**TRAINING OCCUPATION: RETAIL OPERATION MANAGEMENT (NOSS: DT-010-5:2014)**

**3**

**PROGRAMME STRUCTURE**

| **CU ID** | **COMPETENCY UNIT TITLE** | **WORK ACTIVITIES** | **RELATED KNOWLEDGE** | **RELATED SKILLS** | **HOURS** | **TOTAL** |
| --- | --- | --- | --- | --- | --- | --- |
| **(A)** | **(B)** | **(A+B)** | **(HOURS)** |
| **DT-010-5:2014-C01** | **MANPOWER PLANNING & TALENT DEVELOPMENT** | Identify manpower planning requirements | 7 | 7 | 14 | **150** |
| Coordinate staff recruitment | 19 | 19 | 38 |
| Develop talent pool | 19 | 19 | 38 |
| Review training effectiveness | 15 | 15 | 30 |
| Review staff behavioural and performance | 15 | 15 | 30 |
| **DT-010-5:2014-C02** | **FINANCIAL CONTROL & BUDGET PLANNING** | Analyse budget management information | 44 | 44 | 88 | **444** |
| Analyse budget forecast | 89 | 89 | 178 |
| Control and review approved budget forecast | 89 | 89 | 178 |
| **DT-010-5:2014-C03** | **BRANCH PERFORMANCE MANAGEMENT** | Analyse branch performance information and documents | 16 | 16 | 46 | **442** |
| Evaluate actual sales performance | 47 | 47 | 112 |
| Evaluate actual purchases efficiency | 47 | 47 | 112 |
| Evaluate actual disposal efficiency | 32 | 32 | 80 |
| Evaluate operating cost | 32 | 32 | 80 |
| Evaluate loss control efficiency | 47 | 47 | 112 |
| **DT-010-5:2014-C04** | **MALL & FACILITIES MANAGEMENT** | Identify mall & facilities management requirements | 15 | 15 | 30 | **150** |
| Monitor tenants operations and performance | 30 | 30 | 60 |
| Monitor facilities adequacy and functionality | 30 | 30 | 60 |
| **DT-010-5:2014-C05** | **LOSS & PREVENTION MANAGEMENT** | Identify area of losses and shrinkages | 44 | 44 | 88 | **294** |
| Execute preventive measures implementation | 59 | 59 | 118 |
| Handle incidents and non-compliance situation | 44 | 44 | 88 |
| **TOTAL HOURS (Core Competencies)** | | | **790** | **790** | **1480** | **1480** |