

Module: Personal Plan

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Personal Plan	1	A1.1 A2.1	B3.2			E1
	2		B2.2			

Module: What Does it Mean to be a Retail Associate

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Introduction	1	A1.2	B2.1 B2.2 B2.3 B3.1			
Overview of the World of Retail	2	A1.1 A2.2	B1.2 B2.1 B2.2 B3.1		D1 D2	
	3	A1.1 A1.2 A2.2	B2.1 B3.1		D2	
	4	A1.1 A1.2 A2.1	B2.1 B3.2			
	5	A2.1	B1.2 B2.1 B2.3 B3.1			
	6	A2.1	B2.2 B3.1			
	Attitude and Appearance	7	A1.1 A2.1 A2.2	B2.2 B3.2	C4.1	
8		A1.1	B1.2 B2.1			
9		A1.1 A2.1	B2.2 B3.2	C4.1		

Retail Competency Chart

		A2.2				
	10	A1.2	B2.2			
	11	A1.2	B3.2			
Team Work	12		B1.2 B2.1			
	13		B2.2 B3.2			
	14	A1.1 A2.1	B2.2			E1
	15	A1.1	B1.2 B2.1 B2.2 B2.3			
	16	A1.1 A2.1	B1.2 B2.1 B2.2			
	17	A1.1 A2.1	B2.2 B3.1			
	18	A1.1 A2.1	B1.2 B2.1 B2.2 B3.1			
	19	A1.1	B1.1 B1.2 B2.1 B2.2			
	Communication Skills	20	A1.2	B2.2		
21		A1.1	B2.1 B2.2			
22		A1.2	B2.2			
23		A2.1	B3.1			

Team Work Activity 15 includes F - Engage with Others

Module: Customer Service

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Commitment to Customer Service Part 1	1		B2.2			
	2		B1.1 B3.1			
	3	A1.1 A2.1	B1.2 B2.2 B3.1 B3.2			
	4		B1.1 B1.2 B2.2			
	5	A1.2	B1.2 B2.2 B3.1			
	6	A2.1	B1.1 B1.2 B2.2 B3.1 B3.2			E1
	7		B1.1 B3.1			
	8	A1.1 A1.2 A2.1	B1.2 B2.1 B3.1 B3.2			
Commitment to Customer Service Part 2	9	A2.1 A2.2	B2.1 B2.2 B3.2			
	10	A1.2	B1.2 B2.2 B2.3 B3.2			
	11	A1.2 A2.2	B2.2			
	12	A1.1 A1.2	B1.2 B2.2 B2.3 B3.1			
	13	A1.1	B2.2			
Telephone Service	14	A1.2 A2.1	B1.2 B2.2			

Retail Competency Chart

			B3.2			
	15	A1.1	B1.2 B2.1 B2.2			
	16	A1.2 A2.1	B1.2 B3.1	C2.1		
	17	A1.1 A2.1	B2.2 B3.1			
	18		B2.2			
	19	A1.1	B2.2			
The Upset Customer	20	A1.1 A2.1	B2.2 B3.2			
	21	A1.1 A1.2 A2.1	B2.1 B2.2			
	22	A1.1 A1.2 A2.1 A2.2	B2.1 B2.2 B3.1			

Module: Store Procedures

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Common Work Tasks	<i>1</i>	A1.1 A1.2 A2.1 A2.2	B1.2 B2.2 B3.2	C1.2	D2	
	<i>2</i>	A1.1 A2.1 A2.2	B2.2 B2.3			E1
	<i>3</i>	A2.2	B2.2 B3.1	C1.1 C4.1		
Store Maintenance	<i>4</i>		B2.2			
	<i>5</i>	A1.1 A2.2	B2.1			
	<i>6</i>	A1.1	B3.2			
Schedule, Payroll and Other Forms	<i>7</i>	A2.2	B3.1	C2.1 C2.2		
	<i>8</i>	A2.2 A2.3	B3.1	C2.2 C4.1		
	<i>9</i>	A2.1 A2.2	B3.1	C2.1 C4.1		
	<i>10</i>	A2.1	B3.1	C1.1	D1	
	<i>11</i>	A1.1	B2.1 B3.1	C1.1 C1.2	D1	
	<i>12</i>	A2.1	B3.1	C1.1	D1	
	<i>13</i>	A2.2	B3.2	C1.2	D1	
<i>14</i>	A2.2	B3.1 B3.2	C1.1 C1.2			

Module: Tools of the Trade

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Introduction	1	A2.2	B2.2 B3.2			
	2	A1.1 A2.2	B1.2 B3.1 B3.2			
Calculators	3	A2.1	B3.1 B3.2	C4.1	D1	
	4		B3.2	C1.1	D1	
	5	A1.2	B3.1	C1.1 C4.1	D1	
	6	A1.2	B3.1	C1.1 C1.2 C4.1	D1	
	7	A1.2	B3.1	C1.1 C1.2 C2.2 C4.1 C4.2	D1	
	8	A1.2	B3.1	C1.1 C4.1	D1	
	9	A1.1 A1.2 A2.2	B3.1 B3.2	C1.2 C2.2 C4.2	D1 D2	
	10		B3.1	C1.1 C4.1		
	11		B3.1	C4.2		
	Cash Registers	12	A1.1 A2.1	B2.2		
13			B2.2			
Computer Basics	14	A1.2 A2.2	B3.2		D2	
	15	A2.2	B3.1			
	16	A1.2 A2.2	B3.2		D2	
	17	A2.1	B3.1			
	18	A1.2 A2.2	B3.2		D2	
	19	A1.1	B1.2 B2.3			

Retail Competency Chart

	20	A1.1	B1.2 B2.3			
	21	A1.2 A2.2	B3.2			

Module: Your Rights

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Your Rights	1	A1.1	B1.2			
	2	A1.2 A2.2	B3.1			
	3	A1.3 A2.3	B1.1 B3.1		D2	
	4	A1.2 A2.2	B3.1	C1.2		
	5	A1.2 A2.2	B3.1			
	6		B1.2 B2.1			
	7	A1.2 A2.2	B3.1			
	8	A1.2	B1.1 B3.1			
	9	A1.3 A2.1	B3.1			
	10	A1.2	B1.2 B2.2			
	11	A1.2 A2.2	B3.1			
	12	A1.2 A2.2	B1.1 B3.1		D2	
	13	A1.2 A2.2	B1.2		D2	

Module: Retail Math

Unit	Learning Activity	Find and Use Information	Communicate Ideas and Information	Understand and Use Numbers	Use Digital Technology	Manage Learning
Money Math	1	A2.1	B3.1	C1.1		
	2		B3.2	C1.2		
	3		B3.1	C1.1		
	4		B3.1	C1.1		
	5		B3.1	C1.1		
	6		B3.1	C1.1		
	7		B3.1	C1.1		
	8		B3.1	C1.1		
	9		B3.1	C1.1		
	10		B3.1	C4.1		
	11		B3.1	C4.1		
	12		B3.1	C1.1		
	13		B3.1	C4.2		
	14		B2.2 B3.1	C1.2	D1	
	15	A1.1 A2.2	B3.1	C1.2	D1	
	16	A1.2 A2.2 A2.3	B3.2		D2	
	17		B3.1	C1.2		
Cash, Cheques, Credit and Debit Cards	18	A1.2 A2.2	B2.2			
	19		B3.1	C1.2		
	20	A2.2	B3.1	C1.2	D1	
	21	A2.2	B3.2	C1.2		
	22	A1.2 A2.2	B3.2			
	23	A1.2 A2.1	B3.1			