



**Maldives National Skills Development Authority**



# **National Competency Standard for Retail Services**

**Standard Code: SOC03S09V1**

**Qualification Name: National Certificate I in Retail Services**  
**Qualification Code: SOC03SQ1L109**

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## PREFACE

The goal of the Employment Skills Training Project (ESTP) is to increase the number of Maldivians, men and women, actively participating in the labor force and employed with the assistance of the Asian development Bank the Project will support the expansion of demand driven employment-oriented skills training in priority occupations and improve the capacity to develop and deliver Competency Based Skill Training (CBST). The Project aims to (i) provide youth with employment-oriented skills training; (ii) improve public perception of training and employment in locally available skills-oriented occupations; (iii) make available employment-related information to more Maldivians; and (iv) strengthen the capacity for labor administration and for labor market analysis.

The focal point of this project is the delivery of CBST to satisfy employer demand-driven needs. The National Competency Standards (NCS) provide the base for this training. Initially training will be focused in five key sectors: tourism, fisheries and agriculture, transport, construction and the social sectors. These sectors are included in the national development priority and play a vital to the continued economic growth of the country.

The NCS are developed in consultation with Employment Sector Councils representing employers. They are designed using a consensus format endorsed by the Maldives Accreditation Board (MAB) to maintain uniformity of approach and the consistency of content amongst occupations. This single format also simplifies benchmarking the NCS against relevant regional and international standards.

NCS specify the standards of performance of a competent worker and the various contexts in which the work may take place. NCS also describes the knowledge, skills and attitudes required in a particular occupation. They provides explicit advice to assessors and employers regarding the knowledge, skills and attitudes to be demonstrated by the candidates seeking formal recognition for the competency acquired following training or through work experience. By sharing this information, all participants in the training process have the same understanding of the training required and the standard to be reached for certification. Certification also becomes portable and can be recognized by other employers and in other countries with similar standards

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NCS are the foundation for the implementation of the Technical Vocational Education and Training (TVET) system in Maldives. They ensure that all skills, regardless of where or how they were developed can be assessed and recognized. They also form the foundation for the Maldives National Qualification Framework (MNQF), management by the MAB, which provides certification to those who meet the NCS.

NCS are developed by the TVET Section of Ministry of Higher Education, Employment and Social Security. The NCS are validated by Employment Sector Councils of the respective sectors and endorsed by the Maldives Accreditation Board.

Ms. Fathimath Thasneem

Project Manager

ESTP

Ms. Mariyam Noordheen

Director General

TVET

Mr. Abdul Hannan Waheed

Director

MAB

Technical Panel members		
Name	Designation	Company
Mr. Abdul Majid	Managing Director	Lecute Investments Maldives Pvt Limited
Mr. Mohamed Rashad Adam	Managing Director	Sunfront Maldives Private Limited
Mr. Hussain Hassan Maniku	Managing Director	AH Brothers Private Limited
Mr. Ibrahim Faiq	General Manager	Lifan Maldives Private Limited
Mr. Ahamed Kaleem	Managing Director	SONEE SPORTS
Mr. Thoha Mohamed	Managing Director	Asharafee Bookshop
Mr. Ahmed Abdul Azeez	Director	Aima Construction Company Pvt ltd
Ms. Fathmath Ashan	General Manager	Human Resource Department / STO
Mr. Abdulla Hameed	Manager	SOSUN STORE
Bishara Hameed	Asst. General Manager	Hazash Mart
Mohamed Riyaz	Asst Manager HR	Agora Supermart (Bright Brothers Pvt Ltd)
Ibrahim Jihad	President	MNCCI(viyafaariveringe jamiyaa)
Mohamed Haleem	MD	Total Skills Solution Private Limited
Developer		
Total Skills Solution Private Limited		
Employment Sector Councils		
Name	Designation	Company
Mr. Ahmed Shareef	Chairman	Cyrix Computer Training Centre
Ms. Fathimath Nasheedha	Assistant Director	Ministry of Health
Mr. Mohamed Rashad	Assistant Director	Ministry of Education
Mr. Hussein Rasheed	HR Manager	ADK Hospital
Mr. Mohammed Rifuath Sidqee	Acting Dean	Maldives College of Higher Education(FET)
Ms. Sonia Helene Ali	Assistant Director	Ministry of Health
Ms. Fathimath Yumna	Assistant Director	Min. of Gender and Family
Ms. Fathimath Sahuda	Social Development Officer	MHESS
Ms. Aminath Eenas	Counselor	Min. Gender and Family
Ms. Asiya Ibrahim	Lecturer	FHS
Ms. Aishath Ahmed Didi	Asst. Lecturer	FHS
National Competency Standard has been endorsed by		
<div>Chariman, Construction Sector Council</div> <div>vice Chairman, Construction Sector Council</div>		
Contact for Comments		
Technical Vocational Education and Training Section Ministry of Higher Education Employment and Social Security Haveeree Hingun, Male' / Maldives Telephone: 3347411, Fax: 3347493 Email: <a href="mailto:PIU@employment.gov.mv">PIU@employment.gov.mv</a>		
Date of Endorsement		Date of revision

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## Key for coding

Coding Competency Standards and Related Material	
Description	Represented by
Industry sector	Three letter
Occupation within an industry sector	Two digits 01 - 99
Competency Standard	S
Unit of Competence in a standard	U 01 - 99
Common competency	1
Core competency	2
Optional/ Elective competency	3
Assessment Resource Material	A
Learning Resource Material	L
Curricula	C
Qualification	Q1, Q2 etc
MNFQ level of qualification	L1, L2 etc
Version of year	V1, V2 etc
Year endorsement of standard qualification	By two digits example - 07

### Key for coding and Abbreviation

SOC                      Social sector

<b>1. Endorsement Application for Qualification 01</b>		
<b>2. NATIONAL CERTIFICATE I IN RETAIL SERVICE</b>		
<b>3. Qualification code: SOC03SQ1L109</b>		<b>Total Number of Credits : 48</b>
<b>4. Purpose of the Qualification</b> The holders of this qualification will be will be competent to work in the local Retail Industry as a Customer Service Assistants or entry level Sales Assistants. The level one qualification presented here will facilitate personnel ready for the entry level tasks to be performed in the retail outlets. Similarly, the competency units are mapped in such a way to fulfill the knowledge and skills requirements of the “Customer Service Assistant” or an ‘entry level Sales Assistant’ occupation within the local Retail Industry.		
<b>5. Regulations for the qualification</b>		National Certificate I in Retail Services will be awarded to those who are competent in units 1+2+3+4+5+6
<b>6. Schedule of Units</b>		
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	Organise and maintain work areas	SOC03S2U04V1
5	Apply basic computing skills	SOC03S1U01V1
6	Apply basic mathematical skills	SOC03S1U02V1
<b>7. Accreditation requirements</b>		The training provider should have a retail outlet or similar training facility to provide the trainees necessary hands-on experience related to this qualification.
<b>8. Recommended sequencing of units</b>		As appearing under the section 06