Retail
Curriculum Framework
Stage 6
Competency Record
Acknowledgement

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RETAIL CURRICULUM FRAMEWORK STAGE 6
COMPETENCY RECORD

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UNITS OF COMPETENCY FOR CERTIFICATES I AND II IN RETAIL OPERATIONS

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- WRRER1B Work effectively in a retail environment
- WRRLP1B Apply safe working practices
- WRRM2B Perform routine housekeeping duties
- WRRCA1B Operate retail equipment
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Introduction

This competency record details all units and elements of competency achieved by students undertaking courses in the Retail Curriculum Framework as part of their Higher School Certificate (HSC). These courses are derived from the Retail Training Package (WWR97) and provide students with the opportunity to gain Australian Qualifications Framework (AQF) qualifications in Retail.

This document must be read in conjunction with Parts A and B of the Retail Curriculum Framework Stage 6 Syllabus (Board of Studies NSW, Approved June 1999, Updated November 2002).

Part A of the syllabus contains general advice about the Retail Curriculum Framework and describes course structures and requirements, including work placement.

Part B of the syllabus contains the text of the units of competency from the Retail Training Package that comprise the AQF Certificate II in Retail Operations.

The competency record is intended:
- to assist teachers and trainers in the implementation and assessment of courses within the framework
- to assist Registered Training Organisations (RTOs) in record keeping
- to provide students with a document which may be of assistance when seeking employment or articulation to further training.

The competency record contains a series of forms which may be used by qualified assessors when assessing, recording and documenting that a student has demonstrated competencies required for a particular HSC course and/or AQF qualification in Retail.

The competency record should be verified by the RTO as a true and accurate record of units of competency achieved and of integrated competency assessment.

How to use the Competency Record

The competency record contains the following proformas:
- forms for recording student, school, RTO and work placement employer details
- a record sheet for each of the units of competency included in the Retail Curriculum Framework
- a form for recording and verifying integrated competency assessment for each phase of the Certificate II in Retail Operations
- a summary list of units of competency for each available (or partly available) AQF qualification
- a verification statement.

It is suggested that a competency record booklet be compiled for each student consisting of:
- cover page and publication details
- information for students
- student, school, RTO and employer details forms
- verification form
- summary sheet for the relevant AQF qualification (i.e. AQF Certificate I and/or II in Retail Operations)
- a record sheet for each unit of competency included in the course which the student is undertaking
- an integrated competency assessment record sheet for each relevant phase of the Certificate II in Retail Operations.
The combination of units of competency undertaken by a student or class group will depend on the structure of the specific course selected from the Retail Curriculum Framework. These are shown in Part A of the syllabus for the Retail Curriculum Framework and must be followed. Part A of the syllabus also explains the arrangement of units of competency into phases in the Retail Training Package.

When a student is assessed as competent against an element of competency, the assessor needs to sign off the element of competency on the record sheet for the relevant unit.

When a student has been assessed as competent for all elements in a unit, the unit verification should be completed and signed. The unit should also be signed off on the summary of units of competency for the relevant qualification (indicating the product and version where appropriate).

Records of integrated competency assessment should only be completed when the student has successfully completed integrated competency assessment for the relevant phase according to training package requirements.

The verification statement, including the name of the AQF Certificate or Statement of Attainment to be awarded, should be completed and signed off by the RTO.

The completed competency record may be used for detailing student achievement for RTO recording and reporting purposes. The completed competency record should be retained by the student. Note that a Learner Record Book for recording student/trainee competency is also available as a non-endorsed component of the Retail Training Package. Teachers and assessors may choose to use the Learner Record Book rather than this competency record.

Please note that competency records are not required to be forwarded to the Office of the Board of Studies.

Recording Student Competency

Qualified assessors, as defined by the Retail Training Package, should sign off the elements of competency successfully demonstrated consistent with the evidence requirements and performance criteria shown in Part B of the syllabus. Only successful attempts should be recorded.

It is emphasised that, in order to obtain the Certificate I or II in Retail Operations, students must successfully complete Integrated Competency Assessment events for the relevant phases. A qualified assessor should sign off the relevant integrated competency record to verify that this requirement has been met.

When planning and conducting assessments for individual units of competency or integrated competency assessment events teachers and assessors must consult the Critical Aspects of Evidence from the Retail Training Package reprinted in Part B of the syllabus.

Teachers and assessors should also consult with participating employers and students in arranging assessment events.

Competency-based assessment is based on a range of evidence that meets the requirements of the performance criteria and assessment guidelines. Students may submit evidence in various forms; there is no need for them to duplicate tasks to demonstrate skill.

Note that for a student to be assessed as competent
- for an element of competency: all of the performance criteria must be satisfied
- for a unit of competency: all of the elements of the unit must be demonstrated
- for an AQF certificate in Retail Operations: Integrated Competency Assessment must be successfully undertaken (ie an AQF credential may only be issued on the basis defined in the Retail Training Package).
Retail Competency Record

Students who do not achieve competency in an element or unit of competency at the first assessment attempt must be allowed other opportunities to demonstrate competency. Elements of competency satisfactorily demonstrated within partially achieved units of competency will not be recognised when seeking advanced standing (ie recognition will only be given for whole units of competency).

Students and Competency Records

Students should be made aware that it is their responsibility to ensure that their competency record is kept up to date as a record of their achievement in the course. They should be encouraged to use their competency record when seeking employment and be advised it may be required as evidence if they are subsequently seeking advanced standing in VET courses provided through TAFE or other RTOs and, in some cases, in university courses.
This competency record provides a permanent record of your achievement in Higher School Certificate courses in the Retail Curriculum Framework. It will record the units of competency you have achieved and the integrated competency assessment events you have completed to complete Higher School Certificate (HSC) and Australian Qualification Framework (AQF) requirements.

For these reasons it is important that you make your record available to your assessor to record your achievement of competence and that you keep your competency record safe and in good condition. It may also assist you when you are seeking employment or applying for advanced standing in further education and training.

**STUDENT DETAILS**

Name: ______________________________________________________________

HSC Student Number: _______________________ Telephone: ________________

Address: ______________________________________________________________

Town/Suburb: _________________________________ Postcode: _____________
Where a student attends more than one school during the course, complete a form for each school.

**SCHOOL DETAILS**

School: ______________________________________________________________

Address: ______________________________________________________________

Town/Suburb: _________________________________ Postcode: _____________

Telephone: __________________________ Fax: ____________________________

---

**SCHOOL DETAILS**

School: ______________________________________________________________

Address: ______________________________________________________________

Town/Suburb: _________________________________ Postcode: _____________

Telephone: __________________________ Fax: ____________________________
Where more than one RTO is involved in delivering courses, complete a form for each RTO.

**REGISTERED TRAINING ORGANISATION DETAILS**

<table>
<thead>
<tr>
<th>RTO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
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<tr>
<td>Town/Suburb:</td>
</tr>
<tr>
<td>Postcode:</td>
</tr>
<tr>
<td>Telephone:</td>
</tr>
<tr>
<td>Fax:</td>
</tr>
<tr>
<td>Assessor:</td>
</tr>
<tr>
<td>Signature:</td>
</tr>
</tbody>
</table>

**REGISTERED TRAINING ORGANISATION DETAILS**

<table>
<thead>
<tr>
<th>RTO:</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td>Telephone:</td>
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<tr>
<td>Fax:</td>
</tr>
<tr>
<td>Assessor:</td>
</tr>
<tr>
<td>Signature:</td>
</tr>
</tbody>
</table>

**REGISTERED TRAINING ORGANISATION DETAILS**

<table>
<thead>
<tr>
<th>RTO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
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<td>Town/Suburb:</td>
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<tr>
<td>Postcode:</td>
</tr>
<tr>
<td>Telephone:</td>
</tr>
<tr>
<td>Fax:</td>
</tr>
<tr>
<td>Assessor:</td>
</tr>
<tr>
<td>Signature:</td>
</tr>
</tbody>
</table>
Complete a form for each work placement employer.

### WORK PLACEMENT HOST EMPLOYER DETAILS

Name of Organisation: 

Supervisor: 

Address: 

Town/Suburb: ___________________________  Postcode: _____________

Telephone: ___________________________  Fax: ___________________________

Dates of attendance for work placement:

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________
VERIFICATION
This is to certify that this competency record is a true and accurate record of:
• units of competency that have been demonstrated
• integrated competency assessments that have been completed
by

_______________________________________________
Student

of

________________________________________________
School
while enrolled in a course in the Retail Curriculum Framework.

This student is eligible for the award of

________________________________________________

Name of AQF Certificate or Statement of Attainment

Registered Training Organisation Details

For verification purposes, either a Statement of Attainment or a Qualification issued by the Registered Training Organisation or Board of Studies must accompany this competency record.
### SUMMARY OF UNITS OF COMPETENCY AND INTEGRATED ASSESSMENTS

#### CERTIFICATES I AND II IN RETAIL OPERATIONS

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit of Competency</th>
<th>Assessor Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>WRRCS1B</td>
<td>Communicate in the workplace</td>
<td></td>
</tr>
<tr>
<td>WRRER1B</td>
<td>Work effectively in a retail environment</td>
<td></td>
</tr>
<tr>
<td>WRRLP1B</td>
<td>Apply safe working practices</td>
<td></td>
</tr>
<tr>
<td>WRRM2B</td>
<td>Perform routine housekeeping duties</td>
<td></td>
</tr>
<tr>
<td>WRRCA1B</td>
<td>Operate retail equipment</td>
<td></td>
</tr>
<tr>
<td>WRRLP2B</td>
<td>Minimise theft</td>
<td></td>
</tr>
<tr>
<td>WRRCS2B</td>
<td>Apply point of sale handling procedures</td>
<td></td>
</tr>
<tr>
<td>WRRCS3B</td>
<td>Interact with customers</td>
<td></td>
</tr>
<tr>
<td>WRRI1B</td>
<td>Perform stock control procedures</td>
<td></td>
</tr>
<tr>
<td>WRRF1B</td>
<td>Balance register/terminal</td>
<td></td>
</tr>
<tr>
<td>WRRS1B</td>
<td>Sell products and services</td>
<td></td>
</tr>
</tbody>
</table>
UNITS OF COMPETENCY FOR CERTIFICATES I AND II IN RETAIL OPERATIONS

WRRCS1B  Communicate in the workplace

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1    Establish contact with customers</td>
<td></td>
</tr>
<tr>
<td>2    Process information</td>
<td></td>
</tr>
<tr>
<td>3    Work in a team</td>
<td></td>
</tr>
<tr>
<td>4    Maintain personal presentation</td>
<td></td>
</tr>
<tr>
<td>5    Follow routine instructions</td>
<td></td>
</tr>
<tr>
<td>6    Read and interpret retail documents</td>
<td></td>
</tr>
<tr>
<td>7    Use numbers in the workplace</td>
<td></td>
</tr>
</tbody>
</table>

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, ______________________, of __________________________
(name of assessor)    (Registered Training Organisation)

(certify that)

____________________
(name of student)

has demonstrated competence in the unit of competency

WRRCS1B  Communicate in the workplace

Signature ______________________  Date ______________________
### WRRER1B Work effectively in a retail environment

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Act responsibly</td>
<td></td>
</tr>
<tr>
<td>2 Act in a non-discriminatory manner</td>
<td></td>
</tr>
<tr>
<td>3 Identify the award/agreement</td>
<td></td>
</tr>
</tbody>
</table>

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, _________________________, of __________________________ (name of assessor)    (Registered Training Organisation)

    certify that

__________________________  (name of student)

has demonstrated competence in the unit of competency

    WRRER1B Work effectively in a retail environment

Signature ______________________ Date ______________________
**WRRLP1B  Apply safe working practices**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1    Observe basic safety</td>
<td></td>
</tr>
<tr>
<td>procedures</td>
<td></td>
</tr>
<tr>
<td>2    Observe emergency</td>
<td></td>
</tr>
<tr>
<td>procedures</td>
<td></td>
</tr>
</tbody>
</table>

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, __________________________, of __________________________
(name of assessor) (Registered Training Organisation)

certify that

__________________________
(name of student)

has demonstrated competence in the unit of competency

**WRRLP1B  Apply safe working practices**

Signature __________________________ Date __________________________
WRRM2B  Perform routine housekeeping duties

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Organise work area</td>
<td></td>
</tr>
<tr>
<td>2 Clean work area</td>
<td></td>
</tr>
</tbody>
</table>

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _________________________, of __________________________
(name of assessor)    (Registered Training Organisation)

certify that

__________________________
(name of student)

has demonstrated competence in the unit of competency

WRRM2B  Perform routine housekeeping duties

Signature  __________________ Date  __________________
**WRRCA1B  Operate retail equipment**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Maintain retail equipment</td>
<td></td>
</tr>
<tr>
<td>2  Apply keyboard skills</td>
<td></td>
</tr>
<tr>
<td>3  Operate data entry equipment</td>
<td></td>
</tr>
</tbody>
</table>

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, _________________________, of __________________________
(name of assessor)    (Registered Training Organisation)

 certify that

__________________________
(name of student)

has demonstrated competence in the unit of competency

**WRRCA1B  Operate retail equipment**

Signature ______________________  Date ______________________
### VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _________________________, of __________________________
(name of assessor)    (Registered Training Organisation)
certify that

__________________________
(name of student)

has demonstrated competence in the unit of competency

**WRRLP2B  Minimise theft**

Signature ______________________ Date ______________________
## WRRCS2B  Apply point of sale handling procedures

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1    Operate point of sale equipment</td>
<td></td>
</tr>
<tr>
<td>2    Perform point of sale transactions</td>
<td></td>
</tr>
<tr>
<td>3    Complete sales</td>
<td></td>
</tr>
<tr>
<td>4    Wrap and pack goods</td>
<td></td>
</tr>
</tbody>
</table>

### VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _________________________, of __________________________ (name of assessor) (Registered Training Organisation)

    certify that

    ____________________________ (name of student)

    has demonstrated competence in the unit of competency

    **WRRCS2B  Apply point of sale handling procedures**

Signature ____________________________ Date ____________________________
## WRRCS3B  *Interact with customers*

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Deliver service to customers</td>
<td></td>
</tr>
<tr>
<td>2 Respond to customer complaints</td>
<td></td>
</tr>
<tr>
<td>3 Receive and process sales orders</td>
<td></td>
</tr>
<tr>
<td>4 Identify customers’ special requirements</td>
<td></td>
</tr>
</tbody>
</table>

### VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _________________________, of __________________________ (name of assessor) (Registered Training Organisation) certify that

__________________________ (name of student) has demonstrated competence in the unit of competency

*WRRCS3B*  *Interact with customers*

Signature ______________________ Date ______________________
## Retail Competency Record

**WRRI1B**  
**Perform stock control procedures**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Receive and process incoming goods</td>
<td></td>
</tr>
<tr>
<td>2 Rotate stock</td>
<td></td>
</tr>
<tr>
<td>3 Participate in stocktake</td>
<td></td>
</tr>
<tr>
<td>4 Re-order stock</td>
<td></td>
</tr>
<tr>
<td>5 Dispatch goods</td>
<td></td>
</tr>
</tbody>
</table>

### VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _________________________, of __________________________
(name of assessor)    (Registered Training Organisation)

certify that

________________________
(name of student)

has demonstrated competence in the unit of competency

**WRRI1B**  
**Perform stock control procedures**

Signature ______________________ Date ______________________
### WRRF1B  Balance register/terminal

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Remove takings from register/terminal</td>
<td></td>
</tr>
<tr>
<td>2 Reconcile takings</td>
<td></td>
</tr>
</tbody>
</table>

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, _________________________, of __________________________
(name of assessor)    (Registered Training Organisation)

(certify that)

________________________
(name of student)

has demonstrated competence in the unit of competency

WRRF1B  Balance register/terminal

Signature   ______________________  Date ______________________
### WRRS1B Sell products and services

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Apply product knowledge</td>
<td></td>
</tr>
<tr>
<td>2  Approach customer</td>
<td></td>
</tr>
<tr>
<td>3  Gather information</td>
<td></td>
</tr>
<tr>
<td>4  Sell benefits</td>
<td></td>
</tr>
<tr>
<td>5  Overcome objections</td>
<td></td>
</tr>
<tr>
<td>6  Close sale</td>
<td></td>
</tr>
<tr>
<td>7  Maximise sales opportunities</td>
<td></td>
</tr>
</tbody>
</table>

#### VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _________________________, of __________________________
(name of assessor) (Registered Training Organisation)

certify that

__________________________
(name of student)

has demonstrated competence in the unit of competency

**WRRS1B Sell products and services**

Signature ______________________ Date ______________________
APPENDIX – UNIT OF COMPETENCY RECORD SHEET (TEMPLATE)

This template is provided so that other units of competency for which a student has been assessed as competent may be added to the student’s competency record.

This may occur in the following circumstances:
- a Board Endorsed Course containing units of competency which are additional to those included in the industry curriculum framework has been approved by the Board
- a student has demonstrated competency for a unit of competency from the training package which is not included in the industry curriculum framework and does not contribute to the student’s HSC course but which may contribute to AQF outcomes in this industry area
- a student has demonstrated competency in a unit of competency from another training package which does not contribute to the student’s HSC course but which – under the rules for determining qualifications set out in this training package – may contribute to AQF outcomes in this industry area.

Under these circumstances, a record sheet for the unit may be completed provided that
- the unit is within the RTO’s Scope of Registration and
- the unit has been assessed according to training package requirements.
## Retail Competency Record

**Unit Code:**

**Unit Title:**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
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</thead>
<tbody>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

### VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, _________________________, of __________________________

(name of assessor)    (Registered Training Organisation)

certify that

__________________________

(name of student)

has demonstrated competence in the unit of competency

__________________________

(unit code)    __________________________

(unit title)

Signature  __________________________ Date  __________________________