



Maldives National Skills Development Authority



National Competency Standard for Cashiering

Standard Code: SOC-03L4-V3-24

Qualification Name: National Certificate IV in Cashiering

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 IV in Cashiering 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	Miruzza Mohamed	Deputy Director General	Ministry of Climate Change, Environment and Energy
03	Alfeen Adnan Ismail	Allied Health Council Member	Maldives Allied Health Council
04	Abdul Wahid Mohamed	Director	FENAKA Corporation Limited
05	Ali Shareef	Director	Villa College / Centre for Foundation Studies
06	Salma Hassan	Industry Expert	-
07	Hamid Abdul Ghafoor	Industry Expert	-
08	Shiuna Khalid	Assistant Director	Ministry of Sports Fitness and Recreation
09	Mariyam Nizama	Director	Maldives National Skills Development Authority

National Occupational Standard has been endorsed by:



Hamid Abdul Ghafoor
Chairperson
Social Sector Council

Maldives National Skills Development Authority
Umar Zahir Office Building, 5th Floor,
Orchidmaa Hingun, Hulhumale', Republic of Maldives.

Date of Endorsement: 26.10.2023

Date of Revision: 26.10.2023

TECHNICAL SUPPORT

#	Name	Designation	Organisation
01			
02			

TECHNICAL PANEL MEMBERS			
#	Name	Designation	Organisation
01	Ms. Shamma Hussain	Program Officer	Ministry of Economic Development and Trade
02	Ali Adam	Director of Human Resources	Universal Resorts Maldives
03	Aminath Nazima Adam	Course Coordinator	Maldives Institute of Technology

VERSION	DEVELOPER	DATE	STANDARD CODE
V3	Maldives Institute of Technology	20.09.2023	SOC-03L4-V3-24

Standard Review Process

To begin with Cashiering 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 IV in Cashiering 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 “Cashiering”

Cashiering is designed to equip individuals with sophisticated competencies essential for comprehensive cashiering services. Participants will delve into advanced techniques and practices, gaining insights into complex financial transactions, point-of-sale management, and customer relationship skills.

This certification serves as a pathway for professionals seeking to enhance their expertise in cashiering, providing advanced skills crucial for addressing the intricate demands of the field.

Recommended changes to the existing National Certificate IV in Cashiering Standard

Following are the changes recommended by the selected Technical Panel and Employment Sector Council of MNSDA for the National Certificate IV in Cashiering Standard.

1. *Strengthen soft skills and recommended to include common modules used in the current Competency Standards of MNSDA*
2. *Seven existing units underwent modifications to ensure their alignment with current industry standards and practices.*
3. *The following two units were incorporated to align with the current industry practices:*
 - ✓ *Apply point-of-sale handling, cashiering and general control procedures*
 - ✓ *Prepare sales reports*

Job opportunities upon completion of “National Certificate IV in Cashiering”

Upon successful completion of the National certificate IV in Cashiering, students can work in the following jobs.

1. *Senior Cashier*
2. *Sales Supervisor*
3. *Stock Manager*
4. *Stock Controller*

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 (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 IV IN CASHIERING		
3. Qualification code: SOC-03L4-V3-24		Total Number of Credits: 120
4. Purpose of the qualification This Standard is a comprehensive framework developed to establish a proficient and skilled Cashier capable of operating effectively within the retail industry. Individuals who attain this qualification will possess the expertise required to perform as a Senior Cashier.		
5. Regulations for the qualification		National Certificate IV in the occupation of Cashiering 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	Write technical reports	SOC-02-CM04-V2-24
02	Enhance customer service experience	SOC-01-CM09-V2-24
03	Lead and manage people	SOC-01-CM10-V2-24
04	Apply work ethics and manage diversity in the workplace	SOC-01-CM08-V2-24
05	Respond to emergency situations	SOC-01-CM04-V2-24
Core Competencies		
06	Address customer concerns	SOC-03-CC09-V3-24
07	Advise on products and services	SOC-03-CC10-V3-24
08	Organise and maintain the store environment	SOC-03-CC11-V3-24
09	Support marketing and promotional activities	SOC-03-CC12-V3-24
10	Prepare sales and financial documentation	SOC-03-CC13-V3-24
11	Participate in filling and filing Tax Return	SOC-03-CC14-V3-24
12	Understand and achieve sales target	SOC-03-CC15-V3-24
13	Prepare sales reports	SOC-03-CC16-V3-24
14	Apply Point-of-Sale handling, cashiering, and general control procedures.	SOC-03-CC17-V3-24
7. Accreditation requirements:		The training provider should have a workshop or similar training facility to provide the trainees the hands-on experience related to this qualification and 120 hours of Industrial experience
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	Write technical reports	SOC-02-CM04-V2-24	IV	04	40	20
02	Enhance customer service experience	SOC-01-CM09-V2-24	IV	10	100	50
03	Lead and manage people	SOC-01-CM10-V2-24	IV	10	100	50
04	Apply work ethics and manage diversity in the workplace	SOC-01-CM08-V2-24	IV	15	150	75
05	Respond to emergency situations	SOC-01-CM04-V2-24	IV	05	50	25
06	Address customer concerns	SOC-03-CC09-V3-24	IV	06	60	30
07	Advise on products and services	SOC-03-CC10-V3-24	IV	10	100	50
08	Organise and maintain the store environment	SOC-03-CC11-V3-24	IV	06	60	30
09	Support marketing and promotional activities	SOC-03-CC12-V3-24	IV	06	60	30
10	Prepare sales and financial documentation	SOC-03-CC13-V3-24	IV	10	100	50
11	Participate in filling and filing tax return	SOC-03-CC14-V3-24	IV	10	100	50
12	Understand and achieve sales target	SOC-03-CC15-V3-24	IV	08	80	40
13	Prepare sales reports	SOC-03-CC16-V3-24	IV	10	100	50
14	Apply Point-of-Sale handling, cashiering, and general control procedures	SOC-03-CC17-V3-24	IV	10	100	50
Total				120	1200	600

Packaging of National Qualifications:

National certificate IV in Cashiering will be awarded to those who are competent in units
1+2+3+4+5+6+7+8+9+10+11+12+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.