

Session Plan Design			
Program Name:	Trainee Associate		
Qualification Pack Name & Ref. ID	Trainee Associate - RAS/Q0103		
Version No.	1.0	Version Update Date	26/06/2015
Pre-requisites to Training	10 th Pass. 0-1 years in a similar position (not mandatory)		
Training Outcomes	By the end of this program, the participants would have achieved the following competencies:		
	1. To display stocks to promote sales		
	2. To plan and prepare visual merchandising displays		
	3. To dress visual merchandising displays		
	4. To dismantle and store visual merchandising		
	5. To prepare products for sale		
	6. To promote loyalty schemes to customers		
	7. To keep the store secure		
	8. To maintain health and safety in stores		
	9. To keep the store clean and hygienic		
	10. To provide information and advice to customers		
	11. To create a positive image of self and organisation in the customers mind		
	12. To work effectively in your team		

S.No.	Module	Sessions	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration
1	Display stocks to promote sales	Prepare display areas and goods in a retail store	<ul style="list-style-type: none"> Identify need for the display in relation to stock, space, position of the display and dates Gather the materials, equipment and stock needed for the display and check that they are clean, safe and in good working order. Clean and store equipment and excess materials; get rid of waste safely, correctly and promptly. 	RAS/ N0105 PC1, PC2, PC3, PC4, KA1, KB1, SA5, SA6, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
		Set up and dismantle displays in a retail store	<ul style="list-style-type: none"> Set up and dismantle the display safely, in line with plans and within the time allowed Check that the display has the levels of stock you need. 	RAS/ N0105 PC5, PC6, PC7, PC8, KA2, SA7, SA8, SB1, SB2, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
		Label displays of stock in a retail store	<ul style="list-style-type: none"> Check requirements for labelling stock Check information on the label is clear, accurate and legal before starting to label stock Position labels so that they are securely fastened and customers can see them clearly. 	RAS/ N0105 PC9, PC10, PC11, PC12, PC13, PC14, KA3, KB2, SA1, SA2, SA3, SA4	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the	2 hrs

						activities are described in the Facilitator's Guide, Retail Lab	
		Activity to Prepare display areas and goods in a retail store	<ul style="list-style-type: none"> Identify need for the display in relation to stock, space, position of the display and dates Gather the materials, equipment and stock needed for the display and check that they are clean, safe and in good working order. Clean and store equipment and excess materials; get rid of waste safely, correctly and promptly. 	RAS/ N0105 PC1, PC2, PC3, PC4, KA1, KB1, SA5, SA6, SB4, SB5, SB6	Role plays in Retail Lab and Simulations Quiz – Product related	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
		Activity to Set up and dismantle displays in a retail store	<ul style="list-style-type: none"> Set up and dismantle the display safely, in line with plans and within the time allowed Check that the display has the levels of stock you need. 	RAS/ N0105 PC5, PC6, PC7, PC8, KA2, SA7, SA8, SB1, SB2, SB3	Role plays in Retail Lab and Simulations Quiz – Product related	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
		Activity to Label displays of stock in a retail store	<ul style="list-style-type: none"> Check requirements for labelling stock Check information on the label is clear, accurate and legal before starting to label stock 	RAS/ N0105 PC9, PC10, PC11, PC12, PC13, PC14, KA3, KB2, SA1, SA2, SA3, SA4	Internet Research, Case Studies, Online Assessments	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in	4 hrs

			<ul style="list-style-type: none"> Position labels so that they are securely fastened and customers can see them clearly. 			Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
2	Plan and prepare visual merchandising displays	Interpret design briefs for retail displays	<ul style="list-style-type: none"> Identify the equipment, materials, merchandise and props needed to create and install the display and the dates for completing it. Create new and effective ways of improving the visual effect, within limits of design brief, company's visual design policies and authority 	RAS/ N0106 PC1, PC2, PC3, PC4, KA1, KA2, KA3, KA4, KA5, KB1, KB2, SA1, SA2, SA3, SA4, SB1, SB2, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	3 hrs
		Get hold of merchandise and props to be featured in retail displays	<ul style="list-style-type: none"> Identify other merchandise and props when those originally specified are not available or not suitable, and agree selections with the right person Check the progress of deliveries and take suitable action if delays seem likely 	RAS/ N0106 PC5, PC6, PC7, PC8, PC9, KA6, KA7, KA8, KA9, KB3, KB4, SA5, SA6, SA7, SA8, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	3 hrs
		Activity to Interpret design briefs for retail displays	<ul style="list-style-type: none"> Identify the equipment, materials, merchandise and props needed to create and install the display and the dates for completing it. 	RAS/ N0106 PC1, PC2, PC3, PC4, KA1, KA2, KA3, KA4, KA5,	Field Visit to a nearby Retail Store/Mall, Project presentation	White board, Marker, Overhead projector, Laptop, Internet access,	4 hrs

			<ul style="list-style-type: none"> Create new and effective ways of improving the visual effect, within limits of design brief, company's visual design policies and authority 	KB1, KB2, SA1, SA2, SA3, SA4, SB1, SB2, SB3		Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
		Activity to get hold of merchandise and props to be featured in retail displays	<ul style="list-style-type: none"> Identify other merchandise and props when those originally specified are not available or not suitable, and agree selections with the right person Check the progress of deliveries and take suitable action if delays seem likely 	RAS/ N0106 PC5, PC6, PC7, PC8, PC9, KA6, KA7, KA8, KA9, KB3, KB4, SA5, SA6, SA7, SA8, SB4, SB5, SB6	Field Visit to a nearby Retail Store/Mall, Project presentation	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	4 hrs
3	Dress visual merchandising displays	Dress in-store displays based on guidelines	<ul style="list-style-type: none"> Choose shapes, colours and groupings that are suited to the purpose and style of the display. Check that the finished display meets health and safety guidelines and legal requirements 	RAS/ N0107 PC1, PC2, PC3, PC4, PC5, PC6 KA1, KA2, KA3, KA4, KA5, KB1, KB2, SA1, SA2, SA3, SB1, SB2	Facilitation with PPT, Videos, Trainer led classroom discussion	Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
		Dress window displays based on guidelines	<ul style="list-style-type: none"> Position merchandise, graphics & signs according to guidelines & in ways that 	RAS/ N0107 PC7, PC8, PC9, PC10, PC11,	Facilitation with PPT, Videos, Trainer led classroom discussion	Marker, Overhead projector, Laptop, Internet access,	2 hrs

To	<p>attract attention & interest of customers & give customers information they need.</p> <ul style="list-style-type: none"> Make sure that lighting is installed in line with lighting requirements. 	PC12, KA6, KA7, KA8, KA9, KA10, KB3, KB4, KB5, SA4, SA5, SB3, SB4		Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
Evaluate and improve retail displays	<ul style="list-style-type: none"> Check that all the parts of the display are suitable for the purpose of the display and meet requirements. Consider how the display looks from all the directions from which customers will approach it. Identify safety and security risks to the display and choose suitable ways of reducing risks. 	RAS/ N0107 PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20, KA11, KA12, KA13, KA14, KA15, KA16, KB6, SA6, SA7, SA8, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
Activity on how to Dress in-store displays based on guidelines	<ul style="list-style-type: none"> Choose shapes, colours and groupings that are suited to the purpose and style of the display. Check that the finished display meets health and safety guidelines and legal requirements 	RAS/ N0107 PC1, PC2, PC3, PC4, PC5, PC6 KA1, KA2, KA3, KA4, KA5, KB1, KB2, SA1, SA2, SA3, SB1, SB2	Role plays in Retail Lab and Simulations Quiz – Product related	Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
Activity on how to Dress window	<ul style="list-style-type: none"> Position merchandise, graphics & signs according to guidelines & in ways that attract attention & interest of customers & give customers information they need. 	RAS/ N0107 PC7, PC8, PC9, PC10, PC11, PC12, KA6,	Role plays in Retail Lab and Simulations Quiz – Product related	Marker, Overhead projector, Laptop, Internet access, Worksheets are	2 hrs

		displays based on guidelines	<ul style="list-style-type: none"> Make sure that lighting is installed in line with lighting requirements. 	KA7, KA8, KA9, KA10, KB3, KB4, KB5, SA4, SA5, SB3, SB4		available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
		Activity on how to Evaluate and improve retail displays	<ul style="list-style-type: none"> Check that all the parts of the display are suitable for the purpose of the display and meet requirements. Consider how the display looks from all the directions from which customers will approach it. Identify safety and security risks to the display and choose suitable ways of reducing risks. 	RAS/ N0107 PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20, KA11, KA12, KA13, KA14, KA15, KA16, KB6, SA6, SA7, SA8, SB5, SB6	Internet Research, Case Studies, Online Assessments	Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
4	Dismantle and store visual merchandising	Dismantle retail displays	<ul style="list-style-type: none"> Dismantle displays safely Get rid of unwanted materials safely and keep accurate records of this if needed. Clean display sites and parts using safe and approved cleaning materials and equipment 	RAS/ N0108 PC1, PC2, PC3, PC4, PC5, KA1, KA2, KA3, KA4, KA5, KA6, KB1, KB2, SA1, SA2, SA3, SA4, SB1, SB2, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	3 hrs
		Store equipment, props and graphics for retail displays	<ul style="list-style-type: none"> Work out accurately the storage space required Identify the protective packaging you need and the security measures that need to be in place 	RAS/ N0108 PC6, PC7, PC8, PC9, PC10, PC11, KA7, KA8, KA9, KA10, KA11,	Facilitation with PPT, Videos, Trainer led classroom discussion	projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the	3 hrs

			<ul style="list-style-type: none"> Identify damaged items, missing items and dangers and risks to health and safety, and report these promptly to the right person 	KA12, KB3, KB4, SA5, SA6, SA7, SA8, SB4, SB5, SB6		activities are described in the Facilitator's Guide, Retail Lab	
		Activity on Dismantling retail displays	<ul style="list-style-type: none"> Dismantle displays safely Get rid of unwanted materials safely and keep accurate records of this if needed. Clean display sites and parts using safe and approved cleaning materials and equipment 	RAS/ N0108 PC1, PC2, PC3, PC4, PC5, KA1, KA2, KA3, KA4, KA5, KA6, KB1, KB2, SA1, SA2, SA3, SA4, SB1, SB2, SB3	Internet Research, Case Studies, Online Assessments	projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	3 hrs
		Activity on Store equipment, props and graphics for retail displays	<ul style="list-style-type: none"> Work out accurately the storage space required Identify the protective packaging you need and the security measures that need to be in place Identify damaged items, missing items and dangers and risks to health and safety, and report these promptly to the right person 	RAS/ N0108 PC6, PC7, PC8, PC9, PC10, PC11, KA7, KA8, KA9, KA10, KA11, KA12, KB3, KB4, SA5, SA6, SA7, SA8, SB4, SB5, SB6	Internet Research, Case Studies, Online Assessments	projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	3 hrs
5	To prepare products for sale	Prepare products for selling to customers	<ul style="list-style-type: none"> Gather the tools you need for putting products together Use safe work methods and follow manufacturers' instructions when putting products together 	RAS/ N0109 PC2, PC3, PC4, PC6, KA1, KA2, KA3, KB1, KB2, SA1, SA2, SA3, SA4, SB1, SB2, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the	3 hrs

						Facilitator's Guide, Retail Lab	
		Check the products for selling	<ul style="list-style-type: none"> Check that products have been assembled correctly and can be used safely Check regularly that products on display are in a satisfactory condition 	RAS/ N0109 PC1, PC5, PC7, PC8, KA4, KA5, KA6, KB3, KB4, Sa5, SA6, SA7, SA8, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	3 hrs
		Activity to Prepare products for selling to customers	<ul style="list-style-type: none"> Gather the tools you need for putting products together Use safe work methods and follow manufacturers' instructions when putting products together 	RAS/ N0109 PC2, PC3, PC4, PC6, KA1, KA2, KA3, KB1, KB2, SA1, SA2, Sa3, SA4, Sb1, SB2, SB3	Internet Research, Chart Preparation, Project Presentation, Quiz	Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	4 hrs
		Activity to check the products for selling	<ul style="list-style-type: none"> Check that products have been assembled correctly and can be used safely Check regularly that products on display are in a satisfactory condition 	RAS/ N0109 PC1, PC5, PC7, PC8, KA4, KA5, KA6, KB3, KB4, Sa5, SA6, SA7, SA8, SB4, SB5, SB6	Internet Research, Chart Preparation, Project Presentation, Quiz	Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	4 hrs
6	Promote loyalty schemes to customers	Explain to customers the features and	<ul style="list-style-type: none"> Explain clearly and accurately to customers how joining the scheme would benefit them, including any 	RAS/ N0118 PC1, PC2, PC3, PC4, PC5, KA1, KA2, KA3, KA4,	Facilitation with PPT, Videos, Trainer led classroom discussion	projector, Laptop, Internet access, Worksheets are available in	3 hrs

	benefits of the loyalty scheme	<p>current special offers relating to the scheme.</p> <ul style="list-style-type: none"> Respond positively to any questions or objections that the customer raises 	KA5, KA6, KB1, SA1, SA2, SA3, SA4, SB1, SB2, SB3, SB4, SB5		Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
	Gain customer commitment to the loyalty scheme	<ul style="list-style-type: none"> Take opportunities to ask customers who are showing signs of interest to sign up for the scheme Fill in the membership application accurately with the customer, using the information they provide. Check with the customer that their details, as shown on the membership documentation, are correct. 	RAS/ N0118 PC6, PC7, PC8, PC9, PC10, PC11, KA7, KA8, KA9, KA10, KA11, KA12, SA5, SA6, SA7, SA8, SB6, SB7	Facilitation with PPT, Videos, Trainer led classroom discussion	projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	3 hrs
	Activity on explanation of features and benefits to customers	<ul style="list-style-type: none"> Explain clearly and accurately to customers how joining the scheme would benefit them, including any current special offers relating to the scheme. Respond positively to any questions or objections that the customer raises 	RAS/ N0118 PC1, PC2, PC3, PC4, PC5, KA1, KA2, KA3, KA4, KA5, KA6, KB1, SA1, SA2, SA3, SA4, SB1, SB2, SB3, SB4, SB5	Role plays and Simulations Quiz – Product related	projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	3 hrs
	Activity on gaining customers commitment	<ul style="list-style-type: none"> Take opportunities to ask customers who are showing signs of interest to sign up for the scheme Fill in the membership application accurately with the customer, using the information they provide. 	RAS/ N0118 PC6, PC7, PC8, PC9, PC10, PC11, KA7, KA8, KA9, KA10, KA11, KA12, SA5,	Role plays and Simulations Quiz – Product related	projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the	3 hrs

			<ul style="list-style-type: none"> Check with the customer that their details, as shown on the membership documentation, are correct. 	SA6, SA7, SA8, SB6, SB7		Facilitator's Guide, Retail Lab	
7	Keep the store secure	Identify and report security risks	<ul style="list-style-type: none"> Notice and correctly identify security risks Follow company policy and legal requirements when dealing with security risks. Follow company policies and procedures for maintaining security while you work. Follow company policies and procedures for making sure that security will be maintained 	RAS/ N0119 PC1, PC2, PC3, PC4, PC5, PC6, KA1, KA2, KA3, KA4, KA5, KA6, KA7, KA8, KA9, KB1, KB2, KB3, SA1, SA2, SA3, SA4, SA5, SA6, SA7, SA8, SB1, SB2, SB3, SB4, SB5, SB6, SB7, SB8	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	6 hrs
		Activity on Identifying and reporting security risks	<ul style="list-style-type: none"> Notice and correctly identify security risks Follow company policy and legal requirements when dealing with security risks. Follow company policies and procedures for maintaining security while you work. Follow company policies and procedures for making sure that security will be maintained 	RAS/ N0119 PC1, PC2, PC3, PC4, PC5, PC6, KA1, KA2, KA3, KA4, KA5, KA6, KA7, KA8, KA9, KB1, KB2, KB3, SA1, SA2, SA3, SA4, SA5, SA6, SA7, SA8, SB1, SB2, SB3, SB4, SB5, SB6, SB7, SB8	Internet Research Case Studies and Classroom group discussions	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	6 hrs
8	Help maintain healthy and safety	Identify and report accidents and emergencies	<ul style="list-style-type: none"> Follow company procedures and legal requirements for dealing with accidents and emergencies. 	RAS/ N0121 PC1, PC2, PC3, PC4, PC5, KA1, KA2, KA3, KA4, KB1, SA1, SA2,	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are	2 hrs

		<ul style="list-style-type: none"> Act within the limits of your responsibility and authority when accidents and emergencies arise. Report accidents and emergencies promptly, accurately and to the right person. 	SA3, SB1, SB2, SB3		available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
	Protect health and safety as you work	<ul style="list-style-type: none"> Follow company procedures and legal requirements for reducing health and safety risks as far as possible while you work Use safety equipment correctly and in the right situations. 	RAS/ N0121 PC6, PC7, PC8, KA5, KA6, KA7, KA8, KB2, SA4, SA5, SB4, SB5	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
	Lift and handle goods safely	<ul style="list-style-type: none"> Take suitable safety measures before lifting to protect yourself and other people. Use lifting and handling equipment in line with company guidelines and manufacturers' instructions Understand responsibilities while asking others to help in lifting and handling operations. 	RAS/ N0121 PC9, PC10, PC11, PC12, PC13, PC14, KA9, KA10, KA11, KA12, SA6, SA7, SA8, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
	Activity to Identify and report	<ul style="list-style-type: none"> Follow company procedures and legal requirements for dealing with accidents and emergencies. 	RAS/ N0121 PC1, PC2, PC3, PC4, PC5, KA1,	Case studies, Online Assessments	White board, Marker, Overhead projector, Laptop,	1 hr

	accidents and emergencies	<ul style="list-style-type: none"> Act within the limits of your responsibility and authority when accidents and emergencies arise. Report accidents and emergencies promptly, accurately and to the right person. 	KA2, KA3, KA4, KB1, SA1, SA2, SA3, SB1, SB2, SB3		Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
	Activity to Protect health and safety as you work	<ul style="list-style-type: none"> Follow company procedures and legal requirements for reducing health and safety risks as far as possible while you work Use safety equipment correctly and in the right situations. 	RAS/ N0121 PC6, PC7, PC8, KA5, KA6, KA7, KA8, KB2, SA4, SA5, SB4, SB5	Chart Paper presentation, Group discussions, Case studies	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2hrs
	Activity to Lift and handle goods safely	<ul style="list-style-type: none"> Take suitable safety measures before lifting to protect yourself and other people. Use lifting and handling equipment in line with company guidelines and manufacturers' instructions Understand responsibilities while asking others to help in lifting and handling operations. 	RAS/ N0121 PC9, PC10, PC11, PC12, PC13, PC14, KA9, KA10, KA11, KA12, SA6, SA7, SA8, SB6	Role plays and Simulations, Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hrs

9	Keep the store clean and hygienic	Keep work surfaces clean	<ul style="list-style-type: none"> Get the equipment and materials that are suitable for the surfaces that need cleaning. Keep the risk of spillages to a minimum and clean up any spillages promptly and thoroughly 	RAS/ N0123 PC1, PC2, PC3, PC4, PC5, PC6, PC7, KA1, KA2, KA3, KA4, KB1, SA1, SA2, SA3, SB1, SB2	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
		Get rid of waste and litter	<ul style="list-style-type: none"> Get rid of waste and litter safely and in line with company procedures. Disturb other people as little as possible while getting rid of waste and litter 	RAS/ N0123 PC8, PC9, PC10, PC11, PC12, KA5, KA6, KA7, KA8, KB2, SA4, SA5, SA6, SB3, SB4	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
		Maintain personal hygiene	<ul style="list-style-type: none"> Disturb other people as little as possible while getting rid of waste and litter Use effective practices and techniques for keeping your hair, skin and nails clean enough for the work 	RAS/ N0123 PC13, PC14, PC15, KA9, KA10, KA11, KA12, SA7, SA8, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the	2 hrs

				Facilitator's Guide, Retail Lab	
Activity on Keeping work surfaces clean	<ul style="list-style-type: none"> Get the equipment and materials that are suitable for the surfaces that need cleaning. Keep the risk of spillages to a minimum and clean up any spillages promptly and thoroughly 	RAS/ N0123 PC1, PC2, PC3, PC4, PC4, PC5, PC6, PC7, KA1, KA2, KA3, KA4, KB1, SA1, SA2, SA3, SB1, SB2	Case studies, Online Assessments	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hr
Activity to get rid of waste and litter	<ul style="list-style-type: none"> Get rid of waste and litter safely and in line with company procedures. Disturb other people as little as possible while getting rid of waste and litter 	RAS/ N0123 PC8, PC9, PC10, PC11, PC12, KA5, KA6, KA7, KA8, KB2, SA4, SA5, SA6, SB3, SB4	Chart Paper presentation, Group discussions, Case studies	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
Activity to maintain personal hygiene	<ul style="list-style-type: none"> Disturb other people as little as possible while getting rid of waste and litter Use effective practices and techniques for keeping your hair, skin and nails clean enough for the work 	RAS/ N0123 PC13, PC14, PC15, KA9, KA10, KA11, KA12, SA7, SA8, SB5, SB6	Role plays and Simulations, Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the	1 hr

						activities are described in the Facilitator's Guide, Retail Lab	
10	Provide information and advice to customers	Provide information and advice to meet the needs of customers	<ul style="list-style-type: none"> Identify the customer's needs for information and advice. Provide information and advice to customers that is relevant, complete, accurate and up to date Find other ways to help the customer when the information and advice given is not satisfactory 	RAS/ N0124 PC1, PC2, PC3, PC4, PC5, PC6, PC7, KA1, KA2, KA3, KA4, KA5, KA6, KA7, KB1, SA1, SA2, SA3, SA4, SB1, SB2, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	3 hrs
		Help customers sort out complaints	<ul style="list-style-type: none"> Identify the nature of the complaint from information obtained from customers Follow legal requirements and company policies and procedures for dealing with complaints 	RAS/ N0124 PC8, PC9, PC10, PC11, KA8, KA9, KA10, KA11, KA12, KA13, KA14, SA5, SA6, SA7, SA8, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	3 hrs
		Activity on providing information and advice to customers	<ul style="list-style-type: none"> Identify the customer's needs for information and advice. Provide information and advice to customers that is relevant, complete, accurate and up to date 	RAS/ N0124 PC1, PC2, PC3, PC4, PC5, PC6, PC7, KA1, KA2, KA3, KA4, KA5, KA6, KA7, KB1,	Role plays and Simulations, Case Studies Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in	4 hrs

			<ul style="list-style-type: none"> Find other ways to help the customer when the information and advice given is not satisfactory 	SA1, SA2, SA3, SA4, SB1, SB2, SB3		Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
		Activity to help customers sort out complaints	<ul style="list-style-type: none"> Identify the nature of the complaint from information obtained from customers Follow legal requirements and company policies and procedures for dealing with complaints 	RAS/ N0124 PC8, PC9, PC10, PC11, KA8, KA9, KA10, KA11, KA12, KA13, KA14, SA5, SA6, SA7, SA8, SB4, SB5, SB6	Role plays, Classroom Games and Simulations, Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	4 hrs
11	Create a positive image of self & organisation in the customers mind	Establish effective rapport with customers	<ul style="list-style-type: none"> Meet your organisation's standards of appearance and behaviour. Greet your customer respectfully and in a friendly manner. Communicate with your customer in a way that makes them feel valued and respected. Identify and confirm your customer's expectations. Treat your customer courteously and helpfully at all times. Keep your customer informed and reassured. 	RAS/ N0130 PC1, PC2, PC3, PC4, PC5, PC6, PC7, KA1, KA4, SA5, SA6, SA8, SB2, SB3,	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs

		<ul style="list-style-type: none"> Adapt your behaviour to respond effectively to different customer behaviour. 				
	Respond appropriately to customers	<ul style="list-style-type: none"> Respond promptly to a customer seeking assistance. Select the most appropriate way of communicating with your customer. Check with your customer that you have fully understood their expectations. Respond promptly and positively to your customers' questions and comments. Allow your customer time to consider your response and give further explanation when appropriate. 	RAS/ N0130 PC8, PC9, PC10, PC11, PC12, KA2, KA3, KA5, SA7, SB1,	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
	Communicate information to customers	<ul style="list-style-type: none"> Quickly locate information that will help your customer. Give your customer the information they need about the services or products offered by your organisation. Recognise information that your customer might find complicated and check whether they fully understand. Explain clearly to your customers any reasons why their needs or expectations cannot be met. 	RAS/ N0130 PC13, PC14, PC15, PC16, SA1, SA2, SA3, SA4, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
	Activity on establishing effective	<ul style="list-style-type: none"> Meet your organisation's standards of appearance and behaviour. 	RAS/ N0130 PC1, PC2, PC3, PC4, PC5, PC6,	Role plays and Simulations	White board, Marker, Overhead projector, Laptop,	2 hrs

	rapport with customers	<ul style="list-style-type: none"> Greet your customer respectfully and in a friendly manner. Communicate with your customer in a way that makes them feel valued and respected. Identify and confirm your customer's expectations. Treat your customer courteously and helpfully at all times. Keep your customer informed and reassured. Adapt your behaviour to respond effectively to different customer behaviour 	PC7, KA1, KA4, SA5, SA6, SA8, SB2, SB3,	Quiz – Product related	Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
	Activity on responding appropriately to customers	<ul style="list-style-type: none"> Respond promptly to a customer seeking assistance. Select the most appropriate way of communicating with your customer. Check with your customer that you have fully understood their expectations. Respond promptly and positively to your customers' questions and comments. Allow your customer time to consider your response and give further explanation when appropriate 	RAS/ N0130 PC8, PC9, PC10, PC11, PC12, KA2, KA3, KA5, SA7, SB1,	Internet Research, Project presentation and Classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	4 hrs
	Activity on communicating information to customers	<ul style="list-style-type: none"> Quickly locate information that will help your customer. Give your customer the information they need about the services or products offered by your organisation. 	RAS/ N0130 PC13, PC14, PC15, PC16, SA1, SA2, SA3,	Role play, Case Studies, Assessments	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are	2 hrs

			<ul style="list-style-type: none"> Recognise information that your customer might find complicated and check whether they fully understand. Explain clearly to your customers any reasons why their needs or expectations cannot be met. 	SA4, SB4, SB5, SB6		available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
12	Work effectively in Team	Support the work team	<ul style="list-style-type: none"> Take opportunities to enhance the level of assistance offered to colleagues Meet all reasonable requests for assistance within acceptable workplace timeframes Identify and display a non-discriminatory attitude in all contacts with customers and other staff members 	RAS/ N0137 PC1, PC2, PC3, PC4, PC5, PC6, PC7, KA1, KA2, KB1, KB2, KB3, SA1, SA2, SB1, SB2	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
		Maintain personal presentation	<ul style="list-style-type: none"> Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact Follow personal hygiene procedures according to organisational policy and relevant legislation 	RAS/ N0137 PC8, PC9, KA3, KB4, KB5, SA3, SA4, SA5, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
		Develop effective work habits	<ul style="list-style-type: none"> Interpret, confirm and act on workplace information, instructions and 	RAS/N0137 PC10, PC11, PC12, PC13,	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop,	2 hrs

		<p>procedures relevant to the particular task</p> <ul style="list-style-type: none"> Plan and organise daily work routine within the scope of the job role Identify work and personal priorities and achieve a balance between competing priorities 	<p>PC14, PC15, KA4, KB6, KB7, SA6, SA7, SB4, SB5</p>		<p>Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab</p>	
	Activity to Support the work team	<ul style="list-style-type: none"> Take opportunities to enhance the level of assistance offered to colleagues Meet all reasonable requests for assistance within acceptable workplace timeframes Identify and display a non-discriminatory attitude in all contacts with customers and other staff members 	<p>RAS/ N0137 PC1, PC2, PC3, PC4, PC5, PC6, PC7, KA1, KA2, KB1, KB2, KB3, SA1, SA2, SB1, SB2</p>	<p>Classroom Activity, Role Play, Simulations</p>	<p>White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab</p>	<p>2 hrs</p>
	Activity to Maintain personal presentation	<ul style="list-style-type: none"> Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact Follow personal hygiene procedures according to organisational policy and relevant legislation 	<p>RAS/ N0137 PC8, PC9, KA3, KB4, KB5, SA3, SA4, SA5, SB3</p>	<p>Case Studies, Role Play, Quiz</p>	<p>White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab</p>	<p>2 hrs</p>

		Activity to Develop effective work habits	<ul style="list-style-type: none"> • Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task • Plan and organise daily work routine within the scope of the job role • Identify work and personal priorities and achieve a balance between competing priorities 	RAS/N0137 PC10, PC11, PC12, PC13, PC14, PC15, KA4, KB6, KB7, SA6, SA7, SB4, SB5	Case Studies, Role Play, Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hrs
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Total: 150 hours