



Maldives National Skills Development Authority



National Competency Standard for Cashiering

Standard Code: SOC-03L3-V3-24

Qualification Name: National Certificate III 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 III 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, Sports and Community Empowerment
02	Mariyam Azza Ali Rauf	Human Resource Manager	WAMCO
03	Fathmath Sauda	Allied Health Professional	Allied Health Council
04	Mariyam Nuzla	General Manager	STO
05	Ali Shareef	Center for Foundation Studies	Villa College
06	Aishath Shifana Wajeeth	Industry Expert	Industry Expert
07	Hamid Abdul Ghafoor	Industry Expert	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:			
<p>Fathmath Sauda Chairperson Social Sector Council</p> <p>Maldives National Skills Development Authority Umar Zahir Office Building, 5th Floor, Orchid Ma higu, HulhuMale', Republic of Maldives.</p>			
Date of Endorsement: 26.10.2023		Date of Revision:	

TECHNICAL SUPPORT			
#	Name	Designation	Organisation
01			
02			

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

VERSION	DEVELOPER	DATE	STANDARD CODE
V3	Maldives Institute of Technology	05/02/2024	SOC-03L3-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 III 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 a foundational standard meticulously designed to nurture basic skills and knowledge in the field. This program is crafted to provide individuals with essential competencies necessary for effective cashiering. Participants will gain practical insights into fundamental techniques and practices, emphasising accurate monetary transactions, customer service, and point-of-sale procedures.

The certification serves as an entry point for individuals entering the field of cashiering in the Maldives, offering a solid foundation in the basic skills required to contribute to efficient and customer-friendly cashier services.

Recommended changes to the existing National Certificate III in Cashiering Standard

Following are the changes recommended by the Technical Panel and relevant Employment Sector Council (ESC) of MNSDA for the National Certificate III in Cashiering Standard.

1. *Strengthen soft skills and recommended to include common modules used in the current Competency Standards of MNSDA*
2. *Introduce 2 new units and revise existing units to align with industry standards aiming to enhance skills, align with best practices, and prepare Trainees for a comprehensive range of tasks in Cashiering.*

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

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

1. *Assistant Cashier*
2. *Cashier*
3. *Store Assistant*

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 III IN CASHIERING		
3. Qualification code: SOC-03L3-V3-24		Total Number of Credits: 56
4. Purpose of the qualification The holders of this qualification will be competent to work in the local businesses as a Cashier Assistant or a Cashier. The level three qualification presented here will facilitate personnel ready for handling cashier related tasks to be performed in small businesses and retail outlets. Similarly, the competency units are mapped in such a way to fulfil the knowledge and skills requirements of the “Cashier Assistant” or a ‘Cashier’ occupation within the local business.		
5. Regulations for the qualification		National Certificate III 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
6. Schedule of Units		
Unit No.	Unit Title	Code
Common Competencies		
01	Apply work ethics and optimise professionalism	SOC-01-CM02-V2-24
02	Practice effective workplace communication	SOC-01-CM03-V2-24
03	Provide effective customer care	SOC-01-CM05-V2-24
04	Respond to emergency situations	SOC-01-CM04-V2-24
05	Perform computer operations	SOC-01-CM06-V2-24
Core Competencies		
06	Identify the scope of product and services	SOC-03-CC01-V3-24
07	Organise work areas and maintain security within the retail outlets	SOC-03-CC02-V3-24
08	Undertake financial transactions	SOC-03-CC03-V3-24
09	Perform stock control procedures	SOC-03-CC04-V3-24
10	Apply payment methods for transactions	SOC-03-CC05-V3-24
11	Familiarise with taxation protocol	SOC-03-CC06-V3-24
12	Merchandise products	SOC-03-CC07-V3-24
13	Perform basic cashiering and general control procedures	SOC-03-CC08-V3-24
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
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Unit Details

Unit No.	Unit Title	Code	Level	No. of credits	Credit hours	Contact hours
01	Apply work ethics and optimise professionalism	SOC-01-CM02-V2-24	III	03	30	15
02	Practice effective workplace communication	SOC-01-CM03-V2-24	III	03	30	15
03	Provide effective customer care	SOC-01-CM05-V2-24	III	05	50	25
04	Respond to emergency situations	SOC-01-CM04-V2-24	III	05	50	25
05	Perform computer operations	SOC-01-CM06-V2-24	III	03	30	15
06	Identify the scope of product and services	SOC-03-CC01-V3-24	III	04	40	20
07	Organise work areas and maintain security within the retail outlets	SOC-03-CC02-V3-24	III	06	60	30
08	Undertake financial transactions	SOC-03-CC03-V3-24	III	04	40	20
09	Perform stock control procedures	SOC-03-CC04-V3-24	III	03	30	15
10	Apply payment methods for transactions	SOC-03-CC05-V3-24	III	05	50	25
11	Familiarise with taxation protocol	SOC-03-CC06-V3-24	III	04	40	20
12	Merchandise products	SOC-03-CC07-V3-24	III	05	50	25
13	Perform basic cashiering and general control procedures	SOC-03-CC08-V3-24	III	06	60	30
Total				56	560	280

Packaging of National Qualifications:

National certificate III 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

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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.