

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

<b>TSC Category</b>	Corporate Governance and Policies					
<b>TSC</b>	Policy Implementation and Revision					
<b>TSC Description</b>	Identify priority areas for policy development and evaluate existing policies to determine currency and relevance					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>RET-CGP-1005-1.1</b>	<b>RET-CGP-2005-1.1</b>	<b>RET-CGP-3005-1.1</b>	<b>RET-CGP-4005-1.1</b>	<b>RET-CGP-5005-1.1</b>	-
	Assist in writing draft policies according to established formats and structures	Draft policies according to established formats and structures and provide inputs to support continuous improvements in evaluating review of policies effectively	Modify draft policies according to outcomes of consultation with relevant stakeholders and assess current business environment that may impact on organisational policy development	Evaluate existing policies, facilitate open constructive discussion on policy issues and possible resolutions for continuous improvements, identify priority areas for policy development and outline policy requirements	Develop policy compliance mechanisms, strategic directions and goals	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Organisational guidelines, standards and procedures</li> <li>Importance of policies</li> </ul>	<ul style="list-style-type: none"> <li>Organisational guidelines, standards and procedures</li> <li>Importance of policies</li> </ul>	<ul style="list-style-type: none"> <li>Importance of policies</li> <li>Required resources for the effective implementation of policies and procedures</li> <li>Organisational guidelines, standards and procedures</li> <li>Implementation of policies and procedures</li> <li>Actions to ensure staff compliance to policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Organisational guidelines, standards and procedures</li> <li>Importance of policies</li> <li>Required resources for the effective implementation of policies and procedures</li> <li>Implementation of policies and procedures</li> <li>Methods of updating staff on policies and procedures</li> <li>Actions to motivate, enforce and ensure staff compliance to policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Organisational guidelines, standards and procedures</li> <li>Required resources for the effective implementation of policies and procedures</li> <li>Review of the effectiveness of policies and procedures</li> <li>Acquisition of policies and procedures</li> <li>Policies and procedures implementation techniques</li> <li>Methods of updating staff on policies and procedures</li> <li>Techniques to motivate, enforce and ensure staff compliance to policies and procedures</li> </ul>	
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Follow organisational policies and procedures</li> <li>Participate in discussions to support continuous improvements in evaluating review of policies effectively</li> </ul>	<ul style="list-style-type: none"> <li>Follow organisational policies and procedures</li> <li>Provide inputs to support continuous improvements in evaluating review of policies effectively</li> </ul>	<ul style="list-style-type: none"> <li>Interpret policies and procedures</li> <li>Implement and follow procedures</li> <li>Provide staff with updates on policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Monitor resources in relation to policies and procedures</li> <li>Review the effectiveness of policies and procedures</li> <li>Provide staff with updates on policies and procedures</li> <li>Take actions to ensure staff compliance to</li> </ul>	<ul style="list-style-type: none"> <li>Devise policy compliance mechanisms</li> <li>Determine and formulate strategic directions and goals using appropriate consultation processes with relevant stakeholders when developing policies</li> </ul>	

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				policies and procedures <ul style="list-style-type: none"> <li>• Provide feedback on the effectiveness of the procedures</li> </ul>		
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