

Assessment Evidence Guide
for
“Junior Sales Officer
(Retail)”
Level-2
(Summative)



National Vocational & Technical
Training Commission

Instruction Sheet for the Candidate			
Title of Qualification: Certificate in Retail Operations Management (Junior Sales Officer (Retail))	CS Code:	Level: 2	Version: 1
Competency Standard Title: Perform Basic Computer Application Develop Computer Application Skills Apply Work Health and Safety Practices (WHS) Perform Stocking Operation Attain Product Knowledge Handle Cash Counter Perform Sales Perform Basic Communication	Assessment Date (DD/MM/YY): Time: 5 hours		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	To meet this standard, you are required to complete the following tasks within given time (for practical demonstration & assessment): Assessment Task 1: Candidate is required to perform a role-play of sale representative as per scenarios in annexure 1. as per instructions given by assessor Assessment Task 2: Candidate is required to place tags on products as per instructions given by assessor Assessment Task 3: Generate a bill of items on POS System as per instructions given by assessor And complete: Knowledge assessment test (Written or Oral) Portfolios at the time of assessment
Minimum Evidence Required	During a practical assessment, under observation by an assessor, you will complete: Assessment Task 1: - Performance Criteria 1: Greet Customer - Performance Criteria 2: Introduce yourself - Performance Criteria 3: Identify customer needs or buying motives - Performance Criteria 4: Identify features & benefits of products - Performance Criteria 5: Identify products' key selling points. - Performance Criteria 6: Identify alternates of the products - Performance Criteria 7: Suggest products to customer - Performance Criteria 8: Communicate product specification to customer - Performance Criteria 9: Communicate product features to customer - Performance Criteria 10: Demonstrate product & its feature as per SOP - Performance Criteria 11: Use Selling Techniques - Performance Criteria 12: Close the sale. - Performance Criteria 13: Comply with duty of care requirements - Performance Criteria 14: Carry out the instructions of the supervisor

	Assessment Task 2: Performance Criteria 1: Identify product's tags Performance Criteria 2: Verify tags through barcodes Performance Criteria 3: Place the tags Performance Criteria 4: Treat team members with respect and maintain positive relationships to achieve common organizational goals
	Assessment Task 3: Performance Criteria 1: Set POS system as per machine manual Performance Criteria 2: Start & Close POS terminal as per assessors instructions Performance Criteria 3: Verify the product bar code before scan Performance Criteria 4: Ensure the product quantity and bill amount Performance Criteria 5: Communicate verbally price/total/amount of bill & cash received to customer. Performance Criteria 6: Enter debit/credit card & machine details in POS systems Performance Criteria 7: Ensure to sign out from POS system
	Portfolios required at the time of assessment Folder/file includes evidence of in-page, spread sheet, MS Word, Computer graphics Performance Criteria 1: Create a word document Performance Criteria 2: Toggle between Languages Performance Criteria 3: Create workbook according to information requirements Performance Criteria 4: Perform graphic fundamentals in basic applications Performance Criteria 5: Print the document

Continued on following page

Assessors Judgment Guide

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

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT ☐ NOT YET COMPETENT ☐ Name of the Assessor: Assessor's code: Signature of the Assessor:.....

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

Observation Checklist				
Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Perform a role-play of sale executive as per scenarios given my assessor.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Greet Customer			
2.	Introduce yourself			
3.	Identify customer needs or buying motives			
4.	Identify feature & benefits of products			
5.	Identify products' key selling points.			
6.	Identify alternates of the products			
7.	Suggest products to customer			
8.	Provide product specification to customer			
9.	Provide product features to customer			
10.	Demonstrate product & its feature as per SOP			
11.	Use Selling Techniques			
12.	Close the sales			
13.	Comply with duty of care requirements			
14.	Carry out the instructions of the supervisor			
Competent ☐		Not Yet Competent ☐		

Assessment Task 2		Description of assessment task 2 Place tags on products as per assessors' instructions		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1.	Identify product's tags			
2.	Verify tags through barcodes			
3.	Place the tags			
4.	Treat team members with respect and maintain positive relationships to achieve common organizational goals			
Competent ☐		Not Yet Competent ☐		

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

Portfolio (if any)		Description of portfolio Folder/file includes evidence of in-page, spread sheet, MS Word, Computer graphics		
Current ☐ Sufficient ☐ Authentic ☐ Valid ☐ Reliable ☐				
Portfolio meet the following performance standards:		Yes	No	Remarks
1.	Create a word document			
2.	Toggle between Languages			
3.	Create workbook according to information requirements			
4.	Perform graphic fundamentals in basic applications			
5.	Print the document			
Competent ☐		Not Yet Competent ☐		

Annexure 1

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

OR

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

OR

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

Knowledge Assessment

Title of Qualification: Certificate in Retail Operations Management (Junior Sales Officer (Retail))	CS Code:	Level: 02	Version: 01
Competency Standard Title: Perform Basic Computer Application Develop Computer Application Skills Apply Work Health and Safety Practices (WHS) Perform Stocking Operation Attain Product Knowledge Handle Cash Counter Perform Sales Perform Basic Communication	Assessment Date (DD/MM/YY): Assessment Time: 30 min		

Guidance for Candidate	To complete your assessment for this Competency Standard, you need to answer the questions on the following pages successfully.
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Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Written Assessment Outcome	COMPETENT ☐ NOT YET COMPETENT ☐ Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Question	Candidate's answer
Answer these questions.	
1. How to improve product knowledge	
2. What is cash handling?	
3. What are the 4 basic skills of communication?	
4. What is sale performance?	
5. How do you develop computer skills?	

ANSWER KEY

Sr. No	Candidate's answer
1.	• Offer hands-on experience. • Encourage both conventional and creative information sources. • Provide opportunities to practice. • Use micro learning. • Focus on customer needs.
2.	By definition, "cash handling" refers to the process of receiving and giving money in a business
3.	Benefits of testing the four skills (reading, listening, writing and speaking)
4.	Sales performance refers to how effectively your sales team performs within a specific period of time.
5.	• Search for answers online. If you get stumped or confused by a computer program, search online. • Practice what you know. A great way to enhance your current computer skills is to practice them regularly. • Enroll in educational courses. • Reach out to leadership.