



Maldives National Skills Development Authority



National Competency Standard for Cashier

Standard Code: SOC13S17V2

**Qualification Name: National Certificate III in Cashiering
Qualification Code: SOC13SQ1L317**

KEY FOR CODING

Coding Competency Standards and Related Materials

| DESCRIPTION | REPRESENTED BY |
|---|--|
| Industry Sector as per ESC (Three letters) | Construction Sector (CON) Fisheries and Agriculture Sector (FNA) Transport sector (TRN) Tourism Sector (TOU) Social Sector (SOC) Foundation (FOU) |
| Competency Standard | S |
| Occupation with in an industry Sector | Two digits 01-99 |
| Unit | U |
| Common Competency | 1 |
| Core Competency | 2 |
| Optional/ Elective Competency | 3 |
| Assessment Resources Materials | A |
| Learning Resources Materials | L |
| Curricula | C |
| Qualification | Q1, Q2 etc |
| MNQF level of Qualification | L1, L2 etc |
| Version Number | V1, V2 etc |
| Year of endorsement of standard, qualification | By two digits Example- 07 |

| | | |
|--|---|--|
| 1. Endorsement Application for Qualification 01 | | |
| 2. NATIONAL CERTIFICATE III IN CASHIER | | |
| 3. Qualification code: SOC13SQ1L317 | | Total Number of Credits: 40 |
| 4. Purpose of the Qualification | | |
| <p>The holders of this qualification will be competent to work in the local businesses as a Cashier Assistants or a cashier. The level three qualification presented here will facilitate personnel ready for handling cashier related tasks to be performed in small business and retail outlets. Similarly, the competency units are mapped in such a way to fulfill the knowledge and skills requirements of the “Cashier Assistant” or a ‘Cashier’ occupation within the local business.</p> | | |
| 5. Regulations for the qualification | | National Certificate III in Cashier will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12 |
| 6. Schedule of Units | | |
| Unit | Unit Title | Code |
| 1 | Apply safe working practices | SOC03S2U01V1 |
| 2 | Apply effective work discipline in a retail environment | SOC03S2U02V1 |
| 3 | Communicate in the retail environment | SOC03S2U03V1 |
| 4 | Organize and maintain work areas | SOC03S2U04V1 |
| 5 | Apply basic mathematical skills | SOC03S1U01V1 |
| 6 | Apply basic computing skills | SOC03S1U02V1 |
| 7 | Maintain security within retail outlet | SOC03S2U05V1 |
| 8 | Undertake financial transactions | SOC03S2U06V1 |
| 9 | Perform stock control procedures | SOC03S2U08V1 |
| 10 | Payment Methods | SOC013S1U01V2 |
| 11 | Introduction to GST | SOC013S1U02V2 |
| 12 | Basic book keeping skills | SOC13S1U03V2 |
| 7. Accreditation requirements | | The training provider should have a SME, retail outlet or similar training facility to provide the trainees necessary hands-on experience related to this qualification. |
| 8. Recommended sequencing of units | | As appeared under the section 06 |

| | | |
|--|---|--|
| 1. Endorsement Application for Qualification 02 | | |
| 2. NATIONAL CERTIFICATE IV IN CASHIER | | |
| 3. Qualification code: SOC13SQ2L417 | | Total Number of Credits: 131 |
| 4. Purpose of the Qualification | | |
| <p>The holders of this qualification will be competent to work in the local businesses as a Cashier Assistants or a cashier. The level four qualification presented here will facilitate 'personnel to become effectively competent for the contemporary tasks to be performed by a 'Cashier Assistant' and 'Cashier' in the in small business and retail outlets. Similarly, the competency units are mapped in such a way to fulfill the knowledge and skills requirements of the "Cashier Assistant" or a 'Cashier' occupation within the local business.</p> | | |
| 5. Regulations for the qualification | | National Certificate IV in Cashier will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20+21+22+23+24+25 |
| 6. Schedule of Units | | |
| Unit | Unit Title | Code |
| 1 | Apply safe working practices | SOC03S2U01V1 |
| 2 | Apply effective work discipline in a retail environment | SOC03S2U02V1 |
| 3 | Communicate in the retail environment | SOC03S2U03V1 |
| 4 | Organize and maintain work areas | SOC03S2U04V1 |
| 5 | Apply basic mathematical skills | SOC03S1U01V1 |
| 6 | Apply basic computing skills | SOC03S1U02V1 |
| 7 | Maintain security within retail outlet | SOC03S2U05V1 |
| 8 | Undertake financial transactions | SOC03S2U06V1 |
| 9 | Perform stock control procedures | SOC03S2U08V1 |
| 10 | Payment Methods | SOC013S1U01V2 |
| 11 | Introduction to GST | SOC013S1U02V2 |
| 12 | Basic book keeping skills | SOC13S1U03V2 |
| 13 | Assist with customer difficulties | SOC13S2U01V2 |
| 14 | Advise on products and services | SOC13S2U02V2 |
| 15 | Merchandise products | SOC13S2U03V2 |
| 16 | Deliver products | SOC13S2U04V2 |
| 17 | Sell to the retail customer | SOC13S2U05V2 |
| 18 | Organize and maintain the store environment | SOC13S2U06V2 |
| 19 | Support marketing and promotional activities | SOC13S2U07V2 |
| 20 | Intermediate mathematical skills | SOC13S2U08V2 |
| 21 | Intermediate computing skills | SOC13S2U09V2 |
| 22 | Documentation | SOC13S2U10V2 |
| 23 | Filling and filing Tax Return | SOC13S2U11V2 |
| 24 | Analyze and achieve sales target | SOC13S2U12V2 |
| 25 | Balance and secure point of sale terminal | SOC13S2U13V2 |
| 7. Accreditation requirements | | The training provider should have a SME, retail outlet or similar training facility to provide the trainees necessary hands-on experience related to this qualification. |
| 8. Recommended sequencing of units | | As appearing under the section 06 |

Unit Details

| Unit Title | Unit Title | Code | Level | No of credits |
|------------|---|---------------|-------|---------------|
| 1 | Apply safe working practices | SOC03S2U01V1 | 3 | 3 |
| 2 | Apply effective work discipline in a retail environment | SOC03S2U02V1 | 3 | 3 |
| 3 | Communicate in the retail environment | SOC03S2U03V1 | 3 | 3 |
| 4 | Organize and maintain work areas | SOC03S2U04V1 | 3 | 3 |
| 5 | Apply basic mathematical skills | SOC03S1U01V1 | 3 | 5 |
| 6 | Apply basic computing skills | SOC03S1U02V1 | 3 | 5 |
| 7 | Maintain security within retail outlet | SOC03S2U05V1 | 3 | 3 |
| 8 | Undertake financial transactions | SOC03S2U06V1 | 3 | 3 |
| 9 | Perform stock control procedures | SOC03S2U08V1 | 3 | 3 |
| 10 | Payment Methods | SOC013S1U01V2 | 3 | 3 |
| 11 | Introduction to GST | SOC013S1U02V2 | 3 | 3 |
| 12 | Basic book keeping skills | SOC13S1U03V2 | 3 | 3 |
| 13 | Assist with customer difficulties | SOC13S2U01V2 | 4 | 5 |
| 14 | Advise on products and services | SOC13S2U02V2 | 4 | 5 |
| 15 | Merchandise products | SOC13S2U03V2 | 4 | 5 |
| 16 | Deliver products | SOC13S2U04V2 | 4 | 5 |
| 17 | Sell to the retail customer | SOC13S2U05V2 | 4 | 5 |
| 18 | Organize and maintain the store environment | SOC13S2U06V2 | 4 | 5 |
| 19 | Support marketing and promotional activities | SOC13S2U07V2 | 4 | 5 |
| 20 | Intermediate mathematical skills | SOC13S2U08V2 | 4 | 12 |
| 21 | Intermediate computing skills | SOC13S2U09V2 | 4 | 12 |
| 22 | Documentation | SOC13S2U10V2 | 4 | 8 |
| 23 | Filling and filing Tax Return | SOC13S2U11V2 | 4 | 8 |
| 24 | Analyze and achieve sales target | SOC13S2U12V2 | 4 | 8 |
| 25 | Balance and secure point of sale terminal | SOC13S2U13V2 | 4 | 8 |

Packaging of National Qualifications:

National Certificate III in Cashier will be awarded to those who are competent in units
1+2+3+4+5+6+7+8+9+10+11+12

Qualification Code: SOC13SQ1L317

National Certificate IV in Cashier will be awarded to those who are competent in units
1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20+21+22+23+24+25

Qualification Code: SOC13SQ2L417

Competency Standard for

CASHIER

| Unit No | Unit Title |
|---------|---|
| 1 | Apply safe working practices |
| 2 | Apply effective work discipline in a retail environment |
| 3 | Communicate in the retail environment |
| 4 | Organize and maintain work areas |
| 5 | Apply basic mathematical skills |
| 6 | Apply basic computing skills |
| 7 | Maintain security within retail outlet |
| 8 | Undertake financial transactions |
| 9 | Perform stock control procedures |
| 10 | Payment Methods |
| 11 | Introduction to GST |
| 12 | Basic book keeping skills |
| 13 | Assist with customer difficulties |
| 14 | Advise on products and services |
| 15 | Merchandise products |
| 16 | Deliver products |
| 17 | Sell to the retail customer |
| 18 | Organize and maintain the store environment |
| 19 | Support marketing and promotional activities |
| 20 | Intermediate mathematical skills |
| 21 | Intermediate computing skills |
| 22 | Documentation |
| 23 | Filling and filing Tax Return |
| 24 | Analyze and achieve sales target |
| 25 | Balance and secure point of sale terminal |

Description of the occupation, Cashier

This document provides the foundation for benchmarking the occupation, Cashiers within the Maldives. In this regard, the *Occupational Standard for the Cashier* provides the occupational competencies identified to be associated with Cashier Assistants and Cashier currently working in the said occupation, Cashier.

Competency Standard Development Process

In preparing the document, consultations were undertaken among the industry representatives comprising of both employee and employer and finally endorsing identified Occupational Standards directly by the owners of reliable, reputed and recognized private companies in the said occupational field in order to ensure the developed *Occupational Standard for the Cashier* satisfactorily meets the expectations of the occupation, Cashier.

Situational Analysis of the occupation, Cashier

Situation Analysis of the occupation, Cashier in Maldives was conducted thoroughly by emphasizing and incorporating the following stakeholders: -

1. Collection of firsthand information from Owners/Employers currently operating Retail Service Outlets and other companies with the position of cashier.
2. Collection of firsthand information from Employees currently working in the Retail Service Sector and other companies with the position of cashier.
3. Close and concise observations were made based on the amount of service, knowledge required and the key role to be filled the position holders in the domestic industry.