Maldives National Skills Development Authority
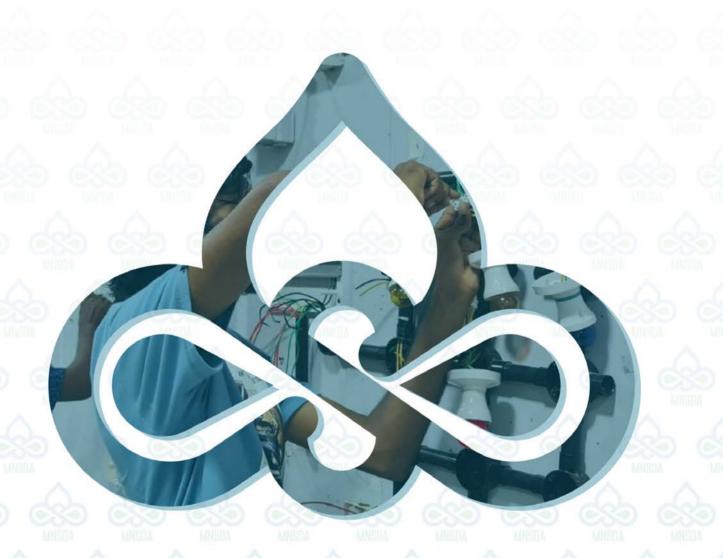
National Competency Standard for Retail Services

Standard Code: SOC-17L3-V2-24

Qualification Name: National Certificate III in Retail Services

FOREWORD

The pivotal role of the Maldives National Skills Development Authority (MNSDA) in meticulously implementing and expanding Technical and Vocational Education & Training (TVET) exemplifies the steadfast commitment of the Maldives to build a skilled and resilient workforce. This commitment is evident from the strategic formulation of National Standards and the establishment of a comprehensive framework for training and certification.

Under the Higher Education and Training Act 7/2021, the MNSDA assumes an instrumental role, reflecting the government's unwavering dedication to streamlining TVET policies and procedures. This includes the establishment of a robust system for accrediting and registering both Institution Based Training (IBT) and Employer Based Training (EBT) providers. The MNSDA's active involvement in conducting the National Apprenticeship Program (NAP), National Trade Testing and Certification (NTTC), and the issuance of National Certificates reflects a comprehensive approach to ensure elevated quality standards and competency within the workforce.

The National Competency Standards (NCS) revised through the Maldives Enhancing Employability and Resilience of Youth (MEERY) project accentuates the commitment to updating and sustaining contemporary skill sets aligned precisely with industry demands. Deliberate efforts to revise existing NCS, coupled with the development of curriculum, teaching materials, resource books, and logbooks, attest to our dedication to ensuring the ongoing relevance and currency of the TVET system in the Maldives.

The active engagement of Technical Panels and Employment Sector Councils in the NCS development and approval process, coupled with alignment to the Maldives National Qualification Framework (MNQF) and accreditation by the Maldives Qualifications Authority (MQA), certifies that the TVET system not only remains highly responsive but also ensures the quality standards demanded by industries. This approach enables the system to effectively meet the diverse needs of industries and adapt to the evolving economic landscape.

The collaborative development of the National Certificate III in Retail Services by the MNSDA, MEERY, and the Maldives Institute of Technology exemplifies the practical implementation of TVET initiatives. This training package represents a critical stride towards addressing the requisite skills while fostering opportunities to integrate sustainable economic development within the TVET framework.

Dr. Zahra Mohamed

Chief Executive Officer

Maldives National Skills Development Authority

EMPLOYMENT SECTOR COUNCILS

#	Name	Designation	Organisation
01	Saudath Afeef	Director	Ministry of Youth Empowerment, Information and Arts
02	Mariyam Azza Ali Rauf	Human Resource Manager	Waste management Corporation Limited
03	Fathmath Sauda	Allied Health Professional	Maldives Allied Health Council
04	Abdul Wahid Mohamed	Director	FENAKA Corporation Limited
05	Ali Shareef	Director	Villa College / Centre for Foundation Studies
06	Aishath Shifana Wajeeh	Industry Expert	-
07	Hamid Abdul Ghafoor	Industry Expert	-
08	Ibrahim Nafiu	Secretary	Riverine Sports
09	Shakeeba Ali	Director General	Maldives National Skills Development Authority

National Occupational Standard has been endorsed by:

Hamid Abdul Ghafoor

Acting Chairperson

Social Sector Council

Maldives National Skills Development Authority

Umar Zahir Office Building, 5th Floor,

Orchidmaa Hingun, Hulhumale' , Republic of Maldives.

Date of Endorsement: 21/07/2024	Date of Revision:

TECHNICAL SUPPORT

#	Name	Designation	Organisation
01			
02			

TECHNICAL PANEL MEMBERS			
#	Name	Designation	Organisation
01	Fathimath Najatha	Maldives Institute of Technology	Admin Head
02	Fathimath Maeesha	Island Institute for tertiiary Educaion	Senior Program Coordination Officer
03	Thooza Saeed	State Trading Organisation	Employee Relations Manager
04	Hawwa Aliyya	Fenaka Institute	Acting Deen

VERSION	DEVELOPER	DATE	STANDARD CODE
V2	Maldives Institute of Technology	21/07/2024	SOC-17L3-V2-24

Standard Review Process

To begin with, Retail Services occupation competencies were profiled through study of the occupations across the Maldivian workplaces aligned to the principles of "Functional Analysis", a methodology used for reviewing Competency Standards. Referred occupational profiling process compared existing competency units incorporated within the National Competency Standard of Level III in Retail Services program.

Draft Review of the occupational standard is then compiled and submitted to the Technical Panel (TP) organised by the Maldives National Skills Development Authority (MNSDA). The Draft Standard is then edited based on comments from TP members under the direct observation of MNSDA. With series of reviewing and editings, TP approved standard is then tabled at Employment Sector Council (ESC) meeting for endorsement.

All the Standards of MNSDA are endorsed from the ESC before being published on its website.

Description of "Retail Services"

The National Certificate III in Retail Services is a meticulously crafted program aimed at imparting foundational skills and knowledge in the dynamic realm of retail. This course is intricately structured to provide individuals with essential competencies required for proficient retail practices.

The certification serves as an entry point for individuals venturing into the retail industry, offering a solid foundation in the fundamental skills required for success.

Recommended changes to the existing National Certificate III in Retail Services Standard

The National Certificate III in Retail Services is designed to impart foundational skills and knowledge in the dynamic field of Retail Services. This course is intricately structured to equip individuals with essential competencies required for proficient Retail practices.

Job opportunities upon completion of "National Certificate III in Retail Services"

Upon successful completion of the National certificate III in Retail Services, students can work in a related field.

KEY FOR CODING

Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Retail Services (FNA) Information, Communication and Technology (ICT) Transport Sector (TRN) Tourism Sector(TOU) Social Sector (SOC) Foundation (FOU)
Standard Number - Occupation with in an industry sector	Two digits 01-99
Common Competency	CM
Core Competency	CC
Unit Number - Occupation with in an Standard	Three digits 01-99
MNQF level of qualification	L1, L2, L3, L4 etc.
Version Number	V1, V2 etc.
Separator	-
Year of Last Review of standard, qualification	Two digits responding to the year of last review, example 23 for the year 2023
Qualification Code	Refers to Standard code in cover page

1. Endorsement Application for Qualification 01

2. NATIONAL CERTIFICATE III IN RETAIL SERVICES

3. Qualification code: SOC-17L3-V2-24	Total Number of Credits: 61

4. Purpose of the qualification

This qualification prepares learners to excel in entry-level positions in retail establishments such as stores, supermarkets, boutiques, and online retailers. Ultimately, the qualification aims to produce competent retail professionals who can contribute effectively to the success and growth of businesses in the retail sector.

5. Regulations for the qualification	National Certificate III in Retail Services will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14

6. Schedule of Units

Unit No.	Unit Title	Code
Common Competencies		
01	Apply occupational health and safety requirements	SOC-02-CM01-V2-24
02	Apply work ethics and optimise professionalism	SOC-01-CM02-V2-24
03	Practice effective workplace communication	SOC-01-CM03-V2-24
04	Provide effective customer care	SOC-01-CM05-V2-24
05	Perform computer operations	SOC-01-CM06-V2-24
06	Respond to emergency situations	SOC-01-CM04-V2-24
Core Competencies		
07	Identify the scope of product and services	SOC-17-CC01-V2-24
08	Organise work areas and maintain security within the retail outlets	SOC-17-CC02-V2-24
09	Undertake financial transactions	SOC-17-CC03-V2-24
10	Apply basic salesmanship skills	SOC-17-CC04-V2-24
11	Perform stock control procedures	SOC-17-CC05-V2-24
12	Assist with marketing in a retail environment	SOC-17-CC06-V2-24
13	Merchandise and display of goods	SOC-17-CC07-V2-24
14	Create customer relationship in a retail environment	SOC-17-CC08-V2-24
7. Accreditation requirements	The training provider should have made arrangements to ensure students are provided with adequate theory and practicals for them to develop all the required knowledge and skills stipulated in the National Competency Standard.	
8. Recommended sequencing of units	As appearing under the section 06	

Unit Details

Unit No.	Unit Title	Code	Level	No. of credits	Credit hours	Contact hours
01	Apply occupational health and safety requirements	SOC-02-CM01-V2-24	III	04	40	20
02	Apply work ethics and optimise professionalism	SOC-01-CM02-V2-24	III	03	30	15
03	Practice effective workplace communication	SOC-01-CM03-V2-24	III	03	30	15
04	Provide effective customer care	SOC-01-CM05-V2-24	III	05	50	25
05	Perform computer operations	SOC-01-CM06-V2-24	III	03	30	15
06	Respond to emergency situations	SOC-01-CM04-V2-24	III	05	50	25
07	Identify the scope of product and services	SOC-17-CC01-V2-24	III	04	40	20
08	Organise work areas and maintain security within the retail outlets	SOC-17-CC02-V2-24	III	06	60	30
09	Undertake financial transactions	SOC-17-CC03-V2-24	III	04	40	20
10	Apply basic salesmanship skills	SOC-17-CC04-V2-24	III	06	60	30
11	Perform stock control procedures	SOC-17-CC05-V2-24	III	05	50	25
12	Assist with marketing in a retail environment	SOC-17-CC06-V2-24	III	04	40	20
13	Merchandise and display of goods	SOC-17-CC07-V2-24	III	05	50	25
14	Create customer relationship a retail environment	SOC-17-CC08-V2-24	III	04	40	20
Total				61	610	305

Packaging of National Qualifications:

National certificate III in Retail Services will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+13+14

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COMPETENCY BASED ASSESSMENT

The final assessment of the National Competency-Based Programmes conducted by the Maldives National Skills Development Authority (MNSDA) is a competency-based assessment.

The Competency-Based Assessment ensures that the students' performance meets the requirements specified in the National Competency Standards (NCS). This assessment approach is designed to verify that graduates are job-ready and meet established occupational competency requirements within their respective fields.

Eligibility for Final Assessment

To be eligible for the final Competency-Based Assessment, students must fulfil the following conditions:

- achieve a **minimum of 80%** attendance
- deemed competent in each of the units of the programme in the pre-assessment

Competency-Based Assessment Process

Upon submission of the Pre-assessment report by the training provider, MNSDA will check for all the necessary supporting documents and conduct Competency-Based Assessment through a National Assessor registered with MNSDA. It is important to note that any trainer involved in the training process is **not permitted** to conduct the assessment to maintain impartiality and integrity of the process.

The final Competency-Based Assessment conducted by MNSDA includes both:

- **Theory**: Evaluating students' knowledge and understanding of key theoretical aspects of the competency.
- **Practical:** Assessing hands-on skills and application of knowledge in real-world or simulated environments.

Once the assessment is completed, the National Assessor will send the Competency-Based Assessment Report to MNSDA.

Competency Status Requirement

For certification to be granted, the student must be officially declared **"Competent"** in each of the units of the programme by the National Assessor.

Conclusion

Competency-Based Assessment is a critical component in ensuring the quality and credibility of technical and vocational skills-based training. By adhering to the outlined procedure, MNSDA upholds the standards required to certify students who are fully prepared to meet industry demands.