# DRAFT PERFORMANCE BANDS

## RETAIL OPERATIONS

The typical examination performance in this band:

<table>
<thead>
<tr>
<th>Band</th>
<th>Performance</th>
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| **Band 6** | Consistently and correctly communicates using precise industry and enterprise terminology, in a manner appropriate to the audience and situation in the workplace.  
- Demonstrates a thorough understanding and application of the performance required in a range of work tasks.  
- Applies an in-depth knowledge and understanding relevant to specific competencies.  
- Evaluates all stages of the selling process to solve specific problems.  
- Demonstrates an extensive understanding of legislation as it applies to the retail industry.  
- Exhibits a comprehensive understanding of stock control and its importance in the business environment.  
- Demonstrates critical judgment and sound reasoning to select, organise, synthesise and evaluate relevant information from a variety of sources. |
| **Band 5** | Communicates, using specific industry and enterprise terminology, in a manner appropriate to the audience and situation in the workplace.  
- Demonstrates a detailed understanding and application of the performance required in a range of work tasks.  
- Demonstrates a detailed knowledge and understanding relevant to specific competencies.  
- Analyses all elements of the selling process to solve specific problems.  
- Demonstrates an understanding of legislation as it applies to the retail industry.  
- Exhibits a thorough understanding of stock control and its importance in the business environment.  
- Demonstrates accomplished judgement and reasoning to select, organise and evaluate relevant information from a variety of sources. |
| **Band 4** | Communicates, using industry and enterprise terminology, in a manner appropriate to the workplace.  
- Demonstrates a sound understanding and application of the performance required in a range of work tasks.  
- Demonstrates a sound knowledge and understanding relevant to specific competencies.  
- Analyses elements of the selling process to solve specific problems.  
- Demonstrates a basic understanding of legislation as it applies to the retail industry.  
- Exhibits a general understanding of stock control and its relationship to business success.  
- Frames written responses in a descriptive manner. |
| **Band 3** | Communicates using basic industry and enterprise terminology.  
- Demonstrates a basic understanding of the performance required in a limited range of work tasks.  
- Demonstrates a basic knowledge and understanding relevant to specific competencies.  
- Comprehends elements of the selling process and attempts to analyse information to solve problems.  
- Displays a limited understanding of legislation that applies to the retail industry.  
- Exhibits a general understanding of stock control.  
- Frames written responses using unsupported generalisations. |
| **Band 2** | Communicates using non-industry specific terms.  
- Demonstrates a superficial understanding of the performance required in a limited range of work tasks.  
- Demonstrates a limited knowledge and understanding relevant to specific competencies.  
- Recounts elements of the selling process.  
- Displays an elementary understanding of legislation that applies to the retail industry.  
- Exhibits some understanding of stock control.  
- Frames written responses using unsupported generalisations and irrelevant material. |
| **Band 1** | |