

013 Training course for  
the educational program

Retail worker



Erasmus+

# Erasmus+





Erasmus



This project is funded by the European Union

## C. Project of the educational program - modular - general characteristics

### Name and address of the applicant

Newport Group, a.s., Lazaretská 23, 81109 Bratislava

### 1. Name of the educational program

Retail worker

### Module names and their range

<b>Module:</b> Retail	28 hours
<b>Module:</b> Retail operations	60 hours
<b>Module:</b> Sale of goods	52 hours
<b>Module:</b> Work with a cash register	60 hours

### 2. Characteristics of the modular education program

The module learning program is designed for people who are interested in acquiring professional knowledge and practical skills in retail. The education program is designed in a content, material and personal way so that the successful graduate of the education program acquires comprehensive knowledge and skills and can apply to the labour market.

### 3. Reasoning of the justness the modular structure

modules according to the needs of potential target groups. The education program is structured into a modular structure so that the learner can only select the modules which a worker needs in the retail for the profession. The complex knowledge and skills necessary for the performance of a retail worker's activity are obtained after completing all the modules.

## C. Project of the educational program - modular - elaboration of module

### Name and address of the applicant

Newport Group, a.s., Lazaretská 23, 81109 Bratislava

### 1. Name of the educational program

Retail worker

### Module name

Retail

### 2. Organizational form of education

Presence

### 3. Target group

Persons interested in gaining professional knowledge and practical skills in retail.

#### 4. Required entrance education:

at least completed primary school

#### 5. Graduate profile

The graduate of the module recognizes the basic concepts of retail. Understands the importance and functionality of retail operations. It recognizes a retail segment based on a variety of criteria, and can identify work operations for each type of retailer. Can carry out basic retail operations.

#### 6. Methods

Lecture

Practical demonstrations

Professional practice at workplace of professional practice

Professional practice in retail enterprise

Individual and group work on project tasks

**7. Range of module** 28,00 hours

#### 8. Module teaching scheme

##### Expert guarantor

Ing. Helena Backárová

##### The name of the professional topic

##### Number of hours

##### Theory

##### Practice

##### Lecturers

Importance and features of retail	4	4	0	Mašlonka M., Backárová H.
Classification of retail	12	4	8	Mašlonka M., Backárová H.
Shop	12	4	8	Mašlonka M., Backárová H.
<b>Total</b>	<b>28</b>			

#### 9. Teaching schedule

##### Importance and features of retail

The importance of retail

Retail functions

Action range of the shop

The principles of retail business

Basic features of retail units

- assortment
- forms of sale
- store location
- Store size

- quality and price of goods
- the range of services offered

### **Classification of retail**

#### Retail network

- basic
- additional

#### Classification in terms of settlement

- city
- countryside

#### The forms of retail units

- shopping street
- pedestrian zone
- city shopping centres
- shopping centres
- business-entertainment centres

#### Types of stores

- stationary
- ambulance
- shipping

### **PROFESSIONAL PRACTICE**

#### Occupational Health and Safety and Fire protection

Model situation training - retail operations: activities in individual forms of retail, retail supplying systems.

Execution of professional practice in retail: becoming familiar with retail operations and retail practices

### **Shop**

#### Functions and tasks of the shop

#### External and internal arrangement of the shop

#### Store equipment

- basic
- special
- additional

#### Arrangement and shop network

### **PROFESSIONAL PRACTICE**

#### Occupational Health and Safety and Fire protection

Model situation training - retail operations: activities in individual forms of retail, retail supplying systems, shop.

Execution of professional practice in retail: practical training of outdoor and indoor arrangement of the shop.

#### Písomná skúška - test

#### Written examination – test

Requested success 60%

Practical exam – working-out project assignment: Report of professional experience in retail

Requested success min. 70%.

## **11. Material and technical provision**

### **Areas**

The training program takes place in its own modern training areas with audiovisual equipment. Training facilities include workplaces, the professional equipment of which enables the participants in the training program to acquire practical skills from the retail work.

**Technical equipment, teaching aids**

Presentation equipment: projector, screen; PC classroom equipment; magnetic board, flipchart + fixes, blocks and stationery for participants.

Work equipment and tools: software, forms.

**Study materials**

Hudečková E., Goladnová S., Púčiková E., Rosnberg M., Štofilová J.: Obchodná prevádzka pre 1. ročník SOU, SPN

Goladnová S.: Obchodná prevádzka pre 1. ročných stredných odborných učilišť, SPN

Golandová S.: Obchodná prevádzka pre 2. ročník stredných odborných učilišť, SPN

**C. Project of the educational program - modular - elaboration of module**

**Name and address of the applicant**

Newport Group, a.s., Lazaretská 23, 81109 Bratislava

**1. Name of the educational program**

Retail worker

**Module name**

Retail operations

**2. Organizational form of education**

Presence

**3. Target group**

Persons interested in gaining professional knowledge and practical skills in retail.

**4. Required entrance education:**

at least completed primary school

**5. Graduate profile**

The graduate of the module recognizes basic retail operations. Can do activities like buying, receiving, storing goods and other related activities. He knows how to lead warehouse management independently and work with warehouse software.

**6. Methods**

Lecture

Practical demonstrations

Professional practice at workplace of professional practice

Professional practice in retail enterprise

Individual and group work on project tasks

**7. Range of module** 60,00 hours

**8. Module teaching scheme**

**Expert guarantor**

Ing. Helena Backárová

**The name of the**

**professional topic**

**Number of hours**

**Theory**

**Practice**

**Lecturers**

Retail operations	28	4	24	Mašlonka M., Backárová H.
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Shop supply	32	8	24	Mašlonka M., Backárová H.
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<b>Total</b>	<b>60</b>			
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**9. Teaching schedule**

**Retail operations**

purchase of goods

receipt of goods

storage of goods

preparation of goods for sale

sale of goods

other related activities

**PROFESSIONAL PRACTICE**

Occupational Health and Safety and Fire protection

Model situation training - retail operations: purchase of goods, receipt of goods, storage preparation of goods for sale, sale of goods, other related activities

Execution of professional practice in retail: practical training - receipt, storage and preparation of goods for the sale and sale of goods to the final consumer

**Shop supply**

Supply process

Customer vs. supplier

Suppliers

- domestic industrial enterprises
- domestic agricultural enterprises
- foreign enterprises
- wholesale enterprises

Effects on the way of delivery

- production layout
- specialization
- subscription size
- freshness requirement
- payment method
- size of organization and management

Distribution paths

**PROFESSIONAL PRACTICE**

Occupational Health and Safety and Fire protection

Model situation training - retail operations: supply process, suppliers, distribution paths

Practical training of the store supply - from communication with the supplier, order, payment to picking and receipt of goods in the store

Písomná skúška - test

Written examination – test

Requested success 60%

Practical exam – demonstration of knowledge, practical skills in works related to retail operations - purchase, receipt, storage, preparation of goods for sale, sale of goods and other related activities in compliance with the principles of hygiene, OHS and FP.

Requested success min. 70%.

## **11. Material and technical provision**

### **Areas**

The training program takes place in its own modern training areas with audiovisual equipment. Training facilities include workplaces, the professional equipment of which enables the participants in the training program to acquire practical skills from the retail work.

### **Technical equipment, teaching aids**

Presentation equipment: projector, screen; PC classroom equipment; magnetic board, flipchart + fixes, blocks and stationery for participants.

Work equipment and tools: software, forms.

### **Study materials**

Hudečková E., Goladnová S., Púčiková E., Rosnberg M., Štofílová J.: Obchodná prevádzka pre 1. ročník SOU, SPN

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Golandová S.: Obchodná prevádzka pre 2. ročník stredných odborných učilíšť, SPN

## **C. Project of the educational program - modular - elaboration of module**

### **Name and address of the applicant**

Newport Group, a.s., Lazaretská 23, 81109 Bratislava

### **1. Name of the educational program**

Retail worker

#### **Module name**

Sale of goods

### **2. Organizational form of education**

Presence

### **3. Target group**

Persons interested in gaining professional knowledge and practical skills in retail.

### **4. Required entrance education:**

at least completed primary school

## 5. Graduate profile

Graduate of the module can prepare goods for sale in different types of retail operations. He knows the stages of the sales process. He can lead the sales process at the shop individually. He knows the terminology of weighing and measuring goods. He is able to work with weights and gauges of various types.

## 6. Methods

Lecture

Practical demonstrations

Professional practice at workplace of professional practice

Professional practice in retail enterprise

Individual and group work on project tasks

**7. Range of module** 52,00 hours

## 8. Module teaching scheme

### Expert guarantor

Ing. Helena Backárová

professional topic	Number of hours	Theory	Practice	Lecturers
Preparation of goods for sale	12	4	8	Mašlonka M., Backárová H.
Sale process	28	8	24	Mašlonka M., Backárová H.
Scales and measures in retail	12	4	8	Mašlonka M., Backárová H.
<b>Total</b>	<b>52</b>			

## 9. Teaching schedule

### Preparation of goods for sale

Legislative adjustment of sales

Preparation of goods

- food goods
- industrial goods
- textile goods

Issuance of goods in the shop

- the principle of issuing goods in different types of sales

Marking of the goods by the price

### PROFESSIONAL PRACTICE

Occupational Health and Safety and Fire protection

Model situation training - retail operations: preparation of goods for sale

Execution of professional practice in retail: practical training of display and labelling of goods at a retail price according to established principles

### Sale process



#### Stages of the sales process

- welcoming the customer and identifying his needs
- personal offer and selection of goods
- presentation of goods
- supplementary offer
- charging and collecting of goods
- packing and delivery of goods
- farewell with the customer

#### PROFESSIONAL PRACTICE

##### Occupational Health and Safety and Fire protection

Execution of professional practice in retail: practical training of independent sales of goods to the customer (welcoming the customer and identifying his needs, personal offer and selection of goods, presentation of goods, supplementary offer, charging and collecting of goods, packing and delivery of goods, farewell with the customer)

#### Scales and measures in retail

##### Types of weights

- table scales (semi-automatic, electronic, price scales, inclined scales with circular scale, bridge scales with weighing indicator)
- freight scales (floor scales, bridge weights accompanied by weighing indicator)

##### Measurement of goods

- bar measuring instruments
- track gauges

##### Weighing technology

- weighing of goods
- location of weights
- maintenance of scales
- weighing the net weight
- ensuring consumer control

#### PROFESSIONAL PRACTICE

##### Occupational Health and Safety and Fire protection

##### Model situation training - retail operations: scales and measures in retail

Execution of professional practice in retail: practical training of weighing and measuring of goods, cleaning and maintenance of weights

#### Písomná skúška - test

##### Written examination – test

Requested success 60%

Practical exam – demonstration of knowledge, practical skills in works related to retail operations - purchase, receipt, storage, preparation of goods for sale, sale of goods and other related activities in compliance with the principles of hygiene, OHS and FP.

Requested success min. 70%.

## 11. Material and technical provision

### Areas

The training program takes place in its own modern training areas with audiovisual equipment. Training facilities include workplaces, the professional equipment of which enables the participants in the training program to acquire practical skills from the retail work.

### Technical equipment, teaching aids

Presentation equipment: projector, screen; PC classroom equipment; magnetic board, flipchart + fixes, blocks and stationery for participants.

Work equipment and tools: software, forms.

### **Study materials**

Hudečková E., Goladnová S., Púčíková E., Rosnberg M., Štofilová J.: Obchodná prevádzka pre 1. ročník SOU, SPN

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## **C. Project of the educational program - modular - elaboration of module**

### **Name and address of the applicant**

Newport Group, a.s., Lazaretská 23, 81109 Bratislava

### **1. Name of the educational program**

Retail worker

#### **Module name**

Work with a cash register

### **2. Organizational form of education**

Presence

### **3. Target group**

Persons interested in gaining professional knowledge and practical skills in retail.

### **4. Required entrance education:**

at least completed primary school

### **5. Graduate profile**

Graduate of the module knows the theoretical and practical basics of working with the registration treasury. He can individually charge goods on paragon and electronic cash register. He is able work with money and credit cards. He recognized in the bookkeeping and billing of retail sales.

### **6. Methods**

Lecture

Practical demonstrations

Professional practice at workplace of professional practice

Professional practice in retail enterprise

Individual and group work on project tasks

**7. Range of module** 60,00 hours

### **8. Module teaching scheme**

**Expert guarantor**

Ing. Helena Backárová

professional topic	Number of hours	Theory	Practice	Lecturers
Charging the goods	20	4	16	Backárová H.
Handling money	20	4	16	Backárová H.
Records and billing receipts	20	4	16	Backárová H.
<b>Total</b>	<b>60</b>			

**9. Teaching schedule****Charging the goods**

Charging the goods to paragons

Charging the goods on the electronic cash register

**PROFESSIONAL PRACTICE**

Occupational Health and Safety and Fire protection

Model situation training - retail operations: charging the goods

Execution of professional practice in retail: charging the goods (to paragon and on the electronic cash register).

**Handling money**

Receiving and issuance money

Payment cards

**PROFESSIONAL PRACTICE**

Occupational Health and Safety and Fire protection

Model situation training - retail operations: handling money

Execution of professional practice in retail: handling money (Receiving and issuance money), work with a payment terminal.

**Records and billing receipts**

Papers - cash receipt slip, cash issuing slip

Records of receipts

**PROFESSIONAL PRACTICE**

Occupational Health and Safety and Fire protection

Model situation training - retail operations: records and billing receipts

Execution of professional practice in retail: records of receipts (cash receipt slip, cash issuing slip)

Písomná skúška - test

Written examination – test

Requested success 60%

Practical exam – demonstration of knowledge and practical skills in working with the cash register, paragon accounting, handling of money and payment cards, and keeping records of receipts in retail operations.

Requested success min. 70%.

**11. Material and technical provision****Areas**

The training program takes place in its own modern training areas with audiovisual equipment. Training facilities include workplaces, the professional equipment of which enables the participants in the training program to acquire practical skills from the retail work.

**Technical equipment, teaching aids**

Presentation equipment: projector, screen; PC classroom equipment; magnetic board, flipchart + fixes, blocks and stationery for participants.

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