

TRAINING REGULATIONS

CUSTOMER SERVICES NC II



WHOLESALE AND RETAIL TRADING SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

East Service Road, South Superhighway, Taguig City

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WHOLESALE AND RETAIL TRADING SECTOR

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**TRAINING REGULATIONS FOR
CUSTOMER SERVICES NC- II**

SECTION 1 CUSTOMER SERVICES NC-II

The **CUSTOMER SERVICES NC- II** Qualification consists of competencies that a person must possess to be able to conduct the process of offering products and services to customers and assisting them in making a purchase in various retail store settings, such as department stores, specialty stores, hypermarkets, supermarkets, fast food outlets and other service providers.

The Units of Competency comprising this Qualification include the following:

CODE NO.	BASIC COMPETENCIES
500311105	Participate in workplace communication
500311106	Work in team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures

CODE NO.	COMMON COMPETENCIES
WRT311201	Develop and update industry knowledge
WRT311202	Perform computer operations
WRT311203	Perform workplace security and safety practices

CODE NO.	CORE COMPETENCIES
WRT522301	Prepare products for display
WRT522302	Sell products and services
WRT522303	Interact with customers
WRT522304	Operate retail equipment
WRT522305	Balance register/terminal
WRT522306	Perform stock control procedures

ELECTIVES:

WRT522307	Merchandise Food Products
WRT522308	Perform Merchandise Presentation Skills

A person who has achieved this Qualification is competent to be:

- Sales Clerk/ Sales Assistant
- Product Specialist
- Promo Merchandiser
- Customer Service Clerk/Assistant
- Service Crew
- Cashier
- Counter-Checker/Bagger
- Jr. Visual Merchandiser

SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the basic, common and core units of competency required in **CUSTOMER SERVICES NC-II**.

BASIC COMPETENCIES

UNIT OF COMPETENCY : PARTICIPATE IN WORKPLACE COMMUNICATION

UNIT CODE : 500311105

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from <i>appropriate sources</i> 1.2 Effective questioning , active listening and speaking skills are used to gather and convey information 1.3 Appropriate <i>medium</i> is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and <i>storage</i> of information are used 1.7 Personal interaction is carried out clearly and concisely
2. Participate in workplace meetings and discussions	2.1 Team meetings are attended on time 2.2 Own opinions are clearly expressed and those of others are listened to without interruption 2.3 Meeting inputs are consistent with the meeting purpose and established <i>protocols</i>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
	<p>2.4 Workplace interactions are conducted in a courteous manner</p> <p>2.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to</p> <p>2.6 Meetings outcomes are interpreted and implemented</p>
3. Complete relevant work related documents	<p>3.1 Range of forms relating to conditions of employment are completed accurately and legibly</p> <p>3.2 Workplace data is recorded on standard workplace forms and documents</p> <p>3.3 Basic mathematical processes are used for routine calculations</p> <p>3.4 Errors in recording information on forms/ documents are identified and properly acted upon</p> <p>3.5 Reporting requirements to supervisor are completed according to organizational guidelines</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate Sources	1.1. Team members 1.2. Suppliers 1.3. Trade personnel 1.4. Local government 1.5. Industry bodies
2. Appropriate Medium	2.1 Memorandum 2.3 Circular 2.4 Notice 2.5 Information discussion 2.6 Follow-up or verbal instructions 2,7 Face to face communication
3. Storage	3.1 Manual filing system 3.2 Computer-based filing system
4. Forms	4.1 Transaction forms, personnel forms, telephone message forms, sales reports, safety reports
5. Workplace Interactions	5.1 Face to face 5.2 Telephone 5.3 Electronic and two way radio 5.4 Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
6. Protocols	6.1 Observing meeting 6.2 Compliance with management decisions 6.3 Obeying meeting instructions

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Prepared written communication following standard format of the organization 1.2. Accessed information using communication equipment 1.3. Made use of relevant terms as an aid to transfer information effectively 1.4. Conveyed information effectively adopting the formal or informal communication
<p>2. Underpinning Knowledge</p>	<ul style="list-style-type: none"> 2.1. Effective communication 2.2. Different modes of communication 2.3. Written communication 2.4. Organizational policies 2.5. Communication procedures and systems 2.6. Technology relevant to the enterprise and the individual's work responsibilities
<p>3. Underpinning Skills</p>	<ul style="list-style-type: none"> 3.1. Follow simple spoken language 3.2. Perform routine workplace duties following simple written notices 3.3. Participate in workplace meetings and discussions 3.4. Complete work related documents 3.5. Estimate, calculate and record routine workplace measures 3.6. Basic mathematical processes of addition, subtraction, division and multiplication 3.7. Ability to relate to people of social range in the workplace 3.8. Gather and provide information in response to workplace Requirements
<p>4. Resource Implications</p>	<ul style="list-style-type: none"> 4.1. Fax machine 4.2. Telephone 4.3. Writing materials 4.4. Internet
<p>5. Methods of Assessment</p>	<ul style="list-style-type: none"> 5.1. Direct Observation 5.2. Oral interview and written test
<p>6. Context for Assessment</p>	<ul style="list-style-type: none"> 6.1. Competency may be assessed individually in the actual workplace or through accredited institution

UNIT OF COMPETENCY : WORK IN TEAM ENVIRONMENT

UNIT CODE : 500311106

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Describe team role and scope	1.1. The <i>role and objective of the team</i> is identified from available <i>sources of information</i> . 1.2. Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources
2. Identify own role and responsibility within team	2.1. Individual role and responsibilities within the team environment are identified 2.2. Roles and responsibility of other team members are identified and recognized 2.3. Reporting relationships within team and external to team are identified
3. Work as a team member	3.1. Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives 3.2. Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and <i>workplace context</i> 3.3. Observed protocols in reporting using standard operating procedures 3.4. Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and Objective of Team	1.1. Work activities in a team environment with enterprise or specific sector 1.2. Limited discretion, initiative and judgement maybe demonstrated on the job, either individually or in a team environment
2. Sources of Information	2.1. Standard operating and/or other workplace procedures 2.2. Job procedures 2.3. Machine/equipment manufacturer's specifications and instructions 2.4. Organizational or external personnel 2.5. Client/supplier instructions 2.6. Quality standards 2.7. OHS and environmental standards
3. Workplace Context	3.1. Work procedures and practices 3.2. Conditions of work environments 3.3. Legislation and industrial agreements 3.4. Standard work practice including the storage, safe handling and disposal of chemicals 3.5. Safety, environmental, housekeeping and quality guidelines

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Operated in a team to complete workplace activity 1.2. Worked effectively with others 1.3. Conveyed information in written or oral form 1.4. Selected and used appropriate workplace language 1.5. Followed designated work plan for the job 1.6. Reported outcomes
<p>2. Underpinning Knowledge and Attitude</p>	<ul style="list-style-type: none"> 2.1. Communication process 2.2. Team structure 2.3. Team roles 2.4. Group planning and decision making
<p>3. Underpinning Skills</p>	<ul style="list-style-type: none"> 3.1. Communicate appropriately, consistent with the culture of the workplace
<p>4. Resource Implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1. Access to relevant workplace or appropriately simulated environment where assessment can take place 4.2. Materials relevant to the proposed activity or tasks
<p>5. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1. Observation of the individual member in relation to the work activities of the group 5.2. Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal 5.3. Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
<p>6. Context for Assessment</p>	<ul style="list-style-type: none"> 6.1. Competency may be assessed in workplace or in a simulated workplace setting 6.2. Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY : PRACTICE CAREER PROFESSIONALISM

UNIT CODE : 500311107

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range of Variables</i>
1. Integrate personal objectives with organizational goals	1.1 Personal growth and work plans are pursued towards improving the qualifications set for the profession 1.2 Intra- and interpersonal relationships are maintained in the course of managing oneself based on performance evaluation 1.3 Commitment to the organization and its goal is demonstrated in the performance of duties
2. Set and meet work priorities	2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 Resources are utilized efficiently and effectively to manage work priorities and commitments 2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures
3. Maintain professional growth and development	3.1 Trainings and career opportunities are identified and availed of based on job requirements 3.2 Recognitions are -sought/received and demonstrated as proof of career advancement 3.3 Licenses and/or certifications relevant to job and career are obtained and renewed

RANGE OF VARIABLES

VARIABLE	RANGE
1. Evaluation	1.1 Performance Appraisal 1.2 Psychological Profile 1.3 Aptitude Tests
2. Resources	2.1 Human 2.2 Financial 2.3 Technology 2.3.1 Hardware 2.3.2 Software
3. Trainings and Career Opportunities	3.1 Participation in training programs 3.1.1 Technical 3.1.2 Supervisory 3.1.3 Managerial 3.1.4 Continuing Education 3.2 Serving as Resource Persons in seminars and workshops
4. Recognitions	4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.6 Tangible and Intangible Rewards
5. Licenses and/or Certifications	5.1 National Certificates 5.2 Certificate of Competency 5.3 Support Level Licenses 5.4 Professional Licenses

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Attained job targets within key result areas (KRAs)</p> <p>1.2 Maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation</p> <p>1.3 Completed trainings and career opportunities which are based on the requirements of the industries</p> <p>1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification</p>
<p>2. Underpinning Knowledge</p>	<p>2.1 Work values and ethics (Code of Conduct, Code of Ethics, etc.)</p> <p>2.2 Company policies</p> <p>2.3 Company-operations, procedures and standards</p> <p>2.4 Fundamental rights at work including gender sensitivity</p> <p>2.5 Personal hygiene practices</p>
<p>3. Underpinning Skills</p>	<p>3.1 Appropriate practice of personal hygiene</p> <p>3.2 Intra and Interpersonal skills</p> <p>3.3 Communication skills</p>
<p>4. Resource Implications</p>	<p>The following resources MUST be provided:</p> <p>4.1 Workplace or assessment location</p> <p>4.2 Case studies/scenarios</p>
<p>5. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <p>5.1 Portfolio Assessment</p> <p>5.2 Interview</p> <p>5.3 Simulation/Role-plays</p> <p>5.4 Observation</p> <p>5.5 Third Party Reports</p> <p>5.6 Exams and Tests</p>
<p>6. Context for Assessment</p>	<p>6.1 Competency may be assessed in the work place or in a simulated work place setting</p>

UNIT OF COMPETENCY : PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

UNIT CODE : 500311108

UNIT DESCRIPTOR : This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Identify hazards and risks	1.1 Safety regulations and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures 1.2 Hazards/risks in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures 1.3 Contingency measures during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures
2. Evaluate hazards and risks	2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV) 2.2 Effects of the hazards are determined 2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
3. Control hazards and risks	<p>3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed</p> <p>3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies</p> <p>3.3 <i>Personal protective equipment (PPE)</i> is correctly used in accordance with organization OHS procedures and practices</p> <p>3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol</p>
4. Maintain OHS awareness	<p>4.1 <i>Emergency-related drills and trainings</i> are participated in as per established organization guidelines and procedures</p> <p>4.2 <i>OHS personal records</i> are completed and updated in accordance with workplace requirements</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Safety Regulations	May include but are not limited to: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations
2. Hazards/Risks	May include but are not limited to: 2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation 2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects 2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors 2.4 Ergonomics <ul style="list-style-type: none"> • Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles • Physiological factors – monotony, personal relationship, work out cycle
3. Contingency Measures	May include but are not limited to: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 (Calling designed) emergency personnel
4. PPE	May include but are not limited to: 4.1 Mask 4.2 Gloves 4.3 Goggles 4.4 Hair Net/cap/bonnet 4.5 Face mask/shield 4.6 Ear muffs 4.7 Apron/Gown/coverall/jump suit 4.8 Anti-static suits

<p>5. Emergency-related Drills and Training</p>	<p>5.1 Fire drill 5.2 Earthquake drill 5.3 Basic life support/CPR 5.4 First aid 5.5 Spillage control 5.6 Decontamination of chemical and toxic 5.7 Disaster preparedness/management</p>
<p>6. OHS Personal Records</p>	<p>6.1 Medical/Health records 6.2 Incident reports 6.3 Accident reports 6.4 OHS-related training completed</p>

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Explained clearly established workplace safety and hazard control practices and procedures 1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures 1.3 Recognized contingency measures during workplace accidents, fire and other emergencies 1.4 Identified terms of maximum tolerable limits based on threshold limit value- TLV. 1.5 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace 1.6 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices 1.7 Completed and updated OHS personal records in accordance with workplace requirements
<p>2. Underpinning Knowledge</p>	<ul style="list-style-type: none"> 2.1 OHS procedures and practices and regulations 2.2 PPE types and uses 2.3 Personal hygiene practices 2.4 Hazards/risks identification and control 2.5 Threshold Limit Value -TLV 2.6 OHS indicators 2.7 Organization safety and health protocol 2.8 Safety consciousness 2.9 Health consciousness
<p>3. Underpinning Skills</p>	<ul style="list-style-type: none"> 3.1 Practice of personal hygiene 3.2 Hazards/risks identification and control skills 3.3 Interpersonal skills 3.4 Communication skills
<p>4. Resource Implications</p>	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 4.1 Workplace or assessment location 4.2 OHS personal records 4.3 PPE 4.4 Health records
<p>5. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Portfolio Assessment 5.2 Interview 5.3 Case Study/Situation
<p>6. Context for Assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed in the work place or in a simulated work place setting

COMMON COMPETENCIES

UNIT OF COMPETENCY : DEVELOP AND UPDATE INDUSTRY KNOWLEDGE

UNIT CODE : WRT311201

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills required to access, increase and update industry knowledge. It includes seek information on the industry and update industry knowledge

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> items are elaborated in the Range of Variables
1. Seek information on the industry	1.1 <i>Sources of information</i> on the industry are correctly identified and accessed 1.2 <i>Information to assist effective work performance</i> is obtained in line with job requirements 1.3 Specific information on sector of work is accessed and updated 1.4 Industry information is correctly applied to day-to-day work activities
2. Update industry knowledge	2.1 Informal and/or formal research is used to update general knowledge of the industry 2.2 Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day-to-day working activities

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information sources	Information sources may include but are not limited to : 1.1 media 1.2 reference books 1.3 libraries 1.4 industry associations 1.5 industry journals 1.6 internet 1.7 personal observation and experience
2. Information to assist effective work performance	2.1 different sectors of the industry and the services available in each sector 2.2 relationship between retail and tourism 2.3 relationship between the industry and other industries 2.4 industry working conditions 2.5 legislation that affects the industry <ul style="list-style-type: none"> • drugs and liquor • health and safety • hygiene • workers compensation • consumer protection • building regulations 2.6 industrial relations issues and major organizations 2.7 career opportunities within the industry 2.8 work ethic required to work in the industry and industry expectations of staff 2.9 quality assurance

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Knew key sources of information on the industry 1.2 Updated industry knowledge 1.3 Accessed and used industry information
2. Underpinning Skills	2.1 Time management 2.2 Ready skills needed to access industry information 2.3 Basic competency skills needed to access the internet
3. Underpinning Knowledge	3.1 Overview of quality assurance in the industry 3.2 Role of individual staff members 3.3 Industry information sources
4. Resource Implications	4.1 Sources of information on the industry 4.2 Industry knowledge
5. Methods of Assessment	5.1 Interview/questions 5.2 Practical demonstration 5.3 Portfolio of industry information related to trainee's work
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY : PERFORM COMPUTER OPERATIONS

UNIT CODE : WRT311203

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes and values needed to perform computer operations which includes inputting, accessing, producing and transferring data using the appropriate hardware and software

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Plan and prepare for task to be undertaken	1.1. Requirements of task are determined 1.2. Appropriate <i>hardware</i> and <i>software</i> is selected according to task assigned and required outcome 1.3. Task is planned to ensure <i>OH & S guidelines</i> and procedures are followed
2. Input data into computer	2.1. Data are entered into the computer using appropriate program/application in accordance with company procedures 2.2. Accuracy of information is checked and information is saved in accordance with standard operating procedures 2.3. Inputted data are stored in <i>storage media</i> according to requirements 2.4. Work is performed within <i>ergonomic guidelines</i>
3. Access information using computer	3.1. Correct program/application is selected based on job requirements 3.2. Program/application containing the information required is accessed according to company procedures 3.3. <i>Desktop icons</i> are correctly selected, opened and closed for navigation purposes 3.4. Keyboard techniques are carried out in line with OH & S requirements for safe use of keyboards

<p>4. Produce/output data using computer system</p>	<p>4.1. Entered data are processed using appropriate software commands</p> <p>4.2. Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures</p> <p>4.3. Files and data are transferred between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures</p>
<p>5. Maintain computer equipment and systems</p>	<p>5.1 Systems for cleaning, minor <i>maintenance</i> and replacement of consumables are implemented</p> <p>5.2 Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures</p> <p>5.3 Basic file maintenance procedures are implemented in line with the standard operating procedures</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hardware and Peripheral Devices	1.1. Personal computers 1.2. Networked systems 1.3. Communication equipment 1.4. Printers 1.5. Scanners 1.6. Keyboard 1.7. Mouse
2. Software	Software includes the following but not limited to: 2.1. Word processing packages 2.2. Data base packages 2.3. Internet 2.4. Spreadsheets
3. OH & S Guidelines	3.1. OHS guidelines 3.2. Enterprise procedures
4. Storage Media	Storage media include the following but not limited to: 4.1. diskettes 4.2. CDs 4.3. zip disks 4.4. hard disk drives, local and remote
5. Ergonomic Guidelines	5.1. Types of equipment used 5.2. Appropriate furniture 5.3. Seating posture 5.4. Lifting posture 5.5. Visual display unit screen brightness
6. Desktop Icons	Icons include the following but not limited to: 6.1. directories/folders 6.2. files 6.3. network devices 6.4. recycle bin
7. Maintenance	7.1. Creating more space in the hard disk 7.2. Reviewing programs 7.3. Deleting unwanted files 7.4. Backing up files 7.5. Checking hard drive for errors 7.6. Using up to date anti-virus programs 7.7. Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

<p>1. Critical Aspect of Competency</p>	<p>Assessment must show that the candidate:</p> <ul style="list-style-type: none"> 1.1. Selected and used hardware components correctly and according to the task requirement 1.2. Identified and explain the functions of both hardware and software used, their general features and capabilities 1.3. Produced accurate and complete data in accordance with the requirements 1.4. Used appropriate devices and procedures to transfer files/data accurately 1.5. Maintained computer system
<p>2. Underpinning Knowledge</p>	<ul style="list-style-type: none"> 2.1. Basic ergonomics of keyboard and computer use 2.2. Main types of computers and basic features of different operating systems 2.3. Main parts of a computer 2.4. Storage devices and basic categories of memory 2.5. Relevant types of software 2.6. General security 2.7. Viruses 2.8. OH & S principles and responsibilities 2.9. Calculating computer capacity
<p>3. Underpinning Skills</p>	<ul style="list-style-type: none"> 3.1. Reading skills required to interpret work instruction 3.2. Communication skills
<p>4. Resource Implication</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1. Computer hardware with peripherals 4.2. Appropriate software
<p>5. Methods of Assessment</p>	<p>5.1. The assessor may select two of the following assessment methods to objectively assess the candidate:</p> <ul style="list-style-type: none"> 5.1.1. Observation 5.1.2. Questioning 5.1.3. Practical demonstration
<p>6. Context for Assessment</p>	<p>6.1 Assessment may be conducted in the workplace or in a simulated environment</p>

UNIT OF COMPETENCY : PERFORM WORKPLACE SECURITY AND SAFETY PRACTICES

UNIT CODE : WRT311204

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitudes in following health, safety and security practices. It includes dealing with emergency situations and maintaining safe personal presentation standards.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> items are elaborated in the Range of Variables
1. Follow workplace procedures for health, safety and security practices	1.1 Correct health, safety and security procedures are followed in line with legislation, regulations and enterprise procedures 1.2 Breaches of health, safety and security procedures are identified and reported in line with enterprise procedure 1.3 Suspicious behavior or unusual occurrence are reported in line with enterprise procedure
2. Deal with emergency situations	2.1 Emergency and potential emergency situations are recognized and appropriate action are taken within individual's scope of responsibility 2.2 Emergency procedures are followed in line with enterprise procedures 2.3 Assistance is sought from colleagues to resolve or respond to emergency situations 2.4 Details of emergency situations are reported in line with enterprise procedures
3. Maintain safe personal presentation standards	3.1 Safe personal standards are identified and followed in line with enterprise requirements

RANGE OF VARIABLES

VARIABLE	RANGE
1. Health, Safety and Security Procedures	<p>May include but are not limited to :</p> <ul style="list-style-type: none"> 1.1 use of personal protective clothing and equipment 1.2 safe posture including sitting, standing, bending 1.3 manual handling including lifting, transferring 1.4 safe work techniques including knives and equipment, handling hot surfaces, computers and electronic equipment 1.5 safe handling of chemicals, poisons and dangerous materials 1.6 ergonomically sound furniture and work stations 1.7 emergency fire and accident 1.8 hazard identification and control 1.9 security of documents, cash, equipment, people 1.10 key control systems
2. Breaches of Procedure	<p>May include but are not limited to :</p> <ul style="list-style-type: none"> 2.1 loss of keys 2.2 strange or suspicious persons 2.3 broken or malfunctioning equipment 2.4 loss of property, goods or materials 2.5 damaged property or fittings 2.6 lack of suitable signage when required 2.7 lack of training on health and safety issues 2.8 unsafe work practices
3. Emergency	<p>May include but is not limited to :</p> <ul style="list-style-type: none"> 3.1 personal injuries 3.2 fire 3.3 electrocution 3.4 natural calamity i.e. earthquake/flood 3.5 criminal acts i.e. robbery 3.6 bomb

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires tangible evidence that the candidate :</p> <ul style="list-style-type: none"> 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with workplace safety, security and hygiene practices 1.4 Identified faults & problems and the necessary corrective action 1.5 Promoted public relation among others 1.6 Complied with quality standards 1.7 Responded to emergency situations in line with enterprise guidelines 1.8 Complied with proper dress code
<p>2. Underpinning Knowledge</p>	<ul style="list-style-type: none"> 2.1 Communication <ul style="list-style-type: none"> 2.1.1 Interactive communication with others 2.1.2 Interpersonal skills 2.1.3 Good working attitude 2.1.4 Ability to work quietly; with cooperation; patience, carefulness, cleanliness and aesthetic values 2.1.5 Ability to focus on task at hand 2.2 Systems, Processes and Operations <ul style="list-style-type: none"> 2.2.1 Workplace health, safety and security procedures 2.2.2 Emergency procedures 2.2.3 Personal presentation 2.3 Safety Practices <ul style="list-style-type: none"> 2.3.1 Proper disposal of garbage 2.3.2 Practice safety measures 2.3.3 5S Implementation
<p>3. Underpinning Skills</p>	<ul style="list-style-type: none"> 3.1 Ability to make decision 3.2 Time management 3.3 Ability to offer alternative steps 3.4 Care in handling and operating equipment

4. Resource Implications may Include	4.1 Procedures Manual on safety, security, health and emergency 4.2 Availability of tools, equipment, supplies and materials
5. Methods of Assessment	5.1 Written examination 5.2 Practical demonstration 5.3 Interview
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

CORE COMPETENCIES

UNIT OF COMPETENCY : PREPARE PRODUCTS FOR DISPLAY

UNIT CODE : WRT522301

UNIT DESCRIPTOR : This unit involves the arrangement and presentation of merchandise within the store. It includes the setting up and maintenance of displays and labeling or pricing stock.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> items are elaborated in the Range of Variables
1. Prepare Display Labels/Tickets	1.1 Electronic <i>ticketing equipment and pricing requirement</i> are used and maintained according to design and specifications. 1.2 Tickets prepared using electronic equipment or neatly by hand according to store procedures. 1.3 Soiled, damaged, illegible or incorrect labels/tickets identified and corrective action taken. 1.4 Labels/tickets for window, wall or floor displays prepared according to store policy. 1.5 Ticketing equipment maintained and stored in a secure location.
2. Place, arrange and display price tickets and labels.	2.1 Tickets/labels are visible and correctly placed on merchandise. 2.2 Labels/tickets replaced according to store policy. 2.3 Correct pricing and information maintained on merchandise according to store procedures, industry codes of practice and legislative requirements.
3. Place and Arrange Merchandise	3.1 Merchandise unpacked in accordance with <i>store policy</i> . 3.2 Merchandise placed on floor, fixtures and shelves in determined locations. 3.3 Merchandise displayed to achieve a balanced fully stocked appearance and promote sales. 3.4 Damaged, soiled or out of date stock identified and corrective action taken as required according to store procedure. 3.5 Stock rotated according to stock requirements and store procedure. 3.6 Stock range placed to conform with fixtures, ticketing, prices or bar codes

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> items are elaborated in the Range of Variables
	3.7 Stock presentation conforms to special handling techniques and other safety requirements .
4. Maintain Displays	4.1 Special promotion areas reset and maintained in accordance with workplace policies and procedures. 4.2 Supervisor assisted in selection of merchandise for display. 4.3 Merchandise arranged/faced up as directed and/or according to layout specifications and load bearing capacity of fixtures. 4.4 Unsuitable or out of date displays identified, reset and/or removed as directed. 4.5 Optimum stock levels identified and stock replenished according to store policy. 4.6 Display areas maintained in a clean and tidy manner. 4.7 Excess packaging removed from display areas.
5. Protect Merchandise	5.1 Correct handling, storage and display techniques identified and used according to stock characteristics and legislative requirements .

RANGE OF VARIABLES

VARIABLE	RANGE
1. Store Policy and Procedures	1.1 Store policy and procedures in regard to: <ul style="list-style-type: none"> • merchandising of stock • preparing and displaying tickets/labels • maintaining displays 1.2 Displays may include <ul style="list-style-type: none"> • setting new displays • maintaining existing ones
2. Safety Requirements	2.1 Safety requirements may include: <ul style="list-style-type: none"> • transport, storage and handling of goods • hazardous substances • labeling of workplace substances
3. Ticketing and Pricing Requirements	3.1 Store ticketing and pricing requirements may include: <ul style="list-style-type: none"> • pricing gun • shelf tickets • shelf talkers • written labels • swing ticketing • bar coding • price boards • header boards
4. Merchandise	4.1 Merchandise may be characterized by: <ul style="list-style-type: none"> • type • brand • size • customer needs • color • price
5. Correct handling, storage and display techniques	5.1 Handling techniques may vary according to: <ul style="list-style-type: none"> • stock characteristics • industry codes of practice.
6. Legislative Requirements	5.1 Legislative requirements may include: <ul style="list-style-type: none"> • pricing requirements including Goods and Services Tax (GST) requirements • industry codes of practice • discounted items • Trade Practices and Fair Trading Acts

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1 Consistently applied store policies and procedures in regard to displaying, merchandising, ticketing, pricing and storage of stock. 1.2 Displayed merchandise on floor, fixtures, shelves/display areas, in determined locations, in accordance with special manual handling techniques and other safety requirements. 1.3 Prepared display labels and priced tickets for merchandise with regard to store policies and procedures. 1.4 Operated, maintained and stored a range of ticketing equipment according to: <ul style="list-style-type: none"> • store policy and procedures • industry codes of practice • manufacturers' instructions and design specifications. 1.5 Arranged correct pricing and information on merchandise according to store procedures, industry codes and government requirements. 1.6 Identified damaged, soiled or out of date stock and takes corrective action as required by store procedures and legislative requirements. 1.7 Maintained display areas and replenished stock as required in accordance with store procedures and legislative requirements. 1.8 Performed correct manual handling, storage and display techniques according to: <ul style="list-style-type: none"> • stock characteristics • industry codes of practice • occupational health and safety • legislation/regulations/codes of practice.
<p>2. Underpinning Knowledge</p>	<p>Knowledge of: store policies and procedures, in regard to:</p> <ol style="list-style-type: none"> 2.1 merchandising, ticketing and pricing of stock 2.2 correct storage of stock 2.3 store promotional themes, including advertising, catalogues and special offers 2.4 location of display areas 2.5 availability and use of display materials 2.6 stock rotation/ reshuffle 2.7 stock replenishment 2.8 merchandise range 2.9 scheduling for building or rotating displays

	<p>2.10 correct storage procedures for labeling/ticketing</p> <p>2.11 equipment and materials</p> <p>2.12 Correct manual handling techniques for protection of self and merchandise</p> <p>2.13 Principles of display</p> <p>2.14 Elements and principles of design and trends in retail design</p> <p>2.15 Relevant occupational health and safety regulations including:</p> <ul style="list-style-type: none"> ● manual handling ● hygiene and sanitation ● hazardous substances ● labeling of workplace substances <p>2.16 Relevant legislation and statutory requirements</p> <p>2.17 Pricing procedures including inclusion/exclusion of Goods and Services Tax (GST)</p> <p>2.18 Relevant industry codes of practice</p>
<p>3. Underpinning Skills</p>	<p>Skills in:</p> <p>3.1 Using and maintaining of manual and electronic labeling/ticketing equipment</p> <p>3.2 Completing tasks in a set time frame</p> <p>3.3 Literacy and numeracy skills in relation to:</p> <ul style="list-style-type: none"> ● reading and interpreting store procedures and guidelines ● machine or manual preparation of labels/tickets ● reading and understanding manufacturer's instructions <p>3.4 Use of electronic labeling/ticketing equipment.</p>
<p>4. Resource Implications</p>	<p>The following resources <u>MUST</u> be provided:</p> <p>4.1 A retail work environment</p> <p>4.2 A range of ticketing and pricing equipment</p> <p>4.3 Merchandise for display</p> <p>4.4 Display materials and props</p> <p>4.5 Cleaning materials</p> <p>4.6 Relevant documentation, such as: store policy and procedure manuals on housekeeping, merchandising and occupational health and safety</p>

	<p>4.7 Manufacturer's instructions/operation manuals on electronic ticketing equipment</p> <p>4.8 Relevant legislation and industry codes of practice</p>
5. Method of Assessment	<p>Competency may be assessed through:</p> <p>5.1 Observation with questioning</p> <p>5.2 Third party reports from a supervisor</p> <p>5.3 Oral questioning/Interview</p>
6. Context of Assessment	<p>6.1 Assessment may be performed in the workplace or simulated workplace situation.</p> <p>6.2 Assessment activities are carried out through TESDA's accredited assessment center</p>

UNIT OF COMPETENCY: SELL PRODUCTS AND SERVICES

UNIT CODE : WRT522302

UNIT DESCRIPTOR : This unit involves the skills, knowledge and attitudes required to sell products and services in a retail environment. It involves the use of sales techniques and encompasses the key selling skills from approaching the customer to closing the sale. It requires a basic level of product knowledge.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Apply product knowledge	1.1 Product knowledge developed by accessing relevant sources in information . 1.2 Knowledge of the use and application of relevant products and services demonstrated according to store policy and legislative requirements .
2. Approach customer	2.1 Timing of customer approach determined and applied in accordance with store policies and procedures. 2.2 Effective sales approach identified and applied in accordance with store policies and procedures. 2.3 Positive impression conveyed to arouse customer interest and in accordance with store policies and procedures. 2.4 Knowledge of customer buying behavior demonstrated and in accordance with store policies and procedures.
3. Gather information	3.1 Questioning techniques applied to determine customer buying motives. 3.2 Listening skills used to determine customer requirements. 3.3 Non-verbal communication cues interpreted and clarified. 3.4 Customers identified by name where possible.
4. Sell benefits	4.1 Customer needs matched to appropriate products and services. 4.2 Knowledge of products' features and benefits communicated clearly to customers. 4.3 Product use and safety requirements described to customers. 4.4 Customers referred to appropriate product specialist as required. 4.5 Routine customer questions about merchandise are answered accurately and honestly or referred to more experienced senior sales staff.

5. Overcome objections	<p>5.1 Customer objections identified and accepted in accordance with store policies and procedures.</p> <p>5.2 Objections categorized into price, time and merchandise characteristics in accordance with store policies and procedures.</p> <p>5.3 Solutions offered according to store policy.</p> <p>5.4 Problem solving applied to overcome customer objections.</p>
6. Close sale	<p>6.1 Customer buying signals monitored, identified and responded to appropriately.</p> <p>6.2 Customer encouraged to make purchase decisions.</p> <p>6.3 Appropriate method of closing sale selected and applied</p>
7. Maximize sales opportunities	<p>7.1 Customer buying signals monitored, identified and responded to appropriately.</p> <p>7.2 Customer encouraged to make purchase decisions.</p> <p>7.3 Appropriate method of closing sale selected and applied.</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Product Knowledge	1.1 Product knowledge may include: <ul style="list-style-type: none"> • warranties • features, advantages and benefits • use by dates • handling/storage requirements • stock availability • safety features • price • promotions/give-aways
2. Relevant Sources of Information	2.1 Relevant sources of information may include: <ul style="list-style-type: none"> • Internet • relevant staff members • store or supplier product manuals • product profiles • videos • demonstrations/orientations • labels • store tours • Customer list • Customer surveys/mystery shopping 2.2 Handling techniques may vary according to stock characteristics and industry codes of practice.
3. Store Policies and Procedures	3.1 Store policy and procedures in regard to: <ul style="list-style-type: none"> • selling products and services • returns/exchange/replacement of products
4. Legislative Requirements	4.1 Legislative requirements may include: <ul style="list-style-type: none"> • Trade Practices Act • Drugs and Medicine Law • tobacco laws • liquor laws • sale of second hand goods • occupational health and safety • industry codes of practice

5. Customers	<p>5.1 Customers may include:</p> <ul style="list-style-type: none"> • people with routine or special needs • regular or new customers • people from a range of social, cultural or ethnic backgrounds and physical and mental abilities
6. Sales approach	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> • face to face • over the telephone • over the Internet
7. Routine customer questions	<p>7.1 Routine customer questions may relate to:</p> <ul style="list-style-type: none"> • price and price reductions • quality • features, advantages and benefits • after-sales service

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Followed store policies and procedures in regard to selling products and services.</p> <p>1.2 Followed relevant legislation and statutory requirements including consumer law.</p>
<p>2. Underpinning Knowledge</p>	<p>2.1 Industry codes of practice including: supermarket scanning code and jewellery and timepiece code.</p> <p>2.2 Store merchandise and service range.</p>
<p>3. Underpinning Skills</p>	<p>3.1 Listening questioning techniques.</p> <p>3.2 Verbal and non-verbal communication skills:</p> <ul style="list-style-type: none"> • negotiation techniques. • customer buying motives • customer categories/types • types and customer needs, e.g. functional, psychological • problem solving techniques • performance analysis techniques <p>3.3 Basic level of product knowledge</p> <p>3.4 Selling skills to include</p> <ul style="list-style-type: none"> • opening techniques • buying signals • strategies to focus customer on specific merchandise • add-ons and complementary sales • overcoming customer objections • closing techniques
<p>4. Resource Implications</p>	<p>The following resource <u>MUST</u> be provided:</p> <p>4.1 a retail work environment</p> <p>4.2 relevant documentation, such as policy and procedures manuals</p> <p>4.3 a range of customers with different requirements</p> <p>4.4 a range of merchandise and products appropriate to the retail workplace</p> <p>4.5 product labels and sources of product information.</p>

<p>5. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 observation of the candidate in the workplace 5.2 third-party reports from a supervisor 5.3 Oral questioning/Interview 5.4 Portfolio assessment
<p>6. Context of Assessment</p>	<ul style="list-style-type: none"> 6.1 Assessment may be performed in the workplace or simulated workplace situation 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY: INTERACT WITH CUSTOMERS

UNIT CODE : WRT522303

UNIT DESCRIPTOR : This unit encompasses the skills, knowledge and attitudes required to deliver service to customers. It entails being able to communicate effectively with customers, respond to their complaints, receive and process sales orders and identify customers' special requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Deliver services to customers	1.1 Communication with customers conducted in a professional, courteous manner, according to store policy 1.2 Customer needs and reasonable requests met or referred to supervisor according to store policy or legislative requirements 1.3 Customer details and information recorded where necessary 1.4 Possible problems identified, anticipated and action taken to minimize the effect on customer satisfaction 1.5 Opportunities to deliver additional levels of service beyond the customer's immediate request recognized and acted upon 1.6 Contact with customer maintained until sale is completed according to store policy 1.7 Customer farewelled appropriately and courteously according to store policy 1.8 Verbal and non-verbal communication used to develop rapport with customers during service delivery 1.9 Repeat customers encouraged by promotion of appropriate services or products according to store policy 1.10 Customer returns or refunds processed according to store policies and procedures
2. Respond to customer complaints	2.1 Positive helpful attitude conveyed to customers when handling complaints 2.2 Complaints handled sensitively, courteously and with discretion 2.3 Nature of complaint established by active listening and questioning and confirmed with the customer

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
	<p>2.4 Action taken to resolve complaint to customer's satisfaction wherever possible</p> <p>2.5 Unresolved customer dissatisfaction or complaints promptly referred to supervisor</p> <p>2.6 Opportunities taken to turn incidents of customer dissatisfaction into a demonstration of high quality service to customers in line with store policy</p> <p>2.7 Documentation regarding customer dissatisfaction or complaints completed accurately and legibly</p> <p>2.8 Follow up action taken as necessary to ensure customer satisfaction</p>
3. Receive and process sales orders	<p>3.1 Customers' details and information recorded accurately</p> <p>3.2 Customers' promptly referred to appropriate area as required</p> <p>3.3 Customers provided with information in clear, concise manner</p> <p>3.4 Sales orders processed, recorded and acted upon according to store policy</p>
4. Identify customers special requirements	<p>4.1 Customers with special needs or requirements is identified promptly by observation and questioning</p> <p>4.2 A willingness to assist conveyed verbally and non-verbally</p> <p>4.3 Customers' needs promptly serviced, referred or redirected as required</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Store policies and procedures	May include but are not limited to: 1.1 Customer service 1.2 Dealing with customer complaints 1.3 Processing sales orders
2. Customers	May include but are not limited to: 2.1 Regular and new customers 2.2 People from a range of social, cultural, ethnic backgrounds and physical and mental abilities 2.3 People with routine or special requests
3. Sales orders	May include but are not limited to: 3.1 Verbal 3.2 Written 3.3 Electronic form
4. Legislative requirements	May include but are not limited to: 4.1 Trade Practices Act 4.2 Tobacco Laws 4.3 Lottery Acts 4.4 Liquor Licensing Regulations 4.5 Sale of X and R Rated Products 4.6 Sale of Second-hand Products 4.7 Trading Hours
5. Transport, storage and handling of good customer service	May include but are not limited to: 5.1 Store activities 5.2 Internal and external customers 5.3 Follow-up in event of delays in service provision
6. Customer needs	May include but are not limited to: 6.1 Information regarding store facilities and services 6.2 Location of specific items within the store 6.3 Returns or refunds

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Consistently applied store policies and procedures and industry codes of practice in regard to customer service 1.2. Provided a quality service environment by treating customers and team members in a courteous and professional manner through all stages of the service/sales procedures 1.3. Accurately identified the nature of customer complaints, resolved complaints and provided service to customers according to store policies 1.4. Used effective questioning/active listening and observation skills to identify customers' special requirements 1.5. Accessed, recorded and processed sales orders accurately and responsibly according to store policies and procedures 1.6. Collaboratively worked within a team to meet customers' needs
<p>2. Underpinning knowledge</p>	<p>Store policies and procedures in regard to:</p> <ol style="list-style-type: none"> 2.1 Customer service 2.2. Dealing with difficult customers 2.3 Handling and recording complaints 2.4 Allocated duties and responsibilities 2.5 Customer returns and refunds 2.6 Lay-away/gift voucher/gift check procedures 2.7 Merchandise and service range of store departments 2.8 Location of store departments 2.9 Functions and procedures for operating the store telephone system and other communication equipment 2.10 Relevant legislation and statutory requirements 2.11 Relevant industry codes of practice 2.12 Relevant occupational health and safety requirements 2.13 Questioning/active listening 2.14 Conflict resolution 2.15 Following set routines and procedures 2.16 Handling difficult or abusive customers
<p>3. Underpinning Skills</p>	<ol style="list-style-type: none"> 3.1 Greeting/farewelling techniques 3.2 Add on selling concepts 3.3 Literacy skills in the following areas: <ol style="list-style-type: none"> 3.3.1 Written procedures for orders, in person, by telephone or electric format 3.3.2 Messages taken in person by telephone

	<p>3.3.3 Written record of complaints</p> <p>3.3.4 Sales, stock and delivery documentation</p> <p>3.4 Numeracy skills in regard to:</p> <p>3.4.1 Handling of tender</p> <p>3.4.2 Weighing and measuring goods</p>
4. Resource Implications	<p>The following resources MUST be provided:</p> <p>Relevant documentation such as:</p> <p>4.1 Sales order forms</p> <p>4.2 Complaint/return forms</p> <p>4.3 Stock/inventory/price lists</p> <p>4.4 Store policy and procedures manuals</p> <p>4.5 Access to a range of customers with different requirements</p> <p>4.6 Point of sale equipment and materials</p> <p>4.7 A communication system or a range of communication equipment</p>
5. Methods of Assessment	<p>Competency may be assessed through:</p> <p>5.1 Observation with questioning</p> <p>5.2 Demonstration with questioning</p> <p>5.3 Third Party Report</p> <p>5.4 Oral questioning/Interview</p>
6. Context of Assessment	<p>6.1. Competency may be assessed in the workplace or in simulated workplace environment</p> <p>6.2. Assessment shall be observed while task are being undertaken whether individually or in-group</p>

UNIT OF COMPETENCY : OPERATE RETAIL EQUIPMENT

UNIT CODE : WRT522304

UNIT DESCRIPTOR : This unit involves the skills, knowledge and attitudes to operate a variety of retail equipment. It involves identifying the correct equipment required for a given task, maintaining retail equipment, applying keyboard skills and operating data entry equipment. Clerical Administration

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Apply keyboard skills	1.1. Keyboard operated using typing techniques within designated speed and accuracy requirements 1.2. Information entered and edited accurately
2. Operate data entry requirement	2.1 Data entered using relevant equipment according to store policy and procedures 2.2 Price marking equipment operated according to manufacturer's instructions and store policy 2.3 Data entered accurately and within designated time limits
3. Perform point of sale transactions	3.1 Point of sale transactions completed according to store policy 3.2 Store procedures identified and applied in respect of cash and non-cash transactions 3.3 Store procedures identified and applied in regard to exchanges and return 3.4 Goods moved through point of sale area efficiently and with attention to fragility and packaging 3.5 Information entered into point of sale equipment accurately 3.6 Follow up action taken as necessary 3.7 Correct change tendered
4. Complete sales	4.1 Customer order forms, invoices, receipts completed 4.2 Customer delivery requirements identified and processed accurately without undue delay 4.3 Sales transactions processed without undue delay or customers directed to point of sale terminals according to store policy

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
5. Wrap and pack goods	5.1 Adequate supplies of wrapping material or bags maintained/requested 5.2 Appropriate packaging material selected 5.3 Merchandise wrapped neatly and effectively where required 5.4 Items packed safely to avoid damage in transit, and labels attached where required 5.5 Transfer of merchandise for parcel pick-up or other delivery methods arranged if required
6. Maintain retail equipment	6.1. Purpose of equipment used in store/department identified accurately 6.2. Equipment operated according to design specifications 6.3. Equipment faults identified and reported to appropriate personnel 6.4. Maintenance program for retail equipment identified and applied according to store policy

RANGE OF VARIABLES

VARIABLE	RANGE
1. Store policies and administration	May include but are not limited to: 1.1 Store administration 1.2 Clerical systems
2. Transactions	May include but are not limited to: 2.1 POS 2.2 Travellers cheques 2.3 Credit cards/store cards 2.4 Lay-away 2.5 Returns 2.6 Exchanges 2.7 Gift vouchers/gift cheques
3. Point of sale equipment	May include but are not limited to: 3.1 Cash registers 3.2 Cash drawers 3.3 Scanners
4. Packaging and wrapping materials	May include but are not limited to: 4.1 Boxes 4.2 Bags 4.3 Paper 4.4 Bubble wrap 4.5 Gift wrapping
5. Retail equipment	May include but are not limited to: 5.1 Point of sales terminal 5.2 Electronic bar coding equipment for price labeling and stocktaking 5.3 Portable data terminal 5.4 Printers 5.5 Electronic ordering equipment 5.6 Wrapping and packing equipment such as shrink wrapping 5.7 Equipment for carrying or moving merchandise 5.8 Equipment for storage of merchandise including

VARIABLE	RANGE
	refrigerators 5.9 Weighing machines 5.10 Thermometers 5.11 Sensor tag removers 5.12 Trolley return equipment 5.13 Computers 5.14 Scanners 5.15 Numerical keyboard equipment including calculators

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Operated a range of store retail equipment according store policy and procedures and industry codes of practice 1.2. Operated and maintained a range of store retail equipment according to manufacturer's instructions and design specifications 1.3. Applied store maintenance program and reports faults/problems 1.4. Consistently applied safe work practices in the operation and maintenance of store retail equipment, according to occupational health and safety legislation/regulations/codes of practice 1.5. Read and interpreted operation manuals to solve routine faults/errors and maintain and use the equipment effectively 1.6. Used keyboard skills to enter and edit data accurately 1.7. Completed tasks in set time frame
<p>2. Underpinning knowledge</p>	<ol style="list-style-type: none"> 2.1 Store policies 2.2. Operation of store retail equipment 2.3 Maintenance of store retail equipment 2.4 Reporting problems and faults 2.5 Relevant legislation and statutory requirements 2.6 Relevant occupational health and safety regulations 2.7 Relevant industry codes of practice 2.8 Purpose and impact of using electronic technology 2.9 Operation and maintenance of store retail equipment 2.10 Licensing requirements for carrying/moving merchandize (if applicable)
<p>3. Underpinning skills</p>	<ol style="list-style-type: none"> 3.1 Completing tasks in set time frame 3.2 Dealing with different types of transactions 3.3 Following common fault finding procedures 3.4 Literacy and numeracy skills in regard to: <ol style="list-style-type: none"> 3.4.1 reading store procedures 3.4.2 operating equipment

4. Resource implications	<p>The following resources <u>MUST</u> be provided:</p> <p>Relevant documentation such as:</p> <p>4.1 Store policy procedure manuals</p> <p>4.2 Manufacturer's instructions/operation manuals</p> <p>4.3 A range of store retail equipment</p>
5. Methods of assessment	<p>Competency may be assessed through:</p> <p>5.1 Observation with questioning</p> <p>5.2 Demonstration with questioning</p> <p>5.3 Third Party Report</p> <p>5.4 Oral questioning/Interview</p>
6. Context for assessment	<p>6.1. Competency may be assessed in the workplace or in simulated workplace environment</p> <p>6.2. Assessment shall be observed while task are being undertaken whether individually or in-group</p>

UNIT OF COMPETENCY: BALANCE REGISTER/TERMINAL

UNIT CODE : WRT522305

UNIT DESCRIPTOR : This unit encompasses the skills, knowledge and attitudes required to balance the register/terminal in a retail environment. It involves clearing the register, counting money, calculating non-cash transactions and reconciling takings.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Remove sales from register/terminal	1.1 Register/terminal balance performed at designated times according to store policy and procedures 1.2 Register/terminal reading or print out accurately determined 1.3 Change fund separated from sales prior to balancing procedure and secured according to store policy 1.4 Change fund supplied to register/terminal according to store policy 1.5 Cash and non-cash documents removed and transported according to store security policies and procedures
2. Reconcile sales	2.1 Cash counted accurately 2.2 Non-cash documents calculated accurately 2.3 Balance between register/terminal reading and sum of cash and non-cash transactions determined accurately 2.4 Records for store and individual department takings recorded accurately and according to store policy

RANGE OF VARIABLES

VARIABLE	RANGE
1. Store policies and procedures	May include but are not limited to: 1.1 Register/terminal balance 1.2 Security
2. Register / terminals	2.1 May include but are not limited to: 2.1.1 Manual 2.1.2 Electronic 2.2 May be cleared by: 2.2.1 Operator 2.2.2 Specialist staff 2.2.3 At intervals during or at close of trading
3. Non-cash transactions	May include but are not limited to: 3.1 Credit cards 3.2 Cheques 3.3 Purchase 3.4 Lay-away 3.5 Cash on delivery (C.O.D.) 3.6 Gift cheques/certificates 3.7 Credit memo

EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Operated register/terminal equipment according to manufacturers' instructions and store policy 1.2. Consistently applied store policies and procedures in regard to handling cash and removing sales from register/terminal 1.3. Consistently applied store policies and procedures in regard to reading registers and recording information 1.4. Processed documentation/records responsibly and according to store policies and procedures 1.5. Reconciled sales according to store policies and procedures
<p>2. Underpinning knowledge</p>	<p>Store policies and procedures in regard to:</p> <ol style="list-style-type: none"> 2.1 Register/terminal balance 2.2. Cash and non-cash transactions security 2.3 Change fund 2.4 Operation of equipment used at register/terminal 2.5 Cash and non-cash handling procedures, including: <ol style="list-style-type: none"> 2.5.1 Opening and closing point of sale terminal 2.5.2 Clearance of terminal and transference of tender 2.5.3 Maintenance of change fund 2.5.4 Counting cash 2.5.5 Calculating non-cash documents 2.5.6 Balancing point of sale terminal 2.5.7 Recording sales 2.5.8 Security of cash and non-cash transactions 2.5.9 Change required and denominations of change 2.5.10 Credit cards 2.5.11 Gift cheques/ certificates/lay away 2.5.12 Credit memos
<p>3. Underpinning skills</p>	<ol style="list-style-type: none"> 3.1 Completing tasks in a set time frame 3.2 Literacy skills in regard to interpreting documentation 3.3 Numeracy skills in regard to: <ol style="list-style-type: none"> 3.3.1 Counting cash 3.3.2 Calculating non-cash transactions 3.3.3 Reporting on sales
<p>4. Resource implications</p>	<p>The following resources MUST be provided: Relevant documentation such as:</p> <ol style="list-style-type: none"> 4.1 Financial transactions on slips/invoices/receipts 4.2 Sample debit, credit card vouchers, charge slips 4.3 Recording/tally sheets

	<p>4.4 Store policy and procedure manuals in regard to register/terminal balance</p> <p>4.5 Register/terminal and related equipment</p>
5. Methods of assessment	<p>Competency may be assessed through:</p> <p>5.1 Observation with questioning</p> <p>5.2 Demonstration with questioning</p> <p>5.3 Third Party Report</p> <p>5.4 Oral questioning/Interview</p>
6. Context for assessment	<p>6.1. Competency may be assessed in the workplace or in simulated workplace environment</p> <p>6.2. Assessment shall be observed while task are being undertaken whether individually or in-group</p>

UNIT OF COMPETENCY: PERFORM STOCK CONTROL PROCEDURES

UNIT CODE : WRT522306

UNIT DESCRIPTOR : This unit encompasses the skills, knowledge and attitudes required to handle stock in a retail environment. It involves receiving and processing incoming goods, rotating stock, participating in stocktakes, reordering stock and dispatching goods.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Receive and process incoming goods	1.1 Cleanliness and orderliness in receiving bay maintained according to store policy 1.2 Goods unpacked using correct techniques and equipment in line with store policy 1.3 Packing materials removed and disposed of promptly according to store policy 1.4 Incoming stock accurately checked and validated against purchase orders and delivery documentation according to store policy 1.5 Items received inspected for damage, quality, expiration dates, breakage or discrepancies and recorded according to store policy 1.6 Stock levels accurately recorded on store stock systems , according to store policy 1.7 Secure storage of goods arranged according to store policy and legislative requirements 1.8 Stock dispatched to appropriate area/department 1.9 Stock price and code labels applied when required according to store policy
2. Rotate stock	2.1 Stock rotation procedures for merchandise and wrapping and packing materials carried out routinely and accurately according to store policy 2.2 Excess stock placed in storage or disposed of in accordance with store policy and legislative requirements 2.3 Safe lifting and carrying techniques maintained in line with store occupational health and safety policy and legislative requirements

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
3. Participate in stocktake	3.1 Stocktaking and cyclical counts assisted with, according to store policy/procedures 3.2 Stock records documentation completed according to store stock control system 3.3 Discrepancies in stock recorded and reported to relevant personnel 3.4 Electronic recording equipment operated and maintained according to manufacturer's specifications
4. Record stock	4.1 Minimum stock levels identified according to store policy 4.2 Stock requisition forms or electronic orders completed accurately 4.3 Undelivered stock orders identified on stock system and followed up without undue delay
5. Dispatch goods	5.1 Goods to be returned to supplier identified and labeled with date, supplier and reason for return or referred to management if required 5.2 Credit request documentation completed according to store procedure 5.3 Goods stored securely while awaiting dispatch 5.4 Delivery documentation completed according to store procedures 5.5 Special delivery instructions noted 5.6 Items packed safely and securely to avoid damage in transit

RANGE OF VARIABLES

VARIABLE	RANGE
1. Store policies and procedures	May include but are not limited to: 1.1 Stock control 1.2 Consolidation 1.3 Dispatch
2. Store stock systems	May include but are not limited to: 2.1 Manual 2.2 Electronic
3. Stocktakes	May include but are not limited to: 3.1 Cyclical 3.2 Compliance driven
4. Store stock control system	May include but are not limited to: 4.1 Checking incoming or existing 4.2 Special orders
5. Stocks maybe moved:	5.1 Manually 5.2 Mechanically'
6. Handling techniques	May include but are not limited to: 6.1 Stock characteristics 6.2 Industry codes of practice
7. Legislative requirements	May include but are not limited to: 7.1 Occupational health and safety 7.2 Hazardous substances and dangerous goods 7.3 Labeling of workplace substances 7.4 Waste removal and environmental protection 7.5 Transport, storage and handling of goods
8. Management	8.1 Team leader 8.2 Supervisor 8.3 Store/area manager

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Consistently applied store policies and procedures, industry codes of practice, relevant legislation and statutory requirements in regard to stock control 1.2 Consistently applied safe work practices in the manual handling and moving of stock, according to occupational health and safety legislation/regulations/codes of practice 1.3 Interpreted and applied manufacturer's instructions with regard to handling stock and using relevant equipment 1.4 Received and processed incoming goods according to store policies and procedures 1.5 Rotated stock and reordered stock/maintains stock levels according to store policies and procedures 1.6 Assisted with stocktaking and cyclical counts according to store policies and procedures 1.7 Interpreted and processed information accurately and responsibly
<p>2. Underpinning knowledge</p>	<p>Store policies and procedures in regard to:</p> <ul style="list-style-type: none"> 2.1 Stock control 2.2. Store labeling policy 2.3 Product quality standards 2.4 Correct unpacking of goods 2.5 Out of date, missing or damaged stock 2.6 Equipment used 2.7 Stock location 2.8 Waste disposal 2.9 Methods of storage 2.10 Delivery documentation 2.11 Stock record documentation 2.12 Dispatch documentation 2.13 Reporting faults and problems 2.14 Relevant legislation and statutory requirements 2.15 Relevant industry codes of practice 2.16 Relevant occupational health and safety regulations

3. Underpinning Skills	3.1 Following set routines and procedures 3.2 Using electronic labeling/ticketing equipment 3.3 Literacy and numeracy skills in regard to: 3.3.1 Stock records and delivery documentation
4. Resource Implications	The following resources MUST be provided: 4.1 Access to relevant equipment including: 4.1.1 Stock moving equipment 4.1.2 Manual and electronic labeling/ticketing equipment 4.1.3 Computers/stock recording equipment 4.2 Relevant documentation such as: 4.2.1 Invoices/packing slips/dispatch documents/order forms 4.2.2 Recording/tally 4.2.3 Store policy and procedures manuals 4.2.4 Occupational health and safety regulations 4.2.5 Legislation and statutory requirements 4.2.6 Industry codes of practice
5. Methods of Assessment	Competency may be assessed through: 5.1 Observation with questioning 5.2 Third Party Report 5.3 Oral questioning/Interview
6. Context for Assessment	6.1. Competency may be assessed in the workplace or in simulated workplace environment 6.2. Assessment shall be observed while task are being undertaken whether individually or in-group

ELECTIVES

UNIT OF COMPETENCY: MERCHANDISE FOOD PRODUCTS

UNIT CODE : WRT522307

UNIT DESCRIPTOR : This unit involves the preparation, arrangement and presentation of food products, including convenience foods within the store. It includes the setting up and maintenance of displays and labeling or pricing of stock. It also includes the handling, protection and storage of food products for display or sale.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare food stock	<p><i>Italicized terms</i> are elaborated in the Range of Variables</p> <p>1.1 Preparation and handling requirements for specific food products are identified and applied according to legislative requirements and store policy procedures.</p> <p>1.2 Food preparation tools and equipment used according to approved occupational health and safety procedures.</p> <p>1.3 Food preparation tools and equipment cleaned, maintained and stored according to store procedures and legislative requirements.</p> <p>1.4 Food products wrapped or packaged as required according to store procedures and legislative requirements.</p>
2. Place and arrange food stock	<p>2.1 Food stock unpacked in accordance with legislative requirements and store procedures</p> <p>2.2 Food products checked for freshness and placed on display units in specified locations</p> <p>2.3 Food stock rotated according to shelf life, expiry dates, store procedures and legislative requirements.</p> <p>2.4 Damaged, deteriorated, spoiled or out of date stock identified and corrective action taken according to store procedures and legislative requirements.</p> <p>2.5 Food products displayed and stored to avoid cross contamination as indicated in store procedures and legislative requirements.</p>
3. Prepare and display labels and tickets	<p>3.1 Labels/tickets for window, wall or floor displays, display units or products prepared according to store policy.</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
	<p>3.2 Stock is date coded as required.</p> <p>3.3 Soiled, damaged, illegible or incorrect labels/tickets identified and corrective action taken.</p> <p>3.4 Late mark-downs/reductions identified and ticketed according to store policy.</p> <p>3.5 Ticketing equipment maintained and stored in a secure location.</p> <p>3.6 Tickets/labels are visible, correctly priced and placed on merchandise to conform with labeling and pricing requirements.</p>
4. Maintain food displays	<p>4.1 Special promotion areas reset and dismantled as required.</p> <p>4.2 Food products are arranged/faced up as directed and/or according to layout specifications, load bearing and load limit capacity of fixtures, display or storage units.</p> <p>4.3 Unsuitable or out of date displays and deteriorating products identified, reset and/or removed as directed.</p> <p>4.4 Optimum stock levels identified and stock replenished according to store procedures.</p> <p>4.5 Display areas maintained in a clean and tidy manner with excess packaging removed.</p>
5. Protect food stock	<p>5.1 Correct handling, storage and display techniques identified and used according to packaging materials and covering/wrapping of food products, stock characteristics and legislative requirements.</p> <p>5.2 Food handling implements used and changed according to legislative requirements and store procedures.</p> <p>5.3 Fragile or expensive stock identified and handled with extra care to prevent damage or deterioration.</p> <p>5.4 Correct temperatures for product range(s) identified and maintained according to legislative requirements and store procedures.</p> <p>5.5 Storage/display units checked, maintained and cleaned according to store procedures.</p> <p>5.6 Temperature irregularities reported to appropriate personnel without delay.</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Food products	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> 1.1 seafood, chicken, meat 1.2 delicatessen goods 1.3 seasonal varieties, exotic and unusual lines 1.4 bakery items 1.5 dairy frozen foods 1.6 products 1.7 dried foods 1.8 canned foods 1.9 prepared salads and convenience foods
2. Store policy and procedures	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> 2.1 preparation, arrangement, presentation, handling and storage of food stock 2.2 maintenance and cleaning of equipment and working areas
3. Legislative requirements	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> 3.1 occupational health and safety 3.2 pricing procedures including Goods and Services Tax (GST) requirements 3.3 manual handling 3.4 consumer law 3.5 waste disposal 3.6 environmental protection 3.7 industry codes of practice 3.8 food safety regulations
4. Labeling and Pricing Procedures	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> 4.1 Labels may be provided or produced: <ul style="list-style-type: none"> 4.1.1 electronically 4.1.2 manually 4.1 Store labeling and pricing procedures may include: <ul style="list-style-type: none"> 4.2.1 pricing gun 4.2.2 shelf tickets 4.2.3 shelf talkers 4.2.4 written or electronically produced labels

VARIABLE	RANGE
	4.2.5 bar coding 4.2.6 price boards 4.2.7 header boards
5. Load limits/load bearing capacity of storage/display units	May include but are not limited to: 5.1 weight bearing capacity 5.2 temperature maintenance
6. Deteriorating products	May include but are not limited to: 6.1 contaminated products 6.2 items nearing or exceeding product life/use-by date 6.3 products with crushed/broken containers 6.4 dried-out products
7. Handling techniques	May include but are not limited to: 7.1 perishable items 7.2 cooked/uncooked items 7.3 items requiring defrosting/freezing 7.4 wet/dry items
8. Packaging materials and covering/wrapping of food products	May include but are not limited to: 8.1 Packaging materials: 8.1.1 polystyrene trays 8.1.2 soaker pads 8.1.3 clear plastic container 8.1.4 plastic wrap 8.1.5 plastic begs 8.1.6 butcher paper 8.2 Covering /wrapping of food products 8.2.1 pre-packaging 8.2.2 separating items to prevent cross-contamination 8.2.3 protection of items 8.2.4 covering to prevent deterioration of products

9. Food handling implements	May include but are not limited to: 9.1 glove 9.2 tongs 9.3 knives 9.4 slicers 9.5 window displays 9.6 heaters/ovens/bain marie/roisserie/fryers 9.7 freezers 9.8 refrigerated units/coolrooms 9.9 display fixtures, bins, cabinets 9.10 self serve
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EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1 Consistently applied store policies and procedures in regard to hygiene and sanitation practices. 1.2 Consistently applied store policies and procedures for the preparation, arrangement, presentation, handling and storage of food products. 1.3 Consistently applied store policies and procedures in regard to displaying, merchandising, ticketing, pricing and storage of stock. 1.4 Displayed merchandise on fixtures shelves/display areas, in determined locations, in accordance with special manual handling techniques and other safety requirements. 1.5 Prepared display labels and price tickets for merchandise with regard to store policies and procedures. 1.6 Operated, maintained and stored a range of electronic ticketing equipment according to: <ol style="list-style-type: none"> 1.1.1 store policy and procedures 1.6.2 industry codes of practice 1.6.3 manufacturers' instructions and design specifications. 1.7 Arranged correct pricing and information on merchandise according to store procedures, industry codes and legislative requirements. 1.8 Identified damaged, soiled or out of date stock and took corrective action as required by store procedures. 1.9 Maintained display areas and replenishing stock as required in accordance with store procedures. 1.10 Performed correct manual handling, storage and display techniques according to: <ol style="list-style-type: none"> 1.10.1 stock characteristics 1.10.2 industry codes of practice 1.10.3 occupational health and safety regulations 1.10.4 hygiene and sanitation practices.
<p>2. Underpinning knowledge</p>	<p>Store policies and procedures, in regard to:</p> <ol style="list-style-type: none"> 2.1 merchandising, ticketing and pricing 2.2 correct storage of stock 2.3 store promotional themes, including advertising, catalogues and special offers 2.4 location of display areas 2.5 availability and use of display materials 2.6 stock rotation

	<ul style="list-style-type: none"> 2.7 stock replenishment 2.8 scheduling building and rotating displays 2.9 correct manual handling techniques for protection of self and merchandise 2.10 correct storage procedures for labeling/ticketing equipment and materials 2.11 preparation of food products for display 2.12 placing and arranging food stock and maintaining displays 2.13 labeling and ticketing items and displays 2.14 pricing procedures including Goods and Services Tax (GST) requirements 2.15 elements and principles of design and trends in retail design 2.16 relevant occupational health and safety legislation/regulations/codes of practice 2.17 relevant legislation and statutory requirements 2.18 Trade Practices and Fair Trading Acts 2.19 relevant industry codes of practice
<p>3. Underpinning skills</p>	<p>3.1 Skills in:</p> <ul style="list-style-type: none"> 3.1.1 Using and maintaining of electronic labeling/ticketing equipment 3.1.2 Completing tasks in set time frame <p>3.2 Literacy and numeracy skills in relation to:</p> <ul style="list-style-type: none"> 3.2.1 reading and interpreting store procedures and guidelines 3.2.2 weighing and measuring of goods 3.2.3 machine or manual preparation of labels/tickets
<p>4. Resource implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 A retail work environment 4.2 Ticketing equipment 4.3 Products for preparation and display 4.4 Display materials and props 4.5 Cleaning equipment and materials 4.6 Relevant documentation, such as: 4.7 store policy and procedures manuals 4.8 occupational health and safety 4.9 industry codes of practice and relevant legislation 4.10 manufacturer's instructions/operation manuals on electronic ticketing equipment

5. Methods of assessment	Competency may be assessed through: 5.1 Observation with questioning 5.2 Third Party Report 5.3 Oral questioning/Interview 5.4 Portfolio
6. Context for assessment	6.1. Competency may be assessed in the workplace or in simulated workplace environment 6.2. Assessment shall be observed while task are being undertaken whether individually or in-group

UNIT OF COMPETENCY: PERFORM MERCHANDISE PRESENTATION SKILLS**UNIT CODE : WRT522308****UNIT DESCRIPTOR** : This unit describes the performance outcomes, skills and knowledge required to conceptualize and implement a display for a retail business.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Establish the theme or concepts/develop display ideas	1.1 Identify <i>purpose</i> and <i>audience</i> for the display. 1.2 Identify products that will be displayed. 1.3 Generate ideas for the display using <i>creative thinking techniques</i> . 1.4 Test ideas against display requirements and <i>organisation's requirements</i> . 1.5 Discuss <i>display options</i> with relevant personnel. 1.6 Modify display ideas and refine according to <i>feedback</i> and confirm with <i>relevant personnel</i> .
2. Identify the requirements of the display	2.1 Research <i>relevant information</i> where required. 2.2 Identify <i>resources</i> required to create the display. 2.3 Identify and consider <i>constraints or factors</i> that may affect the creation of the display.
3. Plan and execute displays	3.1 Develop perspective and detailed <i>visual merchandising plan</i> for the concept. 3.2 Source resources, materials and products to meet plan requirements. 3.3 Create display following the visual merchandising plan. 3.4 Seek assistance from relevant personnel where required. 3.5 Execute display and make refinements as required.
4. Maintain display	4.1 Maintain display in a clean and tidy condition and products replaced as necessary according to visual merchandising plan 4.2 Make changes or alterations to the display as appropriate.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Purpose	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> 1.1 window display 1.2 promotion 1.3 sale 1.4 new products 1.5 new range
2. Audience	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> 2.1 new or repeat customers 2.2 external and internal foot or vehicular traffic 2.3 people of different ages 2.4 people from range of social, cultural and ethnic backgrounds and with varying physical and mental abilities 2.5 people with varying degrees of language and literacy
3. Creative thinking techniques	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> 3.1 brainstorming 3.2 visualizing 3.3 telling stories 3.4 creative writing 3.5 mock-up props or simulation 3.6 mind mapping 3.7 drawings/planograms/perspectives/floor plans
4. Organization's requirements	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> 4.1 organizational standards 4.2 Occupational Health and Safety 4.3 branding 4.4 store policies and procedures 4.5 aesthetics 4.6 budget 4.7 staff 4.8 allocated space

5. Display options	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> 5.1 indoor or outdoor 5.2 static or moving 5.3 sound 5.4 lighting
6. Feedback	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> 6.1 verbally 6.2 in writing 6.3 in groups 6.4 individually
7. Relevant personnel	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> 7.1 manager 7.2 team leader 7.3 external personnel with display creation expertise
8. Relevant information	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> 8.1 direct observation 8.2 written reports/surveys 8.3 colleagues 8.4 internet 8.5 magazines 8.6 technical personnel 8.7 marketing personnel
9. Resources	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> 9.1 labels and tickets 9.2 materials 9.3 equipment and technology 9.4 fixtures and fittings 9.5 staff 9.6 time 9.7 budget
10. Constraints or factors	<p>May include but are not limited to:</p> <ul style="list-style-type: none"> 10.1 time 10.2 budget 10.3 staff 10.4 availability of materials

	<p>10.5 space</p> <p>10.6 product characteristics</p>
<p>11. Visual merchandising plan</p>	<p>May include but are not limited to:</p> <p>11.1 simple sketches of planned display</p> <p>11.2 floor lay-out/perspective/planogram</p> <p>11.3 checklist of materials and equipment required</p>

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Identified the requirements for a new display 1.2 Created a display plan that meets the requirements of the product, the audience and organization 1.3 Planned and built the display plan and maintained the display
<p>2. Underpinning knowledge</p>	<ul style="list-style-type: none"> 2.1 basic design principles 2.2 color 2.3 shape 2.4 use of space 2.5 flow of product 2.6 the audience for the display and what the display needs to communicate 2.7 variety of display options 2.8 organizational requirements in terms of product display
<p>3. Underpinning Skills</p>	<ul style="list-style-type: none"> 3.1 creative thinking 3.2 interpersonal communication skills to: <ul style="list-style-type: none"> 3.2.1 communicate display ideas to others 3.2.2 seek and accept feedback through clear and direct communication 3.2.3 use language and concepts appropriate to cultural differences 3.2.4 use and interpret non-verbal communication 3.3 representing ideas in the form of a simple display plan 3.4 observing when display needs to be changed, updated or altered 3.5 maintaining display
<p>4. Resource Implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 a retail work environment 4.2 relevant documentation such as: <ul style="list-style-type: none"> 4.2.1 display space 4.2.2 a range of display products and materials
<p>5. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Observation with questioning 5.2 Third Party Report 5.3 Oral questioning/Interview
<p>6. Context for Assessment</p>	<ul style="list-style-type: none"> 6.1. Competency may be assessed in the workplace or in simulated workplace environment

	6.2. Assessment shall be observed while task are being undertaken whether individually or in-group
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SECTION 3 TRAINING STANDARDS

This set of standards provides Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for Customer Services NC II.

This includes information on curriculum design, training delivery, trainee entry requirements, tools and equipment, training facilities, and trainers' qualification.

3.1 CURRICULUM DESIGN

Course Title: **Customer Services**

NC Level: **NC II**

Nominal Training Duration: **18 HOURS (Basic Competencies)**
 18 HOURS (Common Competencies)
 120 HOURS (Core Competencies)
 80 HOURS (Electives)

Course Description:

This course is designed to enhance the knowledge, skills and attitude of Customer Services workers in accordance with industry standards. It covers the basic, common, core and elective competencies on preparing products for display, interacting with customers, selling products and services, operating retail equipment, balancing register/terminal, performing stock control procedures, merchandizing food products, and performing merchandise presentation skills.

To obtain this, all units prescribed for this qualification must be achieved.

BASIC COMPETENCIES

Suggested Nominal Training Duration: **18 Hours**

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Participate in workplace communication	1.1 Obtain and convey Workplace information. 1.2 Complete relevant work related documents.	<ul style="list-style-type: none">• Group discussion• Interaction	<ul style="list-style-type: none">• Demonstration• Observation• Interviews/questioning

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
	1.3 Participate in workplace meeting and Discussion		
2. Work in a team environment	2.1 Describe and identify team role and responsibility in a team. 2.2 Describe work as a team member.	<ul style="list-style-type: none"> • Discussion • Interaction 	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/questioning
3. Practice career professionalism	3.1 Integrate personal objectives with organizational goals. 3.2 Set and meet work priorities. 3.3 Maintain professional growth and development	<ul style="list-style-type: none"> • Discussion • Interaction 	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/questioning
4. Practice occupational health and safety	4.1 Evaluate hazard and risks 4.2 Control hazards and risks 4.3 Maintain occupational health and safety awareness	<ul style="list-style-type: none"> • Discussion • Plant tour • Symposium 	<ul style="list-style-type: none"> • Observation • Interview

COMMON COMPETENCIES
18 Hours

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Develop and update industry knowledge	1.1 Understand and follow procedures, specifications and manuals of instruction.	<ul style="list-style-type: none"> • Lecture • Group Discussion • Assignment 	<ul style="list-style-type: none"> • Interview • Oral Test
2. Perform computer operations	2.1 Identify and explain the functions, general features and capabilities of both hardware and software 2.2 Prepare and use appropriate hardware and software according to task requirement 2.3 Use appropriate devices and procedures to transfer files/data 2.4 Produce accurate and complete data according to the requirements	<ul style="list-style-type: none"> • Lecture • Group Discussion • Tutorial or self-pace 	<ul style="list-style-type: none"> • Interviews/ Questioning • Demonstration • Observation
3. Perform workplace security and safety practices	3.1 Follow workplace procedures for health, safety and security practices 3.2 Deal with emergency situations 3.3 Maintain safe personal presentation standards	<ul style="list-style-type: none"> • Lecture • Group Discussion • Assignment 	<ul style="list-style-type: none"> • Interview • Oral Test

CORE COMPETENCIES

120 Hours

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Prepare products for display	1.1 Place and arrange merchandise 1.2 Prepare display labels/tickets 1.3 Place, arrange and display price tickets and labels 1.4 Maintain displays 1.5 Protect merchandise	<ul style="list-style-type: none"> • Lecture (Walk through) • Group discussion • Demonstration by expert • Role Play • Hands-on application of theory 	<ul style="list-style-type: none"> • Interview • Oral test • Role play • Observation in Training Center Workshop • Observation in Workshop (OJT)
2. Sell products and services	2.1 Apply product knowledge 2.2 Approach customer 2.3 Gather information 2.4 Sell benefits 2.5 Overcome objections 2.6 Close sale 2.7 Maximize sales opportunities	<ul style="list-style-type: none"> • Lecture (Walk through) • Group discussion • Demonstration by expert • Role Play • Hands-on application of theory 	<ul style="list-style-type: none"> • Interview • Oral test • Role play • Observation in Training Center Workshop • Observation in Workshop (OJT)
3. Interact with customers	3.1 deliver services to customers 3.2 Respond to customer complaints 3.3 Receive and process sales orders 3.4 Identify customers requirements	<ul style="list-style-type: none"> • Lecture (Walk through) • Group discussion • Demonstration by expert • Role Play • Hands-on application of theory 	<ul style="list-style-type: none"> • Interview • Oral test • Role play • Observation in Training Center Workshop • Observation in Workshop (OJT)

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
4. Operate retail equipment	4.1 Apply keyboard skills 4.2 Operate data entry requirement 4.3 Perform point of sale transactions 4.4 Complete sales 4.5 Wrap and pack goods 4.6 Maintain retail equipment	<ul style="list-style-type: none"> • Lecture (Walk through) • Group discussion • Demonstration by expert • Role Play • Hands-on application of theory 	<ul style="list-style-type: none"> • Interview • Oral test • Role play • Observation in Training Center Workshop • Observation in Workshop (OJT)
5. Balance register/terminal	5.1 Remove takings from register/terminal 5.2 Reconcile takings	<ul style="list-style-type: none"> • Lecture (Walk through) • Group discussion • Demonstration by expert • Role Play • Hands-on application of theory 	<ul style="list-style-type: none"> • Interview • Oral test • Role play • Observation in Training Center Workshop • Observation in Workshop (OJT)
6. Perform stock control procedures	6.1 Receive and process incoming goods 6.2 Rotate stocks 6.3 Participate in stock stake 6.4 Record stock 6.5 Dispatch goods	<ul style="list-style-type: none"> • Lecture (Walk through) • Group discussion • Demonstration by expert • Role Play • Hands-on application of theory 	<ul style="list-style-type: none"> • Interview • Oral test • Role play • Observation in Training Center Workshop • Observation in Workshop (OJT)

ELECTIVES

80 HOURS

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Merchandise food products	1.1 Prepare food stock 1.2 Place/arrange food stock 1.3 Prepare and display labels and tickets 1.4 Maintain food displays 1.5 Protect food stock	<ul style="list-style-type: none"> • Lecture (Walk through) • Group discussion • Demonstration by expert • Role Play • Hands-on application of theory 	<ul style="list-style-type: none"> • Interview • Oral test • Role play • Observation in Training Center Workshop • Observation in Workshop (OJT)
2. Perform Merchandise Presentation Skills	2.1 Establish the theme or concepts/develop display ideas 2.2 Identify the requirements of the display 2.3 Plan and execute displays 2.4 Maintain display	<ul style="list-style-type: none"> • Lecture (Walk through) • Group discussion • Demonstration by expert • Role Play • Hands-on application of theory 	<ul style="list-style-type: none"> • Interview • Oral test • Role play • Observation in Training Center Workshop • Observation in Workshop (OJT)

3.2 TRAINING DELIVERY

The delivery of training should adhere to the design of the curriculum. Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;
- Learning is modular in its structure;
- Training delivery is individualized and self-paced;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;
- Assessment is based in the collection of evidence of the performance of work to the industry required standard;
- Training is based both on and off-the-job components;
- Allows for recognition of prior learning (RPL) or current competencies;
- Training allows for multiple entry and exit; and
- Approved training programs are Nationally Accredited

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended. Thus programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations
- Modular/self-paced learning is a competency-based training modality wherein the trainee is allowed to progress at his own pace. The trainer just facilitates the training delivery
- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners
- Supervised industry training or on-the-job training is an approach in training designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations
- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same

place. Distance learning may employ correspondence study, audio, video or computer technologies

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees or students wishing to gain entry into this course should possess the following requirements:

- can communicate in English both in the oral and written form
- should be physically and mentally fit;
- with good moral character;
- with pleasing personality and
- can perform basic mathematical computation.

This list does not include specific institutional requirements such as educational attainment, appropriate work experience, and others that may be required of the trainees by the school or training center delivering the TVET program.

3.4 LIST OF TOOLS AND EQUIPMENT

CUSTOMER SERVICES – NC II

Recommended list of tools, equipment and materials for the training of a minimum of 25 trainees for **CUSTOMER SERVICES - NC II** are as follows:

TOOLS		EQUIPMENT		MATERIALS	
QTY		QTY		QTY	
1 unit	Tagger/labeling machine	1 unit	LCD projector	1 box	White board markers (assorted)
1 unit	Stapler	1 unit	computer with internet connection	1 unit	White Board
1 box	Staple Wire	1 unit	Audio visual equipment (TV, CD/DVD player)	25 pcs.	Folders
1 unit	Tape Dispenser	1 unit	Projector screen	1 box	Fasteners
1 unit	Extension Cord	1 unit	Telefax	1 ream	Bond paper
		1 unit	POS machine		
		1 unit	Credit card (hypercom		

			equipment) verification machine		
		1 unit	Scanner		
		25 units	Arm Chairs		
		1 unit	Instructor's table		
		1 unit	Instructor's chair		
		1 unit	Filing Cabinets		
		1 unit	Sound system		

Display Module/Racks – (assorted merchandise, hangers, standees)

*NOTE: Implementation of the training program can be made possible through a **MOA** between the **Training school** and **Industry** for the use of the facilities. This is in response to school limitations on the high cost of equipment.

3.5 TRAINING FACILITIES

Based on a class intake of 25 students/trainees

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Lecture	8 x 7 m.	56 sq. m.	56 sq. m.
Learning Resource Center	3 x 5 m.	15 sq. m.	15 sq. m.
Facilities/Equipment/ Circulation Area			21 sq. m.
Total workshop area:			92 sq. m.

3.6 TRAINER'S QUALIFICATIONS FOR WHOLESALE AND RETAIL TRADING SECTOR

TRAINER QUALIFICATION I (TQ II)

- Must be a holder of NC II
- Must have undergone training on Training Methodology II (TM II)
- Must be physically and mentally fit

- *Must have at least 5 years job/industry experience
- *Optional. Only when required by the hiring institution.

Reference: TESDA Board Resolution No. 2004 03

3.7 INSTITUTIONAL ASSESSMENT

Institutional assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

4.1 To attain the National Qualification of **CUSTOMER SERVICES NC II**, the candidate must demonstrate competence in all the units of competency listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.

4.2 The qualification of Customer Services NC II may be attained through:

4.2.1 Accumulation of COCs in the following areas:

4.2.1.1 Provide sales and customer services to clients/customers

- Prepare products for display
- Interact with customers
- Sell products and services
- Perform stock control procedures

4.2.1.2 Provide cashiering services to clients/customers

- Interact with customers
- Operate retail equipments
- Balance Register/terminal
- Sell products and services
- Perform stock control procedures

4.2.1.3 Provide visual merchandising and display services to clients/customers

- Prepare products for display
- Sell products and services
- Interact with customers
- Perform merchandise presentation skills

4.2.1.4 Provide food services to clients/customers

- Prepare products for display
- Interact with customers
- Sell products and services
- Perform stock control procedures
- Merchandise food products

Successful candidates shall be awarded Certificates of Competency (COC).

4.3 Accumulation and submission of all COCs acquired for the relevant units of competency comprising a qualification, an individual shall be issued the corresponding National Certificate.

4.4 Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.

- 4.5 The following are qualified to apply for assessment and certification:
- 4.5.1 Graduates of formal, non-formal and informal including enterprise-based training programs related to this qualification
 - 4.5.2 Experienced workers (wage employed or self employed) related to this qualification
- 4.6 The guidelines on assessment and certification are discussed in detail in the "Procedures Manual on Assessment and Certification" and "Guidelines on the Implementation of the Philippine TVET Qualification and Certification System (PTQCS)".

COMPETENCY MAP – WHOLESALE AND RETAIL TRADING SECTOR

ANNEX A

CUSTOMER SERVICES NC II

CORE/ELECTIVE COMPETENCIES	Prepare products for display	Interact with customers	Sell products and services	Operate retail equipment	Balance register/terminal	Perform stock control procedures				
	Merchandise Food Products	Perform Merchandise Presentation Skills	Buy Merchandise	Manage and control store safety and security	Minimize theft	Coordinate work teams				
	Coordinate merchandise presentation	Communicate in the workplace	Coordinate sales performance	Order stock	Maintain store safety	Maintain employee relations				
	Coordinate housekeeping	Coordinate interaction with customers	Manage store's sales performance	Buy merchandise	Maintain store security	Implement staff training				
	Manage store presentation and facilities	Manage Sales and Service Delivery	Manage store's sales performance	Manage and control merchandise mix						
COMMON COMPETENCIES	Develop and update industry knowledge	Observe workplace hygiene procedures	Perform computer operations	Perform workplace safety practices	Provide effective customer service					
BASIC COMPETENCIES	Receive and respond to workplace communication	Work with others	Demonstrate work values	Practice housekeeping procedures (5S)	Participate in workplace communication	Work in team environment	Practice career professionalism	Practice occupational health and safety procedures	Lead workplace communication	Lead small teams
	Develop and practice negotiation skills	Solve problems related to work activities	Use mathematical concepts and techniques	Use relevant technologies	Utilize specialized communication skills	Develop teams and individuals	Apply problem-solving techniques in the workplace	Plan and organize work	Collect, analyze and organize information	Promote environmental protection

DEFINITION OF TERMS

1. Certification	Refers to the process of giving recognition to the attainment of knowledge, skills and attitudes
2. Competency	Is the specification of knowledge, skills and attitudes required to perform work activity in a range of context or environment
3. Customer	Someone who purchases products or services from another. Simple enough. But when you're responsible for systems that analyze and report customer data, this definition falls short. And it is not an adequate definition when you're the end-user making business decisions based on reports generated by those systems.
4. Customer Service	Customer service, like a brand, is what the customer perceives and remembers of the service they received. What a customer perceives is the service they receive is not necessarily the service they actually receive.
5. Cost of Goods Available for Sale and Cost of Goods Sold	To calculate the cost of goods available for sale, we added the purchases made during the year to the preceding year's end-of- year inventories. To calculate the cost of goods sold, we deducted the end of the current year's value of inventories from the cost of goods available for sale.
6. Element	Refers to the building blocks of a unit of competency. It describes in outcome terms the functions that a person who works in particular area of work is able to perform
7. Evidence Guide	It is a guide for assessment that provides information on critical aspects of competency, underpinning knowledge, underpinning skills, resource implications, context of assessment and assessment method.
8. Gross Margin	The measure of gross margin represents total sales less cost of goods sold.
9. Market	A public gathering held for buying and selling merchandise.
10. Marketing	Marketing is the social process by which individuals and groups obtain what they need and want through creating and exchanging products and value with others

11. Philippine TVET Qualification Framework	Refers to a comprehensive, nationally consistent framework for qualifications in the TVET sector. It also provides the parameter for the integration of learning and assessment in the middle skills development.
12. Point of Sale	This is a wide-ranging definition that can include all display and merchandising methods used to enable transactions. Point of Sale products refers to both the hardware and software that essentially helps run a business. The <u>POS</u> can refer to: cash register systems, cash registers, point of sale terminals, POS receipt printers, POS pole displays, OEM printers, and all other point of sale equipment.
13. Purchases	Purchases represent the total cost of merchandise that was purchased for resale during the year, whether or not payment for the merchandise was made during the year.
14. Qualification	Refers to the national certificate issued by the TESDA or its accredited industry organizations in recognition that a person has achieved competencies relevant to a trade or industry.
15. Range of Variable	It describes the circumstances or context in which the work is to be performed.
16. Retailing	Consists of the <u>sale</u> of goods or merchandise from a fixed location, such as a department store or kiosk, or by post, in small or individual lots for direct consumption by the purchaser.
17. Sales	Are the activities involved in selling products or services in return for money or other compensation. It is an act of completion of a commercial activity.
18. Tag	A strip of leather, paper, metal, or plastic attached to something or hung from a wearer's neck to identify, classify, or label
19. Transaction	A typical transaction is a catalog merchandise order phoned in by a customer and entered into a computer by a customer representative. The order transaction involves checking an inventory database, confirming that the item is available, placing the order, and confirming that the order has been placed and the

expected time of shipment.

20. Unit of Competency

Refers to a discrete aspect of work, which would normally be performed by only one person.

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