

## Criteria for Assessments for QP of a Job Role

### Criteria for Assessment of Trainees

<b>Job Role</b>	Trainee Associate
<b>Qualification Pack</b>	RAS / Q0103
<b>Sector Skill Council</b>	Retail
<b>Guidelines for Assessment:</b>	
<ol style="list-style-type: none"> <li>Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC</li> <li>The assessment for the theory part will be based on knowledge bank of questions created by the SSC</li> <li>Individual assessment agencies will create <i>unique question papers for theory part for each candidate at each examination/training centre</i> (as per assessment criteria below)</li> <li>Individual assessment agencies will create <i>unique evaluations for skill practical for every student at each examination/training centre</i> based on this criteria</li> <li>To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS</li> <li>In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack</li> </ol>	

NOS	Performance Criteria	Total marks (1200)	Marks Allocation		
			Out of	Theory	Skills
RAS / N0105 To display stock to promot	PC1. Identify need for the display in relation to stock, space, position of the display and dates.	100	10	5	5
	PC2. Check that the display area is the right size and report any concerns promptly.		5	2.5	2.5
	PC3. Gather the materials, equipment and stock you need for the display and check that they are clean, safe and in good working order.		10	5	5
	PC4. Follow company procedures for clearing, cleaning and preparing the display area before use.		5	2.5	2.5
	PC1. Set up and dismantle the display safely, in line with plans and within the time allowed.		10	5	5
	PC2. Check that the display is clean, tidy and safe for use.		5	2.5	2.5
	PC3. Check that the display has the levels of stock you need.		10	5	5
	PC4. Clean and store equipment and excess materials; get rid of waste safely, correctly and promptly.		5	2.5	2.5
	PC1. Check requirements for labelling stock.		10	5	5
	PC2. Check information on the label is clear, accurate and legal before starting to label stock.		5	2.5	2.5
	PC3. Report promptly any information on labels that may need changing.		5	2.5	2.5
	PC4. Attach the right labels to the right products.		5	2.5	2.5
	PC5. Position labels so that they are securely fastened and customers can see them clearly.		10	5	5
	PC6. Complete labelling within the time allowed		5	2.5	2.5
	Total	100	50	50	
	PC1. Identify the purpose, content and style of the display.	100	10	5	5

NOS	Performance Criteria	Total marks (1200)	Marks Allocation		
			Out of	Theory	Skills
<b>N0106</b> To plan and prepare visual merchandising display	PC2. Identify the equipment, materials, merchandise and props you need to create and install the display and the dates for completing it.		10	5	5
	PC3. Evaluate whether the place you plan to put the display is likely to fulfil the design brief.		10	5	5
	PC4. Create new and effective ways of improving the visual effect, within limits of design brief, company's visual design policies and authority you have		15	7.5	7.5
	PC1. Confirm that the features of merchandise and props shown in the design brief are those most likely to attract customers' attention.		10	5	5
	PC2. Identify other merchandise and props when those originally specified are not available or not suitable, and agree your selections with the right person.		10	5	5
	PC3. Agree arrangements for delivery of merchandise & props with right people, allowing enough time for deliveries to arrive before display must be installed.		15	7.5	7.5
	PC4. Check the progress of deliveries and take suitable action if delays seem likely.		10	5	5
	PC5. Update stock records to account for merchandise on display		10	5	5
			<b>Total</b>	<b>100</b>	<b>50</b>
<b>RAS / N0107</b> To dress visual merchandising display	PC1. Use the design brief to identify the focal points of the display.	100	5	2.5	2.5
	PC2. Choose shapes, colours and groupings that are suited to the purpose and style of the display.		5	2.5	2.5
	PC3. Create displays that achieve the visual effect you need and are consistent with the company's visual design policy.		5	2.5	2.5
	PC4. Position merchandise, graphics and signs in ways that promote sales.		5	2.5	2.5
	PC5. Check that lighting is installed in line with the design brief.		5	2.5	2.5
	PC6. Check that the finished display meets health and safety guidelines and legal requirements.		5	2.5	2.5
	PC1. Position merchandise, graphics & signs according to guidelines & in ways that attract attention & interest of customers & give customers information they need.		5	2.5	2.5
	PC2. Group merchandise appropriately for the purpose & style of display, the selling features of merchandise & the visual effect needed under the design brief.		5	2.5	2.5
	PC3. Make sure that lighting is installed in line with lighting requirements.		5	2.5	2.5
	PC4. Check that the finished display meets health and safety guidelines and legal requirements.		10	5	5
	PC1. Check that all the parts of the display are suitable for the purpose of the display and meet requirements.		5	2.5	2.5
	PC2. Check that the display meets requirements for easy access, safety and security.		5	2.5	2.5
	PC3. Identify safety and security risks to the display and choose suitable ways of reducing risks.		5	2.5	2.5

NOS	Performance Criteria	Total marks (1200)	Marks Allocation		
			Out of	Theory	Skills
	PC4. Consider how the display looks from all the directions from which customers will approach it.		5	2.5	2.5
	PC5. Encourage colleagues to provide constructive comments about the display.		5	2.5	2.5
	PC6. Promptly make any adjustments that you are authorised to make and that are needed to achieve the visual effect and to make the display safe and secure.		5	2.5	2.5
	PC7. Regularly check the display's visual effect.		5	2.5	2.5
	PC8. Promptly report to the right person any problems and risks that you are not responsible for sorting out yourself.		10	5	5
		Total	100	50	50
<b>RAS / N0108</b> To dismantle and store visual merchandising displays	PC1. Dismantle displays safely.	100	5	2.5	2.5
	PC2. Protect the parts of the display from being damaged during dismantling.		10	5	5
	PC3. Return the parts of the display to the appropriate places promptly and, if needed, in a saleable condition.		10	5	5
	PC4. Get rid of unwanted materials safely and keep accurate records of this if needed.		10	5	5
	PC5. Clean display sites and parts using safe and approved cleaning materials and equipment.		10	5	5
	PC1. Work out accurately the storage space required.		10	5	5
	PC2. Identify the protective packaging you need and the security measures that need to be in place.		10	5	5
	PC3. Store items in suitable places and with clear and accurate labels.		5	2.5	2.5
	PC4. Keep accurate and up-to-date records of items in storage.		10	5	5
	PC5. Identify damaged items, missing items and dangers and risks to health and safety, and report these promptly to the right person.		10	5	5
	PC6. Check that storage facilities and items in storage are clean, safe, secure and accessible only to those with a right to them.		10	5	5
			Total	100	50
<b>RAS / N0109</b> To prepare products for sale	PC1. Check that all expected items and parts of the product are in the package.	100	10	5	5
	PC2. Remove all unwanted packaging and safely get rid of waste.		10	5	5
	PC3. Gather the tools you need for putting products together.		10	5	5
	PC4. Use safe work methods and follow manufacturers' instructions when putting products together.		10	5	5
	PC5. Check that products have been assembled correctly and can be used safely.		20	10	10
	PC6. Ask the right person for help when products are proving difficult to put together.		15	7.5	7.5
	PC7. Check regularly that products on display are in a satisfactory condition.		10	5	5
	PC8. Promptly remove damaged products from display and follow company procedures for dealing with them.		15	7.5	7.5
	Total	100	50	50	

NOS	Performance Criteria	Total marks (1200)	Marks Allocation		
			Out of	Theory	Skills
<b>RAS / N0118</b> To promote loyalty schemes to customers	PC1. Take suitable opportunities to ask customers if they are members of the loyalty scheme and whether they are interested in joining.	100	10	5	5
	PC2. Explain clearly and accurately to customers how joining the scheme would benefit them, including any current special offers relating to the scheme.		10	5	5
	PC3. Respond positively to any questions or objections that the customer raises.		10	5	5
	PC4. Provide relevant information to the customer to help them decide whether to join the scheme.		5	2.5	2.5
	PC5. Treat the customer politely at all times and in a way that promotes goodwill		5	2.5	2.5
	PC1. Recognise accurately when customers are interested in joining the scheme.		10	5	5
	PC2. Take opportunities to ask customers who are showing signs of interest to sign up for the scheme.		10	5	5
	PC3. Fill in the membership application accurately with the customer, using the information they provide.		10	5	5
	PC4. Give the customer proof of their membership.		10	5	5
	PC5. Check with the customer that their details, as shown on the membership documentation, are correct.		10	5	5
PC6. Give application forms to customers who show interest but are not willing to join the scheme there and then.	10	5	5		
	Total	100	50	50	
<b>RAS / N0119</b> To keep the store secure	PC1. Notice and correctly identify security risks.	100	20	10	10
	PC2. Follow company procedures for reporting security risks.		20	10	10
	PC3. Report security risks to the right people promptly and accurately.		20	10	10
	PC4. Follow company procedures for preventing security risks while you work.		20	10	10
	PC5. Notice where stock may have been stolen and tell the right person about it.		20	10	10
	Total	100	50	50	
<b>RAS / N0121</b> To maintain health and safety	PC1. Notice and correctly identify accidents and emergencies.	100	5	2.5	2.5
	PC2. Get help promptly and in the most suitable way.		5	2.5	2.5
	PC3. Follow company policy and procedures for preventing further injury while waiting for help to arrive.		5	2.5	2.5
	PC4. Act within the limits of your responsibility and authority when accidents and emergencies arise.		5	2.5	2.5
	PC5. Promptly follow instructions given by senior staff and the emergency services		10	5	5
	PC1. Follow company procedures and legal requirements for reducing health and safety risks as far as possible while you work.		10	5	5
	PC2. Use safety equipment correctly and in the right situations.		5	2.5	2.5
	PC3. Get advice and help from the right people when you are concerned about your ability to work safely		10	5	5
	PC1. Take suitable safety measures before lifting to protect		10	5	5

NOS	Performance Criteria	Total marks (1200)	Marks Allocation		
			Out of	Theory	Skills
	yourself and other people.				
	PC2. Use approved lifting and handling techniques.		10	5	5
	PC3. Check that any equipment you need to use is fit for use.		5	2.5	2.5
	PC4. Use lifting and handling equipment in line with company guidelines and manufacturers' instructions.		5	2.5	2.5
	PC5. Plan a safe and efficient route for moving goods.		10	5	5
	PC6. Make sure that you understand your responsibilities when you ask others to help in lifting and handling operations		5	2.5	2.5
		Total	100	50	50
<b>RAS / N0123</b> To keep the store clean and hygienic	PC1. Get the equipment and materials that are suitable for the surfaces that need cleaning.	100	5	2.5	2.5
	PC2. Safely position the cleaning equipment and materials and any items you must move.		5	2.5	2.5
	PC3. Keep the risk of spillages to a minimum and clean up any spillages promptly and thoroughly.		10	5	5
	PC4. Get rid of rubbish and waste promptly and safely.		5	2.5	2.5
	PC5. Disturb other people as little as possible while cleaning.		5	2.5	2.5
	PC6. Check that surfaces are thoroughly clean.		10	5	5
	PC7. Store cleaning equipment and materials correctly and promptly when you have finished cleaning.		5	2.5	2.5
	PC1. Use suitable equipment to tidy work areas.		5	2.5	2.5
	PC2. Check that equipment is safe to use before starting to use it.		5	2.5	2.5
	PC3. Get rid of waste and litter safely and in line with company procedures.		5	2.5	2.5
	PC4. Disturb other people as little as possible while getting rid of waste and litter.		10	5	5
	PC5. Store equipment correctly and promptly after use		5	2.5	2.5
	PC1. Wear protective clothing that is clean and suitable for the work you need to do.		10	5	5
	PC2. Dispose correctly of used clothing and products.		5	2.5	2.5
	PC3. Use effective practices and techniques for keeping your hair, skin and nails clean enough for the work you do		10	5	5
	Total	100	50	50	
<b>RAS / N0124</b> To provide information and advice to customers	PC1. Acknowledge promptly and politely customers' requests for information and advice.	100	10	5	5
	PC2. Identify the customer's needs for information and advice.		10	5	5
	PC3. Communicate information and advice to customers in ways they can understand.		10	5	5
	PC4. Provide information and advice to customers that is relevant, complete, accurate and up to date.		10	5	5
	PC5. Check politely that the information and advice provided meets the customer's needs.		10	5	5
	PC6. Find other ways to help the customer when the information and advice given is not satisfactory.		10	5	5
	PC7. Refer requests for information or advice to the right person when you cannot help the customer.		5	2.5	2.5

NOS	Performance Criteria	Total marks (1200)	Marks Allocation		
			Out of	Theory	Skills
	PC1. Identify the nature of the complaint from information obtained from customers.		10	5	5
	PC2. Acknowledge the complaint clearly and accurately and apologise to the customer.		5	2.5	2.5
	PC3. Follow legal requirements and company policies and procedures for dealing with complaints.		10	5	5
	PC4. When it is not your responsibility to sort complaints, refer them promptly to the right person & explain the referral procedure clearly to the customer		10	5	5
	<b>Total</b>		<b>100</b>	<b>50</b>	<b>50</b>
<b>RAS / N0130</b> <b>To create a positive image of self &amp; organisation in the customers mind</b>	PC1. Meet your organisation's standards of appearance and behaviour.	100	5	2.5	2.5
	PC2. Greet your customer respectfully and in a friendly manner.		5	2.5	2.5
	PC3. Communicate with your customer in a way that makes them feel valued and respected.		10	5	5
	PC4. Identify and confirm your customer's expectations.		5	2.5	2.5
	PC5. Treat your customer courteously and helpfully at all times.		5	2.5	2.5
	PC6. Keep your customer informed and reassured.		5	2.5	2.5
	PC7. Adapt your behaviour to respond effectively to different customer behaviour		10	5	5
	PC1. Respond promptly to a customer seeking assistance.		5	2.5	2.5
	PC2. Select the most appropriate way of communicating with your customer.		5	2.5	2.5
	PC3. Check with your customer that you have fully understood their expectations.		5	2.5	2.5
	PC4. Respond promptly and positively to your customers' questions and comments.		5	2.5	2.5
	PC5. Allow your customer time to consider your response and give further explanation when appropriate		5	2.5	2.5
	PC1. Quickly locate information that will help your customer.		5	2.5	2.5
	PC2. Give your customer the information they need about the services or products offered by your organisation.		10	5	5
	PC3. Recognise information that your customer might find complicated and check whether they fully understand.		5	2.5	2.5
	PC4. Explain clearly to your customers any reasons why their needs or expectations cannot be met.		10	5	5
	<b>Total</b>		<b>100</b>	<b>50</b>	<b>50</b>
<b>RAS / N0137</b> <b>To work effectively in your team</b>	PC1. Display courteous and helpful behaviour at all times.	100	5	2.5	2.5
	PC2. Take opportunities to enhance the level of assistance offered to colleagues		5	2.5	2.5
	PC3. Meet all reasonable requests for assistance within acceptable workplace timeframes.		10	5	5
	PC4. Complete allocated tasks as required.		5	2.5	2.5
	PC5. Seek assistance when difficulties arise.		5	2.5	2.5
	PC6. Use questioning techniques to clarify instructions or responsibilities.		10	5	5

NOS	Performance Criteria	Total marks (1200)	Marks Allocation		
			Out of	Theory	Skills
	PC7. Identify and display a non discriminatory attitude in all contacts with customers and other staff members		5	2.5	2.5
	PC1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.		5	2.5	2.5
	PC2. Follow personal hygiene procedures according to organisational policy and relevant legislation		5	2.5	2.5
	PC1. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.		5	2.5	2.5
	PC2. Interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying.		10	5	5
	PC3. Ask questions to seek and clarify workplace information.		5	2.5	2.5
	PC4. Plan and organise daily work routine within the scope of the job role.		10	5	5
	PC5. Prioritise and complete tasks according to required timeframes.		10	5	5
	PC6. Identify work and personal priorities and achieve a balance between competing priorities.		5	2.5	2.5
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>