

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

TSC Category	Information and Results					
TSC	Report Writing					
TSC Description	Write reports using terminology appropriate to the reader as well as identify requirements for written reports					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	RET-INR-1001-1.1	RET-INR-2001-1.1	RET-INR-3001-1.1	RET-INR-4001-1.1		
	Assist in drafting reports using terminology appropriate to readers before submission to immediate supervisors	Assess and check information for currency, accuracy and relevance and draft reports using terminology appropriate to the reader before submission to immediate supervisors	Assess and check information for comprehensiveness of flow and content and write reports using terminology appropriate to readers	Establish report parameters to ensure that completed reports are consistent with objectives and requirements		
Knowledge	<ul style="list-style-type: none"> Types of reports Elements of a well-written report Methods of displaying data 	<ul style="list-style-type: none"> Types of reports Sections of a report Report writing techniques Elements of a well-written report Methods of displaying data 	<ul style="list-style-type: none"> Types of reports Sections of a report Report writing techniques Elements of a well-written report Methods of displaying data 	<ul style="list-style-type: none"> Report writing techniques Elements of a well-written report Report objectives 		
Abilities	<ul style="list-style-type: none"> Gather factual information required for the report Describe research findings, trends and analyses Draft report contents 	<ul style="list-style-type: none"> Present factual information required for the report Check currency, accuracy and relevance of report Edit and prepare report that effectively conveys information to readers Submit report for proofreading 	<ul style="list-style-type: none"> Develop report that effectively conveys information to readers Outline detailed report flow, structure and contents Review comprehensiveness and completeness on flow of the report Proofread report to minimise errors Submit report to relevant stakeholders Seek feedback from relevant stakeholders to determine areas of improvement 	<ul style="list-style-type: none"> Define objectives and structure of report Outline and structure report in consultation with relevant stakeholders Ensure flow and relevance of report contents against objectives 		