

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

<b>TSC Category</b>	Information and Results					
<b>TSC</b>	Retail Administration					
<b>TSC Description</b>	Manage and validate petty cash transactions, as well as document hours worked for each employee					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b> <b>RET-INR-3002-1.1</b>	<b>Level 4</b> <b>RET-INR-4002-1.1</b>	<b>Level 5</b>	<b>Level 6</b>
			Validate requests for petty cash advances, prepare required vouchers and organise employee attendance sheets to ensure accurate employee records are maintained	Manage petty cash transactions and requests for petty cash advances as well as review staff attendance and administrative matters		
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>• Methods to verify petty cash claims</li> <li>• Documents related to petty cash claims</li> <li>• Organisational policies, standards and procedures relating to petty cash, cash float and documentation systems</li> <li>• Organisational guidelines, procedures, and standards relating to employment status, payroll period and attendance records</li> </ul>	<ul style="list-style-type: none"> <li>• Methods to verify petty cash claims</li> <li>• Importance of checking and verifying the accuracy of petty claims and records</li> <li>• Methods of communication in checking and verifying petty cash claims</li> <li>• Documents related to petty cash claims</li> <li>• Irregularities and discrepancies in petty cash transactions</li> <li>• Organisational policies, standards and procedures relating to petty cash, cash float and documentation systems</li> <li>• Organisational guidelines, procedures, and standards relating to employment status, payroll period and attendance records</li> <li>• Importance of checking attendance records</li> <li>• Legal requirements relating to employment and calculation of salaries and wages</li> </ul>		
<b>Abilities</b>			<ul style="list-style-type: none"> <li>• Develop roster in accordance to staff</li> </ul>	<ul style="list-style-type: none"> <li>• Determine staffing requirements for store</li> </ul>		

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			<p>requirements</p> <ul style="list-style-type: none"> <li>• Verify petty cash claims and employees' attendance records</li> <li>• Maintain documentation of petty cash claims and submit to head office</li> <li>• Ensure adequate level of stationeries, supplies and critical items</li> <li>• Maintain records and documentations on contracted or cleaning work</li> <li>• Conduct team briefings to achieve agreed sales target, agenda and objectives</li> <li>• Encourage and address enquires from team members during briefings</li> <li>• Assess current workload of staff</li> <li>• Schedule and delegate work to staff in accordance to organisation policies and procedures</li> <li>• Conduct staff appraisal</li> </ul>	<ul style="list-style-type: none"> <li>• Approve petty cash claims</li> <li>• Monitor and ensure compliance of documentations and records of purchases, contracted or cleaning works</li> <li>• Monitor and guide team briefings</li> <li>• Monitor and review staff attendance and administrative matters</li> </ul>		
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