Summary of Changes  
Retail Industry Competency Model

The Retail Industry Competency Model was updated twice in September 2020 and February 2025.

**February 2025 Update:**

Updates have been made on Tiers 1 and 2, to align with the new Building Blocks Model, including the addition of new digital literacy competencies.

**September 2020 Update:**

# Tier 1: Personal Effectiveness Competencies

* No changes were made to the Tier 1 competencies.

# Tier 2: Academic Competencies

* Edited key behavior title *2.1.1 Reading*.
* Added key behavior description to competency *2.5 Communication: Listening and Speaking*

# 2.1.1 Reading

* Removed key behavior title *~~2.1.1 Reading~~*.
* Changed key behavior descriptions to key behavior titles:
  + ~~2.1.1.1~~ 2.1.1 Employ general reading skills to obtain information.
  + ~~2.2.2.2~~ 2.2.2 Understand written sentences in work related materials.

# 2.5 Communication: Listening and Speaking

* Added key behavior description to key behavior title *2.5.1 Listening and Speaking*.
  + Added key behavior description: *2.5.1.8 Ask questions or report problems or concerns to people in authority when information or procedures are unclear or need improvement, or when feeling unsafe or threatened in the workplace.*

# Tier 3: Workplace Competencies

* Edited key behavior title 3.7.1 Use Technology.
* Added competency title: *3.8 Health and Safety*.

# 3.7.1 Use Technology

* Removed key behavior title 3~~.7.1 Use Technology~~.
* Changed key behavior descriptions to key behaviors titles:
  + ~~3.7.1.1~~ 3.7.1 Use electric and electronic equipment such as cash registers, printers, lighting
  + ~~3.7.1.2~~ 3.7.2 Use a telephone or other device to convey and receive information.
  + ~~3.7.1.3~~ 3.7.3 Operate mechanical and electrical products and displays.
  + ~~3.7.1.4~~ 3.7.4 Use appropriate methods and instructions to insure equipment is used safely and without damage to the equipment.

# 3.8 Health and Safety

* Added key behavior title: *3.8.1 Maintaining a healthy and safe environment*.
  + Added key behavior descriptions:
    - 3.8.1.1 Take actions to ensure the safety of self and others, in accordance with established personal and jobsite safety practices
    - 3.8.1.2 Anticipate and prevent work-related injuries and illnesses
    - 3.8.1.3 Comply with federal, state, and local regulations, and company health and safety policies
    - 3.8.1.4 Recognize common hazards and unsafe conditions that occur at work, their risks, and appropriate controls to address them
    - 3.8.1.5 Follow organizational procedures and protocols for workplace emergencies, including safe evacuation and emergency response
    - 3.8.1.6 Maintain a sanitary and clutter-free work environment
    - 3.8.1.7 Administer first aid or CPR, if trained, and summon assistance as needed
    - 3.8.1.8 Properly handle and dispose of hazardous materials
* Added key behavior title: *3.8.2 Safeguarding one’s person*.
  + Added key behavior descriptions:
    - 3.8.2.1 Engage in safety training
    - 3.8.2.2 Use equipment and tools safely
    - 3.8.2.3 Use appropriate personal protective equipment
    - 3.8.2.4 Recognize how workplace risks can affect one’s life and one’s family
    - 3.8.2.5 Understand the legal rights of workers regarding workplace safety and protection from hazards
    - 3.8.2.6 Report injuries, incidents, and workplace hazards to a supervisor as soon as safely possible
    - 3.8.2.7 Contribute to discussions of safety concerns in the workplace, making suggestions as appropriate

# Tier 4- Industry-Wide Technical Competencies: Retail Associate

* Edited a Technical Content Area description in competency *4.4 Operations*.

# 4.4 Operations

* Edited a Technical Content Area description in 4.4.5 Workplace Safety and Security.
  + Edited Technical Content Area description: 4.4.5.2 Knowledge of company health, safety and security standards for both customers and employees. ~~e.g. use of tools, equipment, etc.~~