**TRAINING OCCUPATION: RETAIL OPERATION (DIVISION) (NOSS: DT-010-4:2014)**

**3**

**PROGRAMME STRUCTURE**

| **U ID** | **COMPETENCY UNIT TITLE** | **WORK ACTIVITIES** | **RELATED KNOWLEDGE** | **RELATED SKILLS** | **HOURS** | **TOTAL** |
| --- | --- | --- | --- | --- | --- | --- |
| **(A)** | **(B)** | **(A+B)** | **(HOURS)** |
| DT-010-4:2014-C01 | **RETAIL SALES & PROMOTION** | Evaluate Sales & Promotion calendar received from HQ | 27 | 41 | 68 | **340** |
| Plan Sales & Promotion | 41 | 61 | 102 |
| Coordinate Sales & Promotion implementation | 41 | 61 | 102 |
| Monitor on-going Sales & Promotion performance | 27 | 41 | 68 |
| DT-010-4:2014-C02 | **CUSTOMER RELATION MANAGEMENT (CRM)** | Monitor customer service operations | 16 | 24 | 40 | **204** |
| Handle customer request | 25 | 37 | 62 |
| Manage customer complaints | 25 | 37 | 62 |
| Evaluate customer care effectiveness | 16 | 24 | 40 |
| DT-010-4:2014-C03 | **BRANCH REPEAT ORDER & INVENTORY CONTROL MANAGEMENT** | Conduct market survey within vicinity | 14 | 20 | 34 | **340** |
| Manage repeat ordering | 41 | 61 | 102 |
| Monitor receiving and fulfilment | 41 | 61 | 102 |
| Organise stock take activities | 41 | 61 | 102 |
| DT-010-4:2014-C04 | **VISUAL MERCHANDISING DISPLAY (VMD) MANAGEMENT** | Evaluate Visual Merchandising Display (VMD) communication pack | 11 | 16 | 27 | **136** |
| Plan Visual Merchandising Display (VMD) execution | 16 | 25 | 41 |
| Coordinate Visual Merchandising Display (VMD) installation | 16 | 25 | 41 |
| Monitor on-going Visual Merchandising Display (VMD) standard | 11 | 16 | 27 |
| DT-010-4:2014-C05 | **SPACE RANGE AND DISPLAY (SRD) MANAGEMENT** | Evaluate Space Range And Display (SRD) communication pack | 11 | 16 | 27 | **136** |
| Plan Space Range And Display (SRD) execution | 16 | 25 | 41 |
| Coordinate Space Range And Display (SRD) implementation | 16 | 25 | 41 |
| Monitor Space Range And Display (SRD) standard | 11 | 16 | 27 |
| DT-010-4:2014-C06 | **STAFF PERFORMANCE EVALUATION** | Identify staff performance evaluation and review requirements | 24 | 37 | 61 | **204** |
| Plan staff performance evaluation and review session | 24 | 37 | 61 |
| Conduct and review staff performance evaluation session | 24 | 37 | 61 |
| Recommend staff performance achievement and improvement | 8 | 13 | 21 |
| **TOTAL HOURS (Core Competencies)** | | | **817** | **543** | **1360** | **1360** |