operations
10. Prepare Inventory Requirements & Reports
11. Carryout Administrative Activities
12. Maintain Store Safety
13. Maintain Store Security
14. Manage Staff
15. Provide Training to Staff
16. Develop Teams & Individuals
17. Manage Shopper's Marketing Program
18. Create a display for small scale store
19. Monitor in-store display
20. Buy Store Merchandise
21. Manage Store Categories
22. Manage business partners(Vendors) relations
23. Manage Omni Channel
24. Perform Booking Keeping
25. Perform Retail Finance
26. Plan & Organize Work
27. Develop Professionalism
28. Manage Finance
29. Manage Inventory Control

Sessional assessment

The sessional assessment shall be conducted after completion of each module in two parts: theoretical assessment and practical assessment.

Theoretical assessment for all learning modules must consist of a written paper lasting at least 30 minutes per module. This can be a combination of multiple choice and short answer questions.

For practical assessment, all procedures and methods for the modules must be assessed on a sessional basis. Guidance is provided below under Planning for assessment.

Final assessment

Final assessment shall also be in two parts: theoretical assessment and practical assessment.

For the final practical assessment, each student shall be assessed over a period of 4-5 hours session. During this period, each student must be assessed on his ability to perform a complete job for each of the remaining modules.

The assessment team

The number of assessors must meet the needs of the students and the training provider. For example, where two assessors are conducting the assessment, there must be a maximum of five students per assessor. In this example, a group of 20 students shall therefore require assessments to be carried out over a four-day period. For a group of only 10 students, assessments would be carried out over a two-day period only.

Planning for assessment

Sessional assessment: assessors need to plan in advance how they will conduct sessional assessments for each module. The tables on the following pages are for assessors to use to insert how many hours of theoretical and practical assessment will be conducted and what the scheduled dates are.

Final assessment: Training providers need to decide ways to combine modules into a cohesive two-day final assessment program for each group of five students. Training providers must agree the dishes for practical assessments in advance.

COMPLETE LIST OF TOOLS & EQUIPMENT

List of Personal Protective Equipment

Sr. #	Description	Specifications	Quantity
1.	First AID Box	Standard	2
2.	Fire Extinguisher Cylinder	Co2- 5 Kg	5
3.	Fire Blanket	Standard	2
4.	Fire Bucket	Standard	2
5.	Safety Gloves	Standard	5
6.	Safety Goggles	White	5
7.	Safety Shoes	Standard	5
8.	Safety Belt	Standard	5

List of Tools & Equipment

Sr. No	Description	Specification	Quantity
1.	Computer	Processor: Core i5 RAM: 8GB Hard Disk: 1TB Display: 20" Window 10 Office 2019	5
2.	Printer & Scanner	Multi-Function Laser Jet 10ppm or above Black & white	1
3.	POS system	Cash Drawer Thermal Printer Label Printer POS Software	5
4.	Credit card machine	OEM Specs	1
5.	Bar code	Wireless Bar Code	5
6.	RFID remover	OEM Specs	5
7.	UPS	600-700VA	5

8.	RIFD Scanner	For Security	2
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List of Stationary

Sr. #	Description
1.	Handbooks / Registers
2.	Pencils/ pens
3.	Rubbers
4.	Sharpeners
5.	Paper Cutter
6.	Seizers
7.	Colors
8.	White charts
9.	Brown sheets
10.	White board markers
11.	Permanent markers
12.	File cover and files
13.	Tag cards
14.	Small Knife and blades

Credit values

The credit value of the National Certificate for Retail Operations Management is defined by estimating the amount of time/ instruction hours required to complete each competency unit and competency standard. The NVQF uses a standard credit value of 1 credit = 10 hours of learning (Following Higher Education Commission (HEC) guidelines.


The credit values are as follows:


Competency Module	Estimate of hours	Credit
1: Attain Product Knowledge	80	8
2: Perform Sales	120	12
3: Provide Customer Services	120	12
4: Manage Outlet/Store Sales Performance	100	10
5: Develop Business Opportunities	80	8
6: Deliver Services Excellence	80	8
7: Deliver Operational Excellence	80	8
8: Handle Cash Counter	80	8
9: Perform Stocking Operations	80	8
10 Prepare Inventory Requirements & Reports	80	8
11. Carryout Administrative Activities	80	8
12. Maintain Store Safety	60	6
13. Maintain Store Security	60	6
14. Manage Staff	120	12
15. Provide Training to Staff	120	12

Competency Module	Estimate of hours	Credit
16. Develop Teams & Individuals	80	8
17. Manage Shopper's Marketing Program	180	18
18. Create a display for small scale store	180	18
19. Monitor in-store display	60	6
20. Buy Store Merchandise	180	18
21. Manage Store Categories	120	12
22. Manage business partners(Vendors) relations	80	8
23. Manage Omni Channel	100	10
24. Perform Booking Keeping	40	4
25. Perform Retail Finance	120	12
26. Plan & Organize Work	80	8
27. Develop Professionalism	40	4
28. Manage Finance	120	12
29. Manage Inventory Control	80	8

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