

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

<b>TSC Category</b>	Analytical, Conceptual and Evaluative					
<b>TSC</b>	Problem Identification					
<b>TSC Description</b>	Classify problems and associated implications as well as provide recommendations to resolve issues at hand					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b> <b>RET-ACE-2006-1.1</b>	<b>Level 3</b> <b>RET-ACE-3006-1.1</b>	<b>Level 4</b> <b>RET-ACE-4006-1.1</b>	<b>Level 5</b>	<b>Level 6</b>
		Gather and consolidate information from a variety of sources in an orderly and systematic manner to clarify the nature of and distinguish between relevant and irrelevant components of problems	Identify key issues in problem situations to clearly articulate the problems at hand and propose contingency plans to resolve issues	Identify root causes and underlying factors of problems or situations and deduce relevant linkages and patterns to identify key impact on systems and processes		
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>• Sources from which symptoms of potential problems may be identified</li> <li>• Possible sources of problem</li> <li>• Ways to identify impact of a problem on one's job responsibilities and other parties involved</li> <li>• Procedure for evaluating selected ideas for problem-solving</li> <li>• Factors to consider in selecting suitable modes of communication</li> <li>• Methods to determine the strengths and limitations or constraints of each selected idea</li> <li>• Areas of impact from implementation of an action plan</li> <li>• Types of corrective actions</li> <li>• Reflective mechanisms for the entire problem-solving process</li> </ul>	<ul style="list-style-type: none"> <li>• Sources from which symptoms of potential problems may be identified</li> <li>• Possible sources of problem</li> <li>• Ways to identify impact of a problem on one's job responsibilities and other parties involved</li> <li>• Procedure for evaluating selected ideas for problem-solving</li> <li>• Factors to consider in selecting suitable modes of communication</li> <li>• Methods to determine the strengths and limitations or constraints of each selected idea</li> <li>• Areas of impact from implementation of an action plan</li> <li>• Types of corrective actions</li> <li>• Reflective mechanisms for the entire problem-solving process</li> </ul>	<ul style="list-style-type: none"> <li>• Criteria for identifying performance deficiency or cause of failure in organisational systems and processes</li> <li>• Criteria for shortlisting ideas using problem-solving tools</li> <li>• Application of problem solving tools and techniques</li> <li>• Techniques used during problem solving and decision making processes</li> <li>• Types of analytical tools and techniques in terms of problem identification</li> <li>• Types of decision making models for arriving at the preferred solution and their features</li> <li>• Techniques to evaluate the effectiveness of implemented solution and implementation plan</li> <li>• Factors affecting the effectiveness of an implementation plan</li> <li>• Rationale for the different components in a corrective action plan</li> </ul>		

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<p><b>Abilities</b></p>		<ul style="list-style-type: none"> <li>• Recognise symptoms that could lead to potential problems at the workplace</li> <li>• Identify deviations from organisational norm and SOPs based on symptoms identified</li> <li>• Identify the possible root causes of the problem using appropriate tools and techniques</li> <li>• Identify impact of the problems on one's job responsibilities and other parties involved</li> <li>• Generate and select ideas to solve the problem using creative and logical thinking</li> <li>• Evaluate selected ideas using pertinent criteria and choose the most desirable ones as solutions to the problems</li> </ul>	<ul style="list-style-type: none"> <li>• Identify symptoms that could lead to potential problem at the workplace</li> <li>• Articulate problems in a clear and concise manner</li> <li>• Provide recommendations to resolve the issues at hand</li> <li>• Apply logical deduction to anticipate and detect problems at the workplace</li> <li>• Analyse relevant information surrounding the perceived problems</li> <li>• Identify the exact problem using elimination process, objective reasoning or process questioning</li> <li>• Analyse the root causes of the problems at the workplace using appropriate problem-solving tools and techniques</li> <li>• Evaluate the effectiveness of implemented solutions and implementation plans by analysing feedback gathered from relevant sources</li> </ul>	<ul style="list-style-type: none"> <li>• Identify the types of performance deficiency and examine the causes and their impact on organisation-related aspects</li> <li>• Identify the root causes of the problems with team members using appropriate group facilitation techniques</li> <li>• Deduce relevant linkages and patterns to identify key implications on organisational systems and processes</li> <li>• Develop corrective action plans for any shortfalls identified in implemented solutions</li> <li>• Shortlist and evaluate the most viable ideas using appropriate problem-solving and decision-making techniques and tools</li> <li>• Determine a preferred solution using appropriate methods and draw up implementation plans to implement solutions</li> <li>• Evaluate the effectiveness of the implemented solution and implementation plans</li> </ul>		
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