**TRAINING OCCUPATION: RETAIL OPERATION (DEPARTMENT) (NOSS: DT-010-3:2014)**

**3**

**PROGRAMME STRUCTURE**

| **CU ID** | **COMPETENCY UNIT TITLE** | **WORK ACTIVITIES** | **RELATED KNOWLEDGE** | **RELATED SKILLS** | **HOURS** | **TOTAL** |
| --- | --- | --- | --- | --- | --- | --- |
| **(A)** | **(B)** | **(A+B)** | **(HOURS)** |
| DT-010-3:2014-C01 | **STOCK AND INVENTORY ORDERING** | Check stock / SKU availability | 15 | 34 | 49 | **163** |
| Investigate stock variance | 10 | 23 | 33 |
| Identify active and inactive vendor | 5 | 11 | 16 |
| Identify supplier schedule | 5 | 11 | 16 |
| Execute stock & inventory ordering | 15 | 34 | 49 |
| DT-010-3:2014-C02 | **STOCK RECEIVING** | Handle stock receiving documentation | 15 | 34 | 49 | **246** |
| Check stock quality & quantity | 22 | 52 | 74 |
| Handle stock discrepancies (manual & computerised) | 15 | 34 | 49 |
| Confirm stock receiving | 22 | 52 | 74 |
| DT-010-3:2014-C03 | **STORAGE ARRANGEMENT HANDLING** | Arrange stock received | 6 | 15 | 21 | **83** |
| Monitor storage area condition | 6 | 15 | 21 |
| Prepare selling floor stock | 12 | 29 | 41 |
| DT-010-3:2014-C04 | **NON FOOD MERCHANDISING** | Arrange SKU placement | 7 | 17 | 24 | **246** |
| Display price tag | 15 | 34 | 49 |
| Check quality & product specification | 11 | 26 | 37 |
| Execute selling technique | 11 | 26 | 37 |
| Monitor high pilferage products | 11 | 26 | 37 |
| Check stock availability | 19 | 43 | 62 |
| DT-010-3:2014-C05 | **FOOD MERCHANDISING** | Arrange SKU placement | 7 | 17 | 24 | **246** |
| Display price tag | 15 | 34 | 49 |
| Check quality & product specification | 11 | 26 | 37 |
| Execute selling technique | 11 | 26 | 37 |
| Monitor high pilferage products | 11 | 26 | 37 |
| Check stock availability | 19 | 43 | 62 |
| DT-010-3:2014-C06 | **PRODUCT DISPOSAL & RETURN** | Segregate returnable & non-returnable SKU | 12 | 29 | 41 | **83** |
| Arrange SKU return | 7 | 14 | 21 |
| Arrange SKU disposal | 7 | 14 | 21 |
| DT-010-3:2014-C07 | **STOCK TAKE HANDLING** | Carry out pre-stock take activity | 10 | 23 | 33 | **83** |
| Monitor pre-stock take activity | 10 | 23 | 33 |
| Carry out stock take recounting | 6 | 11 | 17 |
| DT-010-3:2014-C08 | **CUSTOMER SERVICES** | Handle front end services | 4 | 9 | 13 | **248** |
| Carry out paging announcement | 4 | 9 | 13 |
| Arrange delivery / porter service | 4 | 9 | 13 |
| Carry out wrapping services | 4 | 9 | 13 |
| Handle free gift / items redemption | 4 | 9 | 13 |
| Handle faulty item exchange | 7 | 17 | 24 |
| Handle customer refund | 15 | 34 | 49 |
| Attend to customer complaints | 15 | 34 | 49 |
| Registration of membership card / loyalty card | 7 | 17 | 24 |
| Handle Cut Make Trim (CMT) service | 7 | 17 | 24 |
| Prepare customer support services reports | 4 | 9 | 13 |
| DT-010-3:2014-C09 | **CASHIERING HANDLING** | Handle point of sales | 6 | 14 | 20 | **80** |
| Check fraud attempt | 6 | 14 | 20 |
| Assist customer query | 6 | 14 | 20 |
| Carry out collection handover | 6 | 14 | 20 |

| **CU ID** | **COMPETENCY UNIT TITLE** | **WORK ACTIVITIES** | **RELATED KNOWLEDGE** | **RELATED SKILLS** | **HOURS** | **TOTAL** |
| --- | --- | --- | --- | --- | --- | --- |
| **(A)** | **(B)** | **(A+B)** | **(HOURS)** |
| DT-010-3:2014-C01 | **STOCK AND INVENTORY ORDERING** | Check stock / SKU availability | 15 | 34 | 49 | **163** |
| Investigate stock variance | 10 | 23 | 33 |
| Identify active and inactive vendor | 5 | 11 | 16 |
| Identify supplier schedule | 5 | 11 | 16 |
| Execute stock & inventory ordering | 15 | 34 | 49 |
| DT-010-3:2014-C02 | **STOCK RECEIVING** | Handle stock receiving documentation | 15 | 34 | 49 | **246** |
| Check stock quality & quantity | 22 | 52 | 74 |
| Handle stock discrepancies (manual & computerised) | 15 | 34 | 49 |
| Confirm stock receiving | 22 | 52 | 74 |
| DT-010-3:2014-C03 | **STORAGE ARRANGEMENT HANDLING** | Arrange stock received | 6 | 15 | 21 | **83** |
| Monitor storage area condition | 6 | 15 | 21 |
| Prepare selling floor stock | 12 | 29 | 41 |
| DT-010-3:2014-C04 | **NON FOOD MERCHANDISING** | Arrange SKU placement | 7 | 17 | 24 | **246** |
| Display price tag | 15 | 34 | 49 |
| Check quality & product specification | 11 | 26 | 37 |
| Execute selling technique | 11 | 26 | 37 |
| Monitor high pilferage products | 11 | 26 | 37 |
| Check stock availability | 19 | 43 | 62 |
| DT-010-3:2014-C05 | **FOOD MERCHANDISING** | Arrange SKU placement | 7 | 17 | 24 | **246** |
| Display price tag | 15 | 34 | 49 |
| Check quality & product specification | 11 | 26 | 37 |
| Execute selling technique | 11 | 26 | 37 |
| Monitor high pilferage products | 11 | 26 | 37 |
| Check stock availability | 19 | 43 | 62 |
| DT-010-3:2014-C06 | **PRODUCT DISPOSAL & RETURN** | Segregate returnable & non-returnable SKU | 12 | 29 | 41 | **83** |
| Arrange SKU return | 7 | 14 | 21 |
| Arrange SKU disposal | 7 | 14 | 21 |
| DT-010-3:2014-C07 | **STOCK TAKE HANDLING** | Carry out pre-stock take activity | 10 | 23 | 33 | **83** |
| Monitor pre-stock take activity | 10 | 23 | 33 |
| Carry out stock take recounting | 6 | 11 | 17 |
| DT-010-3:2014-C08 | **CUSTOMER SERVICES** | Handle front end services | 4 | 9 | 13 | **248** |
| Carry out paging announcement | 4 | 9 | 13 |
| Arrange delivery / porter service | 4 | 9 | 13 |
| Carry out wrapping services | 4 | 9 | 13 |
| Handle free gift / items redemption | 4 | 9 | 13 |
| Handle faulty item exchange | 7 | 17 | 24 |
| Handle customer refund | 15 | 34 | 49 |
| Attend to customer complaints | 15 | 34 | 49 |
| Registration of membership card / loyalty card | 7 | 17 | 24 |
| Handle Cut Make Trim (CMT) service | 7 | 17 | 24 |
| Prepare customer support services reports | 4 | 9 | 13 |
| DT-010-3:2014-C09 | **CASHIERING HANDLING** | Handle point of sales | 6 | 14 | 20 | **80** |
| Check fraud attempt | 6 | 14 | 20 |
| Assist customer query | 6 | 14 | 20 |
| Carry out collection handover | 6 | 14 | 20 |
| DT-010-3:2014-C10 | **BRANCH OPERATIONS SUPPORT** | Identify branch operations support requirements | 5 | 10 | 15 | **162** |
| Monitor tenants operations compliances | 6 | 15 | 21 |
| Monitor mall events activity | 6 | 15 | 21 |
| Monitor maintenance and utility services activities | 6 | 15 | 21 |
| Monitor mall hygiene status | 6 | 15 | 21 |
| Monitor security and safety status | 6 | 15 | 21 |
| Monitor car park management services status | 6 | 15 | 21 |
| Coordinate information counter and paging services | 6 | 15 | 21 |
| **TOTAL HOURS (Core Competencies)** | | | **494** | **1146** | **1640** | **1640** |