

**SKILLS FRAMEWORK FOR RETAIL
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Customer Immersive Experience					
TSC	Augmented Reality Application					
TSC Description	Facilitate the design and implementation of augmented reality applications to increase efficiency of work processes					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	RET-CIE-1005-1.1	RET-CIE-2005-1.1	RET-CIE-3005-1.1			
	Operate augmented reality (AR) application software to increase efficiency of work processes	Oversee the use of augmented reality (AR) applications at work to ensure compliance with instructions and suggested workflows	Facilitate development of augmented reality (AR) applications by supplying work-specific information and instructions			
Knowledge	<ul style="list-style-type: none"> Benefits of applying AR in various work processes Procedures and processes at work which are supported by AR applications Operating procedures for work equipment which are supported by AR applications Working principles of AR Concept of overlaying virtual objects onto real world Main components of AR Distinct differences between virtual reality (VR) and AR Infrastructures and resources required for AR applications Correct usage and maintenance of AR equipment Common errors when using AR technology 	<ul style="list-style-type: none"> Range of tools and devices that can be linked to centralised information systems and visualised content, based on workplace conditions Areas of work applicable to the use of available AR applications Types of AR technology, their capabilities, limitations and implementation requirements Types of AR devices and software that can be integrated into workstations Methods of using AR at work, according to applications' designs Common errors and bad practices related to the use of AR at work Types of difficulties and challenges impacting effective use of AR Working principles of AR Concept of overlaying virtual objects onto real world 	<ul style="list-style-type: none"> Storyboarding for AR applications Principles of user interface design in AR Specifications and information on equipment, tools and/or machinery Instructions for work procedures Working principles of AR Concept of overlaying virtual objects onto real world Distinct differences between virtual reality (VR) and AR 			

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		<ul style="list-style-type: none"> • Main components of AR 				
Abilities	<ul style="list-style-type: none"> • Perform work tasks which are supported by AR applications • Operate equipment, tools and/or machinery at work, for which AR application support is developed • Access information with the aid of AR applications • Interpret output from AR applications to incorporate within decision-making processes at work • Troubleshoot AR equipment failures 	<ul style="list-style-type: none"> • Implement AR technology and/or optical devices to enhance work process efficiency and effectiveness • Verify proper use of AR applications by staff in the course of work • Provide feedback and guidance on correct use of AR applications at work • Perform regular evaluation of AR visualisation effectiveness to measure the impact of AR on work performance • Identify difficulties and challenges impeding the use of AR applications at work, according to intended design • Provide feedback on effectiveness of AR implementation and suggest improvements 	<ul style="list-style-type: none"> • Translate work requirements, instructions and equipment specifications into content for AR applications • Write storyboards to facilitate the transfer of work information into AR application as content • Review AR runtimes to identify content errors and opportunities to enhance usability and clarity of information • Advise application developers on adjustments to enhance effectiveness of AR application 			