QUALIFICATION FILE

Retail Sales Executive

☒ **Short Term Training (STT)** ☐ **Long Term Training (LTT)** ☒ **Apprenticeship**

☐ Upskilling ☐ Dual/Flexi Qualification ☒ For ToT ☒ For ToA

☒General ☒ Multi-skill (MS) ☒ Cross Sectoral (CS) ☐ Future Skills ☐ OEM

NCrF/NSQF Level: 4.0

Submitted By:

Retailers Association's Skill Council of India

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Section 1: Basic Details

1.	Qualification Name	Retail Sales Executive	
2.	Sector/s	Retail	
3.	Type of Qualification: ☒ New ☐ Revised ☐ Has Electives/Options ☐OEM	**NQR Code & version of existing/previous qualification:** *(change to previous, once approved)*	**Qualification Name of existing/previous version:** NA
4.	a. OEM Name b. Qualification Name *(Wherever applicable)*	Not Applicable	
5.	**National Qualification Register (NQR) Code &Version** *(Will be issued after NSQC approval)*	QG-04-OR-02874-2024-V1-RASCI	**6. NCrF/NSQF Level:** 4.0
7.	**Award (Certificate/Diploma/Advance Diploma/ Any Other** *(Wherever applicable specify multiple entry/exits also & provide details in annexure)*	Certificate	
8.	**Brief Description of the Qualification**	Individuals in this position interact with customers by giving specialized service and product demonstrations to maximize business in a retail environment whilst striving for continuous improvements in levels of services rendered. They also provide service at the cashiering point by processing payments towards purchases made by customers.	
9.	**Eligibility Criteria for Entry for Student/Trainee/Learner/Employee**	**a. Entry Qualification & Relevant Experience:**	

a. Entry Qualification & Relevant Experience:

S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)
1	• 12th Grade pass or equivalent	No experience required
2	• 10th Grade pass	3-year relevant experience
3	• Previous relevant Qualification of NSQF Level 3.0	3-year relevant experience
4	• Previous relevant Qualification of NSQF Level 3.5	1.5-year relevant experience

b. Age: <Please specify age only in case of any legal restrictions>

10.	**Credits Assigned to this Qualification, Subject to Assessment** *(as per National Credit Framework (NCrF))*	16	**11. Common Cost Norm Category (I/II/III)** *(wherever applicable)*: **II**
12.	**Any Licensing requirements for Undertaking Training on This Qualification** *(wherever applicable)*	Not applicable	

13.	**Training Duration by Modes of Training Delivery** *(Specify **Total Duration** as per selected training delivery modes and as per requirement of the qualification)*

☒Offline ☐Online ☐Blended

Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
Classroom (offline)	195	225	60	NA	480
Online	NA	NA	NA	NA	NA

(Refer Blended Learning Annexure for details)

14.	**Aligned to NCO/ISCO Code/s** *(if no code is available mention the same)*	NCO-2015/ 5249.0301
15.	**Progression path after attaining the qualification** *(Please show Professional and Academic progression)*	Visual Merchandiser
16.	**Other Indian languages in which the Qualification & Model Curriculum are being submitted**	Not Applicable
17.	**Is similar Qualification(s) available on NQR-if yes, justification for this qualification**	☐ Yes ☒ No URLs of similar Qualifications:
18.	**Is the Job Role Amenable to Persons with Disability**	☒ Yes ☐ No **If "Yes", specify applicable type of Disability:** Locomotor Disability, Speech and hearing Impaired
19.	**How Participation of Women will be Encouraged**	Through women's organisations for social welfare, Higher and General education institutes, designated NGOs for Women's Welfare & Development
20.	**Are Greening/ Environment Sustainability Aspects Covered** *(Specify the NOS/Module which covers it)*	☐ Yes ☒ No
21.	**Is Qualification Suitable to be Offered in Schools/Colleges**	Schools ☒ Yes ☐ No Colleges ☒ Yes ☐ No
22.	**Name and Contact Details of Submitting / Awarding Body SPOC** *(In case of CS or MS, provide details of both Lead AB & Supporting ABs)*	**Name: Ms. Amruta Khodke** **Email: amruta.khodke@rasci.in** **Contact No: +91 22 40058210-5; Ext. 17** **Website: https://www.rasci.in**
23.	**Final Approval Date by NSQC:** 27/08/2024	**24. Validity Duration: 3 years**	**25. Next Review Date:** 27/08/2027

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s: Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory   Pr.-Practical OJT-On the Job Man.-Mandatory   Training Rec.-Recommended Proj. -Project

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					Weightage (%) *(if applicable)*
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	
1	To process payments	RAS/N0115	Core	2	0.5	6	6	3	NA	15	50	50	NA	NA	100	5
2	To follow point-of-sale procedures for age-restricted products	RAS/N0111	Core	2	1	12	12	6	NA	30	50	50	NA	NA	100	6
3	To process cash and credit transactions	RAS/N0116	Core	2	0.5	6	6	3	NA	15	50	50	NA	NA	100	6
4	To process returned goods	RAS/N0117	Core	2	1	12	12	6	NA	30	50	50	NA	NA	100	6
5	To process part exchange sale transactions	RAS/N0113	Core	2	1	12	12	6	NA	30	50	50	NA	NA	100	6
6	To process customer orders for goods	RAS/N0112	Core	2	1	12	15	3	NA	30	50	50	NA	NA	100	6
7	To service cash point / POS	RAS/N0110	Core	2	1	12	15	3	NA	30	50	50	NA	NA	100	5
8	To help customers choose the right products	RAS/N0126	Core	3	1	12	15	3	NA	30	50	50	NA	NA	100	6
9	To demonstrate products to customers	RAS/N0125	Core	3	1	12	15	3	NA	30	50	50	NA	NA	100	6
10	To maximise sales of goods & services	RAS/N0128	Core	3	0.5	5	8	2	NA	15	50	50	NA	NA	100	6
11	To provide personalised sales & post-sales service support	RAS/N0129	Core	3	0.5	6	7	2	NA	15	50	50	NA	NA	100	5

S. No	NOS/Module Name	NOS/Module Code & Version	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%)
12	To provide specialist support to customers facilitating purchases	RAS/N0127	Core	3	1	12	15	3	NA	30	50	50	NA	NA	100	6
13	To process credit applications for purchases	RAS/N0114	Non Core	3	0.5	5	7	3	NA	15	50	50	NA	NA	100	6
14	To organise the delivery of reliable service	RAS/N0133	Non Core	3	0.5	5	7	3	NA	15	50	50	NA	NA	100	5
15	To resolve customer concerns	RAS/N0132	Core	3	1	12	15	3	NA	30	50	50	NA	NA	100	5
16	To monitor and solve service concerns	RAS/N0135	Non Core	3	0.5	5	7	3	NA	15	50	50	NA	NA	100	5
17	To promote continuous improvement in service	RAS/N0136	Non Core	3	0.5	5	7	3	NA	15	50	50	NA	NA	100	2
18	To help keep the store secure	RAS/N0120	Non Core	3	0.5	10	4	1	NA	15	50	50	NA	NA	100	1
19	To Maintain Health and Safety	RAS/N0121	Non Core	3	0.5	10	4	1	NA	15	50	50	NA	NA	100	1
20	Employability Skills	DGT/VSQ/N0102	Non-Core	4	2	24	36	NA	NA	60	20	30	NA	NA	50	6
Duration (in Hours) / Total Marks					16	195	225	60	NA	480	970	980	NA	NA	1950	100

Elective NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					Weightage (%) *(if applicable)*
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
2.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Duration (in Hours) / Total Marks																

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Optional NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) *(if applicable)*
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
2.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Duration (in Hours) / Total Marks																

Assessment - Minimum Qualifying Percentage

*Please specify **any one** of the following:*

Minimum Pass Percentage – Aggregate at qualification level: 70% *(Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)*

Minimum Pass Percentage – NOS/Module-wise: _____% *(Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)*

Section 3: Training Related

1.	**Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	• 12th pass and qualified at minimum NCrf/ NSQF level of 4.5 in the sub sector of Retail Store Operations or Sales and having a minimum of 4 years of Industry or training experience in store operations with at least 2 year of industry experience in store operations. OR • Graduate (In any Field)/ Diploma in Retail Management and qualified at minimum NCrf/ NSQF level of 4.5 in the sub sector of retail store operations and having a minimum of 2 years of Industry or training experience in store operations with at least 1 year of industry experience in store operations. **Platform Certification:** Recommended that the Trainer is certified for the JOB Role Retail Sales Executive "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/2601, V2.0"with minimum score of 80%
2.	**Trainer's Qualification and experience for Employability skills**	• Graduate in any discipline with 2 years of Training Experience • Certified current EEE trainers with 155 hours from Management SSC (MEPSC) • Certified Trainer in Qualification Pack: Trainer (MEP/Q0102) Prospective ES trainer should: • have good communication skills • be well versed in English • have digital skills • have attention to detail • be adaptable • have willingness to learn
3.	**Master Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	• ToT certified trainer with minimum 5 years of training experience, upskilled and certified in any qualification which is at a minimum of 2 NCrf/ NSQF levels above this qualification in retail store operations.
4.	**Master Trainers Qualification and Experience for Employability Skills**	• Graduate in any disciple with 3 years in Employability Skills curriculum training experience with an interest to train as well as orient other peer trainers • Certified Master Trainer in Qualification Pack: Master Trainer (MEP/Q2602) with 3 years of experience in EEE training of Management SSC (MEPSC) (155 hours) Prospective ES Master trainer should: • have good communication skills • be well versed in English • have basic digital skills • have attention to detail • be adaptable

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		• have willingness to learn • be able to grasp concepts fast and is creative with teaching practices and likes sharing back their learning with others
5.	**Tools and Equipment Required for Training**	☒Yes ☐No (*If "Yes", details to be provided in Annexure*)
6.	**In Case of Revised Qualification, Details of Any Upskilling Required for Trainer**	TOT certification in Employability skills

Section 4: Assessment Related

1.	**Assessor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	• 12th pass and qualified at minimum NCrf/ NSQF level of 4.5 in the sub sector of Retail Store Operations or Sales and having a minimum of 5 years of Industry experience. OR • Graduate (In any field)/ Diploma in Retail Management and qualified with at least minimum NCrf/ NSQF level of 4.5 in the sub sector of retail operations and having a minimum of 3 years of relevant Industry experience in store operations. **Platform Certification:** Recommended that the Assessor is certified for the Job Role Retail Sales Executive; Assessor (VET and SKILLS)", mapped to the Qualification Pack "MEP/Q2701, V2.0" with minimum score of 80%
2.	**Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	• 12th grade pass with 2 years of experience in exam invigilation including minimum 1 year exam proctoring experience on a digital assessment platform.
3.	**Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	• Graduate and above with a minimum of 10 years of industry experience in retail store operations.
4.	**Assessment Mode** *(Specify the assessment mode)*	Online on physically proctored/ remote proctored digital assessment platform with comprehensive auditable trails
5.	**Tools and Equipment Required for Assessment**	☒ Same as for training ☐ Yes ☐ No *(details to be provided in Annexure-if it is different for Assessment)*

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	**Latest Skill Gap Study (not older than 2 years) (Yes/No):** Yes
2.	**Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):** Yes
3.	**Government /Industry initiatives/ requirement (Yes/No):** Yes
4.	**Number of Industry validation provided:** 24
5.	**Estimated nos. of persons to be trained and employed:** 28534 (For 3 Years)
6.	**Evidence of Concurrence/Consultation with Line Ministry/State Departments:** Annexure Enclosed.

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Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name.

1.	**Annexure:** NCrF/NSQF level justification based on NCrF level/NSQF descriptors *(Mandatory)*	*Enclosed*
2.	**Annexure:** List of tools and equipment relevant for qualification *(Mandatory, except in case of online course)*	*Enclosed*
3.	**Annexure:** Detailed Assessment Criteria *(Mandatory)*	*Enclosed*
4.	**Annexure:** Assessment Strategy *(Mandatory)*	*Enclosed*
5.	**Annexure:** Blended Learning *(Mandatory, in case selected Mode of delivery is "Blended Learning")*	*Enclosed*
6.	**Annexure:** Multiple Entry-Exit Details *(Mandatory, in case qualification has multiple Entry-Exit)*	*Not Applicable*
7.	**Annexure:** Acronym and Glossary *(Optional)*	*Enclosed*
8.	**Supporting Document:** Model Curriculum *(Mandatory – Public view)*	*Enclosed*
9.	**Supporting Document:** Career Progression *(Mandatory - Public view)*	*Enclosed*
10.	**Supporting Document:** Occupational Map *(Mandatory)*	*Enclosed*
11.	**Supporting Document:** Assessment SOP *(Mandatory)*	*Enclosed*
12.	**Any other document you wish to submit:**	

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Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF /NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	The role holder interacts with customers to understand and service customer needs in a consultative manner and meet their expectations whilst being responsible for maximising business through promotions and processing all customer payment transactions through various tenders based on the prescribed Standard Operating Procedures & processes and best practices of the organisation including the professional knowledge about the products and services offered by the organisation.	The individual is required to: • Possess specialized knowledge of procedures employed in both routine and non-routine contexts. • Possess specialized operational knowledge and understanding of the work. • Have complete knowledge of concept of time required for • delivery; and Quality for a range of issues. • Have knowledge of collecting and interpreting the available • information, drawing conclusions & communicating the same. • Understand the financial and feasibility aspect of various work/ solutions options	4.0
Professional and Technical Skills/ Expertise/ Professional Knowledge	The individual is responsible to work in within the range of familiar contexts to know and understand point of Sale technology, Electronic Data capture machine (EDC), demonstrating products to customers, providing personalized sales & post-sales service support whilst resolving customer service problems to maximise business of the organisation.	The individual is required to: • Possess specialized professional and technical skills; displays clarity of professional knowledge and technical skills in broad range of activities/ tasks. • Apply the required knowledge for successfully implementing or applying techniques/ processes in a specific field/ job role • Have ability to gain, and where relevant apply a range of knowledge, skills and understanding. • Clearly identify the relevant tools; and has advanced knowledge of matters in most routine/ nonroutine contexts. • Possess the required operational skills for the work/ job. • Be skilled to deliver job/ work with the required precision and in the estimated timelines. • Have capabilities of carrying out a choice of processes and procedures within the range of familiar / unfamiliar contexts.	4.0

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Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	The individual is responsible to be self-motivated mentally as well as physically to demonstrate enthusiasm at workplace and within the team, the job holder also requires professional skills for performing the job, which includes skills for Intermediate literacy and Numeracy skills calculations and basic of arithmetic. The individual must have intrapreneurial and entrepreneurial approach to resolve problems at wok-place in familiar contexts.	The individual is required to: • Have much broader Employability Skills including understanding of career planning, digital skills, financial and legal literacy. • Have Good Communication skills, both oral and written. • Have Initiative and Leadership Abilities • Have Advanced literacy and Numeracy skills • Have Skills for accurate workshop/ mathematical calculation and estimations, and understanding of arithmetic principles. • Comfortably use most of the basic digital tools, has clear understanding of Financial and Digital literacy, Aadhaar • and Mobile, uses digital payments etc. with proficiency • Have good understanding of Constitutional values & Citizenship, inclusion and Diversity. • Have very Good understanding of social political and work environment	4.0
Broad Learning Outcomes/Core Skill	The individual is responsible to carry out routine tasks on the job from initially engaging the customer, understanding needs of the customer and assisting them to purchase suitable products and ensure satisfaction. He/ She is also required to anticipate customer service problems and complaints and provide resolutions based on the standard operating procedures of the organisation whilst adhering to workplace health and safety guidelines.	• The individual is required to: • Carry out a specialized job/ work/ tasks in a familiar/ un-familiar, predictable/ unpredictable, routine/ non-routine, situation of multiple options/ choices. • Focus on range of application of standard and non-standard procedures and somewhat complex operations in production/ services. • Identify the problems and a wider possible range of solutions with pros and cons in production/ services • Perform complex tasks by himself without much instructions and supervision. • Apply related occupational safety & general hygiene norms and environmental aspects. • Have end to end clear understanding of development, production, quality parameters, and delivery and marketing processes. • Apply range of well -developed technical skills with clarity of activities involving clear choices within familiar contexts	4.0

		• Has knowledge and is able to continuously improve processes which the individual uses for concerned job roles • Have information of associated Risks with related job roles • Use discretion and judgement over a range of known responses to familiar problems.	
Responsibility	The individual is responsible to plan and carry out routine tasks whilst taking assistance from the peers and subordinates including the interdepartmental personnel with respect to product/ service sales and customer service such as Servicing cash points, process customer orders for goods, product demonstrations, and complaint resolutions.	The individual is required to: • Take complete responsibility for delivery and quality of own work and output as also the subordinates. • Share responsibility for the group tasks. • Work as a highly skilled master technician • Perform all non-standard procedures and non-routine tasks with confidence.	4.0

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment
Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	Gondola	Size 3' X 1.5' X 5, Non-Branded	2
2	Display/Boards/ Standees for product categories and offers (Different Types)	Size 3' X 3'; 2' X 6', Non-Branded	3
3	Calculator	Casio or equivalent	2
4	Stock Almirah	Size 3' X 2' X 6', Godrej or equivalent	1
5	Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine)	Multibranded	1
6	Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags	Multibranded	30
7	Mannequins (Full & Half Bust)	Multibranded	3
8	Danglers, Wobblers, Hangers,	17 each	17
9	POS Display (LED Lightbox)	Multibranded	1
10	Signage Board	Customised	2
11	Banners /Posters	Customised	2
12	Offers /Policy Signage	Customised	10
13	Shopping Basket/Shopping Cart	60L capacity, Non-Branded	1
14	Dummy Fire Extinguishers	Cease Fire or equivalent	1
15	Billing Dummy Software	Multibranded	1
16	UV light fake note detecting machine	Multibranded	1
17	Posters showing various types of digital payment options such as PayTM,PayPal etc)	Size A4; A3; A2; A1	10
18	Sample of Gift Cards/Coupons/Vouchers	Customised	10
19	Credit Notes to demonstrate sales return	Customised	15
20	Customer Feedback Forms	Customised	15
21	Dummy Stock Transfer Notes / Invoice	Customised	15
22	Stock Inward/Stock Outward register	Customised	15
23	Dummy EMI / credit scheme calculation sheet	Customised	15

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24	Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below)		As required
25	UPS		As required
26	Scanner cum Printer		As required
27	Computer Tables		As required
28	Computer Chairs		As required
29	LCD Projector		As required
30	White Board	1200mm x 900mm	

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. LCD Projector
2. Desktop / Laptop computer with internet connections
3. white board and white board marker
4. pen & notepad
5. Participant Handbook
6. Faculty Guide
7. Presentation deck

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile *(if available)*
1	ABFRL	Suresh Shanbhag	General Manager -HR	Maharashtra	8652533236	suresh.shanbhag@abfrl.adityabirla.com	-
2	Spencers	Dhruv Dubey	General Manager -HR	kolkata	9930177311	dhruv.dhubey@rpsg.in	-
3	Infiniti Retail	Robin sharma	Head L & OD	Maharashtra	7738384471	robin.sharma@croma.com	-
4	Sapphire Foods	Sandhydeep purri	Chief people officer	Maharashtra	9867718653	sandhydeep.purri@sapphirefoods.in	-
5	Titan	Sabharatnam Narayanan	Head- Reatil Training	Bengaluru	9902544115	narayananas@titan.co.in	-
6	Trent Star bazaar Hypermart	Nilima Raut	Sr.Manager- HR	Maharashtra	9619498544	Nilima.Raut@trenthyper-tata.com	-
7	BIBA	Varun Arora	General Manager - HR	Maharashtra	9999991937	varun.arora@bibaindia.com	-
8	IVP -Trent	Shilpa Narayanswamy	Senior Manager- HR	Maharashtra	7045095269	shilpa.narayanswamy@trent.tata.com	-
9	Joyallukas	Joseph Christo	DGM HR & Admin	Kerala	9447767916	Christo@joyalukkas.com	-
10	M Bazaar	Subhajit Chatterjee	HR Manager	Westbengal	9051900082	hrd@mbazaar.in	-
11	Paynerby	Yashwant Lodha	Director	Maharshtra	9019060803	yashwant@paynearby.in	-
12	Third wave coffee	Teena Khanna	L&D & Ops Excellence	Bengaluru	9819945664	teena.khanna@thirdwavecoffee.in	-
13	Viveks private limited	Vasumathi. K	Mananger- HR & Admin	Chennai	9566151348	vasumathi.k@viveks.com	-
14	Shopper stop	Aniruddha Mahajan	Customer care & Deputy VP - HR	Maharashtra	8291205499	aniruddha.mahajan@shoppersstop.com	-
15	Reliance SMART	Lalatendu kar	Sr.Vice President	Maharashtra	9987074077	lalit.kar@ril.com	-
16	Reliance digital						
17	Jio mart, Netmeds.com, AJIO.com, Urban Ladder, Jio Mart						

	digital, Jio Digital Life						
18	Reliance TRENDS, Reliance Jewels, TRENDS Footwear						
19	7 Eleven, Reliance Fresh signature, Freshpik, SMART Point						
20	Hamleys						
21	GAP						
22	METRO wholesale						
23	Fashion Factory						
24	Reliance mall						

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Annexure: Training & Employment Details

Training and Employment Projections

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-24	8153	5707	3261	2283	245	171
2024-25	18343	12840	7337	5136	550	385
2025-26	14267	9987	5707	3995	428	300

Data to be provided year-wise for next 3 years.

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Applicable for revised qualifications only, data to be provided year-wise for past 3 years

List Schemes in which the previous version of Qualification was implemented:

1. NAPS
2. Self-funded
3. Industry-funded / CSR.

Content availability for previous versions of qualifications:

☒ Participant Handbook   ☐ Facilitator Guide ☒ Digital Content   ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available: English print content; English, Hindi, Telugu, Kannada– Digital content.

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline: Online Ratio
1	☐Theory/ Lectures - Imparting theoretical and conceptual knowledge		
2	☐Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	☐Showing Practical Demonstrations to the learners		
4	☐Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	☐Tutorials/ Assignments/ Drill/ Practice		
6	☐Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

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Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
RAS/N0115: **To process payments.**	Accurately identify the price of purchases.	12.5	12.5	-	-
	Promptly sort out any pricing problems by referring to pricing information.	12.5	12.5	-	-
	Seek advice promptly from the right person when he/she cannot sort out pricing problems himself/herself.	12.5	12.5	-	-
	Work out accurately the amount the customer should pay.	12.5	12.5	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0111: **To follow point-of-sale procedures for age-restricted products**	Follow legal requirements and company policies and procedures for asking for proof of age.	2.5	2.5	-	-
	Make the sale only if customers provide age proof and it meets legal and company conditions, while selling age-restricted products.	2.5	2.5	-	-
	Follow legal requirements and company policies and procedures for refusing sales.	2.5	2.5	-	-
	Refuse politely and firmly to make sales that are against the law or any procedures and policies he/she must follow.	5	5	-	-
	Explain clearly and accurately to customers what proof of age is acceptable.	5	5	-	-
	Follow company procedures for telling customers how to get proof of age.	2.5	2.5	-	-
	Tell customers the correct amount to be paid.	2.5	2.5	-	-
	Check accurately the amount and means of payment offered by the customer.	2.5	2.5	-	-
	Process the payment in line with company procedures, where the payment is acceptable.	2.5	2.5	-	-
	Tell the customer tactfully when payment cannot be approved.	5	5	-	-
	Record payments accurately.	2.5	2.5	-	-
	Store payments securely and protect them from theft.	2.5	2.5	-	-
	Offer additional services to the customer where these are available.	2.5	2.5	-	-
	Treat customers politely throughout the payment process.	5	5	-	-
	Balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help	5	5	-	-
	Total Marks	**50**	**50**	**-**	**-**

	Follow company guidelines for setting customer credit limits.	2.5	2.5	-	-
	Check customer accounts accurately and at suitable intervals to check that payments are up to date.	2.5	2.5	-	-
	Promptly investigate reasons for missed payments and accurately record the findings.	2.5	2.5	-	-
	Identify customers who go over their credit limits and report the findings promptly to the right person.	5	5	-	-
	Act promptly and within company guidelines to deal with customers who go over their credit limits.	2.5	2.5	-	-
	Report to the right person the results of the action taken to deal with customers who go over their credit limits	5	5	-	-
RAS/N0116: **To process cash and credit transactions**	Check that payments from customers are valid and accurate.	2.5	2.5	-	-
	Record payments from customers promptly and accurately.	2.5	2.5	-	-
	Record clearly and accurately the reasons why payments are overdue.	2.5	2.5	-	-
	Identify problems accurately and sort them out promptly.	2.5	2.5	-	-
	Tell the right person promptly about any problems that he/she cannot sort out.	5	5	-	-
	Store collected payments securely and in line with company procedures.	2.5	2.5	-	-
	Check that charges made to customer accounts are correct.	2.5	2.5	-	-
	Check that credits made to customer accounts are correct.	2.5	2.5	-	-
	Identify and sort out problems with customer accounts.	2.5	2.5	-	-
	Tell the right person about problems with customer accounts that he/she cannot sort out or that are beyond his/her responsibility and control.	5	5	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0117: **To process returned goods**	Check clearly and politely with the customer what goods they want to return and their reasons.	5	5	-	-
	Apologise promptly if the company appears to be at fault.	2.5	2.5	-	-
	Follow legal & company requirements for offering replacements and refunds,and explain these to the customer clearly & politely.	2.5	2.5	-	-
	Explain to the customer clearly and politely the action to be taken, and any charges that apply.	5	5	-	-
	Pick out accurately the replacement goods and follow company procedures for preparing them to be sent out.	5	5	-	-
	Explain to the customer accurately, clearly and politely the arrangements for returning the unwanted goods.	5	5	-	-
	Check accurately the type, quantity and condition of returned goods.	5	5	-	-

	Give accurate and complete information to the person who can raise a credit note or refund the payment.	5	5	-	-
	Update the stock control system promptly, accurately and fully.	5	5	-	-
	Label clearly any goods that are to be returned to the supplier or manufacturer.	5	5	-	-
	Move returned goods to the correct place and position unsaleable goods separately from sales stock.	5	5	-	-
	Total Marks	**50**	**50**	-	-
RAS/N0113: **To process part exchange sale transactions**	Thoroughly inspect the item being offered.	5	5	-	-
	Protect the item from damage while handling it.	2.5	2.5	-	-
	Identify accurately any repairs and cleaning needed and the costs involved.	2.5	2.5	-	-
	Work out the exchange value of the item accurately within company guidelines.	2.5	2.5	-	-
	Explain to the customer clearly and accurately the part-exchange value of the item and the benefits of a part exchange arrangement.	5	5	-	-
	Tell the customer politely that the item is not acceptable for part exchange, when this applies.	5	5	-	-
	Treat the customer politely throughout the valuation process.	2.5	2.5	-	-
	Follow company policies and procedures for checking who owns the item.	2.5	2.5	-	-
	Work out accurately the balance to be paid by the customer on the item he/she wants to buy.	5	5	-	-
	Accept or refuse the customer's offers according to company policies and the discretion he/she is allowed.	3.5	3.5	-	-
	End the transaction politely if the customer is not willing to go ahead.	3.5	3.5	-	-
	Explain clearly and accurately the terms and conditions of the sale.	3.5	3.5	-	-
	Fill in the paperwork for the transaction.	3.5	3.5	-	-
	Treat the customer politely throughout negotiations.	3.5	3.5	-	-
	Total Marks	**50**	**50**	-	-
RAS/N0112: **To process customer orders for goods**	Identify customers' needs accurately by asking suitable questions.	5	5	-	-
	Identify the goods that will meet customers' needs and check with customers that these are satisfactory.	2.5	2.5	-	-
	Find out who can supply the goods needed and on what terms.	5	5	-	-
	Keep customers informed of progress in finding the goods they need.	2.5	2.5	-	-

	Give customers clear, accurate and complete information about the availability of goods and the terms of supply.	5	5	-	-
	Follow legal and company procedures for checking the customer's identity and credit status.	2.5	2.5	-	-
	Follow company policy for offering to order goods the customer needs if they are not in stock.	2.5	2.5	-	-
	Prepare accurate, clear and complete information about the order & pass this information to people responsible for fulfilment.	5	5	-	-
	Provide accurate, clear, complete and timely information to those responsible for issuing the invoice.	5	5	-	-
	Tell the right person promptly when he/she cannot process an order and explain the reasons clearly.	5	5	-	-
	Let the customer know promptly and politely if their order cannot be delivered within the agreed time.	5	5	-	-
	Store customers' details securely and show them only to people who have a right to see them.	5	5	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0110: To service cash point / POS	Check at suitable times that staff are setting up and operating cash points correctly.	7.5	7.5	-	-
	Look into and promptly sort out any problems with routine cash point operations and transactions.	5	5	-	-
	Check that staff are handling cash and cash equivalents efficiently and in line with approved procedures.	10	10	-	-
	Accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation.	7.5	7.5	-	-
	Correctly follow cash point security procedures.	10	10	-	-
	Develop effective plans to cope with unexpected problems at the cash point.	10	10	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0126: To help customers choose the right products	Find out which product features and benefits interest individual customers and focus on these when discussing products.	5	5	-	-
	Describe and explain clearly and accurately relevant product features and benefits to customers.	5	5	-	-
	Compare and contrast products in ways that help customers choose the product that best meets their needs.	2.5	2.5	-	-
	Check customers' responses to his/her explanations, and confirm their interest in the product.	2.5	2.5	-	-
	Encourage customers to ask questions & respond to their questions, comments & objections in ways that promote sales & goodwill.	2.5	2.5	-	-
	Identify suitable opportunities to tell the customer about associated or additional products and do so in a way that promotes sales and goodwill.	2.5	2.5	-	-
	Constantly check the store for security, safety and potential sales whilst helping customers.	5	5	-	-
	Give customers enough time to evaluate products and ask questions.	5	5	-	-

	Handle objections and questions in a way that promotes sales and keeps the customer's confidence.	5	5	-	-
	Identify the need for additional and associated products and take the opportunity to increase sales.	5	5	-	-
	Clearly acknowledge the customer's buying decisions.	5	5	-	-
	Clearly explain any customer rights that apply.	2.5	2.5	-	-
	Clearly explain to the customer where to pay for their purchases.	2.5	2.5	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0125: **To demonstrate products to customers**	prepare the demonstration area and check that it can be used safely	7.5	7.5	-	-
	Check whether the required equipment and products for demonstration are in place.	7.5	7.5	-	-
	Demonstrate products clearly and accurately to customers.	10	10	-	-
	Present the demonstration in a logical sequence of steps and stages	7.5	7.5	-	-
	Cover all the features and benefits he/she thinks are needed to gain the customer's interest	7.5	7.5	-	-
	Promptly clear away the equipment and products at the end of the demonstration and connect with the customer	10	10	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0128: **To maximise sales of goods & services**	Identify promotional opportunities and estimate their potential to increase sales.	7.5	7.5	-	-
	Identify promotional opportunities which offer the greatest potential to increase sales.	5	5	-	-
	Report promotional opportunities to the right person.	7.5	7.5	-	-
	Fill in the relevant records fully and accurately.	7.5	7.5	-	-
	Tell customers about promotions clearly and in a persuasive way.	5	5	-	-
	Identify and take the most effective actions for converting promotional sales into regular future sales.	7.5	7.5	-	-
	Gather relevant and accurate information about the effectiveness of promotions and communicate this information clearly to the right person.	5	5	-	-
	Record clearly and accurately the results of promotions.	5	5	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0129: **To provide personalised sales & post-sales service support**	Use available information in the client records to help prepare for consultations.	2.5	2.5	-	-
	Check whether the work area is clean and tidy and that all the required equipment are in hand before starting a consultation.	2.5	2.5	-	-
	Quickly create a rapport with the client at the start of the consultation.	2.5	2.5	-	-
	Talk and behave towards the client in ways that project the company image effectively.	5	5	-	-
	Ask questions to understand the client's buying needs, preferences and priorities.	2.5	2.5	-	-

	Tactfully check, where appropriate, how much the client wants to spend.	2.5	2.5	-	-
	Explain clearly to the client the features and benefits of the recommended products or services and relate these to the client's individual needs.	5	5	-	-
	Identify suitable opportunities to sell additional or related products or services that are suited to the client's needs.	2.5	2.5	-	-
	Make recommendations to the client in a confident and polite way and without pressurising them.	2.5	2.5	-	-
	Pace client consultations to make good use of the selling time while maintaining good relations with the client.	2.5	2.5	-	-
	Meet the company's customer service standards while dealing with the client.	2.5	2.5	-	-
	Follow the company's procedures for keeping client records up-to-date.	2.5	2.5	-	-
	Record client information accurately and store it in the right places in the company's system.	2.5	2.5	-	-
	Keep client information confidential and share it only with people who have a right to it.	2.5	2.5	-	-
	Keep to clients' wishes as to how and when they may be contacted.	5	5	-	-
	Follow the company's policy and procedures for contacting clients.	2.5	2.5	-	-
	Tell clients promptly and offer any other suitable products or services, where promises cannot be kept.	2.5	2.5	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0127: **To provide specialist support to customers facilitating purchases**	Talk to customers politely and in ways that promote sales and goodwill.	5	5	-	-
	Use the information given by the customer to find out what they are looking for.	2.5	2.5	-	-
	Help the customer understand the features and benefits of the products they have shown an interest in.	2.5	2.5	-	-
	Explain clearly and accurately the features and benefits of products and relate these to the customer's needs.	5	5	-	-
	Promote the products that give the best match between the customer's needs and the store's need to make sales.	2.5	2.5	-	-
	Spot and use suitable opportunities to promote other products where these will meet the customer's needs.	2.5	2.5	-	-
	Control the time he/she spends with the customer to match the value of the prospective purchase.	5	5	-	-
	Constantly check the store for safety, security and potential sales while helping individual customers.	2.5	2.5	-	-
	Find out if the customer is willing to see a demonstration.	2.5	2.5	-	-
	Set up demonstrations safely and in a way that disturbs other people as little as possible.	2.5	2.5	-	-
	Check whether he/she has everything needed to give an effective demonstration.	2.5	2.5	-	-
	Give demonstrations that clearly show the use and value of the product.	5	5	-	-

	Offer customers the opportunity to use the product themselves, where appropriate.	2.5	2.5	-	-
	Give customers enough chance to ask questions about the products or services he/she is demonstrating to them.	2.5	2.5	-	-
	Check that the store will be monitored for security, safety and potential sales while he/she is carrying out demonstrations.	5	5	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0114: **To process credit applications for purchases**	Identify the customer's needs for credit facilities	7.5	7.5	-	-
	Clearly explain to the customer the features and conditions of credit facilities.	10	10	-	-
	Provide enough time and opportunities for the customer to ask for clarification or more information.	7.5	7.5	-	-
	Accurately fill in the documents needed to allow the customer to get credit.	10	10	-	-
	Successfully carry out the necessary credit checks and authorisation procedures.	7.5	7.5	-	-
	Promptly refer difficulties in processing applications to the right person	7.5	7.5	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0133: **To organise the delivery of reliable service**	Plan, prepare and organise everything that is needed to deliver a variety of services or products to different types of customers	2.5	2.5	-	-
	Organise what he/she does to ensure consistency in giving prompt attention to customers.	2.5	2.5	-	-
	Reorganise his/her work to respond to unexpected additional workloads	2.5	2.5	-	-
	Maintain service delivery during very busy periods and unusually quiet periods and when systems, people or resources have let you down	5	5	-	-
	Consistently meet customers' expectations	5	5	-	-
	Balance the time he/she takes with customers with the demands of other customers seeking attention	2.5	2.5	-	-
	Respond appropriately to customers when they make comments about the products or services being offered	5	5	-	-
	Alert others to repeated comments made by customers	2.5	2.5	-	-
	Take action to improve the reliability of his/her service based on customer comments	2.5	2.5	-	-
	Monitor whether the action taken has improved the service given to customers	5	5	-	-
	Record and store customer service information accurately following organisational guidelines	2.5	2.5	-	-
	Select and retrieve customer service information that is relevant, sufficient and in an appropriate format	5	5	-	-
	Quickly locate information that will help solve a customer's query	2.5	2.5	-	-
	Supply accurate customer service information to others using the most appropriate method of communication	5	5	-	-
	Total Marks	**50**	**50**	**-**	**-**

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	Identify the options for resolving a customer service problem.	5	5	-	-
	Work with others to identify and confirm the options to resolve a customer service problem.	5	5	-	-
	Work out the advantages and disadvantages of each option for customers and the organisation.	5	5	-	-
	Pick the best option for customers and the organisation.	5	5	-	-
	Identify for customers other ways that problems may be resolved if you are unable to help.	5	5	-	-
	Identify the options for resolving a customer service problem.	0	0	-	-
	Work with others to identify and confirm the options to resolve a customer service problem.	0	0	-	-
RAS/N0132:	Work out the advantages and disadvantages of each option for your customer and your organisation.	0	0	-	-
To resolve customer concerns	Pick the best option for your customer and your organisation.	0	0	-	-
	Identify for your customer other ways that problems may be resolved if you are unable to help.	0	0	-	-
	Discuss and agree the options for solving the problem with customers.	5	5	-	-
	Take action to implement the option agreed with the customer.	2.5	2.5	-	-
	Work with others and the customer to make sure that any promises related to solving the problem are kept.	2.5	2.5	-	-
	Keep customers fully informed about what is happening to resolve problem.	5	5	-	-
	Check with customers to make sure the problem has been resolved to their satisfaction.	5	5	-	-
	Give clear reasons to customers when the problem has not been resolved to their satisfaction.	5	5	-	-
	Total Marks	**50**	**50**	**-**	**-**
	Respond positively to customer service problems following organisational guidelines.	5	5	-	-
	Solve customer service problems when he/she has sufficient authority	2.5	2.5	-	-
	Work with others to solve customer service problems	2.5	2.5	-	-
	Keep customers informed of the actions being taken	5	5	-	-
RAS/N0135:	Check with customers that they are comfortable with the actions being taken	2.5	2.5	-	-
To monitor and solve service concerns	Solve problems with service systems and procedures that might affect customers before they become aware of them	2.5	2.5	-	-
	Inform managers and colleagues of the steps taken to solve specific problems	2.5	2.5	-	-
	Identify repeated customer service problems	2.5	2.5	-	-
	Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option	5	5	-	-
	Work with others to select best options for solving repeated customer service problems, balancing customer expectations with the needs of the organisation	2.5	2.5	-	-

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	Obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated.	2.5	2.5	-	-
	Action the agreed solution	5	5	-	-
	Keep customers informed in a positive and clear manner of steps being taken to solve any service problems	5	5	-	-
	Monitor the changes that have been made and adjust them if appropriate	5	5	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0136: **To promote continuous improvement in service**	Gather feedback from customers that will help identify opportunities for customer service improvement	5	5	-	-
	Analyse and interpret feedback to identify opportunities for customer service improvements and propose changes	2.5	2.5	-	-
	Discuss with others the potential effects of any proposed changes for customers and the organisation	2.5	2.5	-	-
	Negotiate changes in customer service systems & improvements with somebody of sufficient authority to approve trial / full implementation of the change	5	5	-	-
	Organise the implementation of authorised changes	2.5	2.5	-	-
	Implement the changes following organisational guidelines	2.5	2.5	-	-
	Inform people inside and outside the organisation who need to know of the changes being made and the reasons for them	5	5	-	-
	Monitor early reactions to changes and make appropriate fine-tuning adjustments	2.5	2.5	-	-
	Collect and record feedback on the effects of changes	5	5	-	-
	Analyse and interpret feedback and share the findings on the effects of changes with others	2.5	2.5	-	-
	Summarise the advantages and disadvantages of the changes	5	5	-	-
	Use your analysis and interpretation of changes to identify opportunities for further improvement	5	5	-	-
	Present these opportunities to somebody with sufficient authority to make them happen	5	5	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0120: **To help keep the store secure**	Take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of his/her responsibility and authority to do so	7.5	7.5	-	-
	Follow company policy and legal requirements when dealing with security risks	10	10	-	-
	Recognise when security risks are beyond his/her authority and responsibility to sort out, and report these risks promptly to the right person	7.5	7.5	-	-
	Use approved procedures and techniques for protecting personal safety when security risks arise	10	10	-	-
	Follow company policies and procedures for maintaining security while working	7.5	7.5	-	-
	Follow company policies and procedures for making sure that security will be maintained when he/she goes on breaks and when he/she finishes work	7.5	7.5	-	-

	Total Marks	**50**	**50**	-	-
RAS/N0121: **To Maintain Health and Safety**	Notice and correctly identify accidents and emergencies.	2.5	2.5	-	-
	Get help promptly and in the most suitable way.	2.5	2.5	-	-
	Follow company policy and procedures for preventing further injury while waiting for help to arrive.	2.5	2.5	-	-
	Act within the limits of his/her responsibility and authority when accidents and emergencies arise.	2.5	2.5	-	-
	Promptly follow instructions given by senior staff and the emergency services.	5	5	-	-
	Follow company procedures and legal requirements for reducing health and safety risks as far as possible while working.	5	5	-	-
	Use safety equipment correctly and in the right situations.	2.5	2.5	-	-
	Get advice and help from the right people when he/she concerned about his ability to work safely.	5	5	-	-
	Take suitable safety measures before lifting to protect himself/herself and other people.	5	5	-	-
	Use approved lifting and handling techniques.	5	5	-	-
	Check that any equipment he/she needs to use is fit for use.	2.5	2.5	-	-
	Use lifting and handling equipment in line with company guidelines and manufacturers' instructions.	2.5	2.5	-	-
	Plan a safe and efficient route for moving goods.	5	5	-	-
	Make sure that he/she understands his/her own responsibilities when he/she asks others to help in lifting and handling operations.	2.5	2.5	-	-
	Total marks	**50**	**50**	-	-
DGT/VSQ/N0102 **Employability Skills**	Introduction to Employability Skills	1	1	-	-
	Constitutional values - Citizenship	1	1	-	-
	Becoming a Professional in the 21st Century	2	4	-	-
	Basic English skills	2	3	-	-
	Career development & goal setting	1	2	-	-
	Communication skills	2	2	-	-
	Diversity & inclusion	1	2	-	-
	Financial and Legal Literacy	2	3	-	-
	Essential digital skills	3	4	-	-
	Entrepreneurship	2	3	-	-
	Customer service	1	2	-	-
	Getting Ready for Apprenticeship & Jobs	2	3	-	-
	Total marks	**20**	**30**	-	-

Grand Total	970	980	-	-

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Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

- Batches are assigned to the NCVET recognised RASCI empaneled Assessment Agencies (AA) for conducting all Government funded NSQF assessment on SIP and or email 7 days to 15 days in advance or based on the availability of the complete information received from the training entities on completion dates and receipt of assessment fee for assessment of the training batches.
- Assessment Agencies (AA) send the assessment confirmation to VTP/TC looping RASCI within 24 hours of receipt of information on assessment assignment from RASCI.
- Assessment agency reviews the assessment centre/ Training Centre (TC)/ VTP centre before the commencement of assessments against the prescribed infrastructure and equipment.
- Assessment agency deploys the certified Assessor or Certified Proctor for executing the assessment.
- The assessment will be conducted online on digital devices such as computers, Tabs, Laptops, Smart Phones either through web browser or apps having the ability to auto proctor and remote physical proctor the assessments.
- **Theory Assessment (Online):** Theory assessments will be Multiple Choice Questions (MCQ) based.
- **Practical:** This test will be administered through online digital assessment platform through case study / scenario based multiple choice questions on digital devices such as computers, Tabs, Laptops, Smart Phones either through web browser or apps having the ability to auto proctor and remote physical proctoring.
- **A certified assessor intervention is Not mandatory** for this qualification as the assessments are conducted completely online on digital platform with comprehensive auditable trails under the supervision of qualified/ certified proctor(s). The results are auto determined by the digital assessment platform without a need for human intervention.
- Assessment Agency must ensure the Assessor/ Proctor arrives 1 hour before the commencement of assessments.
- Assessment agency confirms the commencement and conduct of assessments to the training entity and RASCI provided the Assessment centre/ TC/ VTP Centre for assessment complies to the infrastructure and equipment prescribed by RASCI for conduct of assessments.
- The assessment agency monitors and records the proceedings of the assessment on ground and will share the access of live feeding/ audit trails of the proceedings from its digital assessment platform.
- RASCI monitors/ audits the assessment process & records.
- **For Remote Online Assessments:** AA must follow and implement all the guidelines of RASCI for conducting remote online assessments.

2. Testing Environment:

- AA/ Assessor/ Proctor to note the Assessment location, date and time.
- If the batch size is more than 30, then there should be 2 Assessors/ proctors deployed by the AA.
- The assessor and proctors must conduct the orientation session to the candidates on the assessment protocols and processes as prescribed by RASCI.
- Check and confirm that the allotted time to the candidates to complete Theory & Practical Assessment is correct as per the assessment blueprint.
- Assessment centre/ TC/ VTP centre must verify the identity of the Assessor/ Proctor in alignment with the SOP for assessments released by RASCI.

- The Assessor/ Proctor of the AA must verify the identity and the training attendance of the candidate as per the scheme and or RASCI assessment SOP.
- Only those candidates complying with the requisite training attendance prescribed by the scheme guidelines and or RASCI guidelines must be allowed to proceed and undertake the assessments.
- AA will be held responsible for any deviation on the above and will be levied penalties including revoking of Assessment Agency status of RASCI as per NCVET guidelines and RASCI assessment guidelines.
- The Assessment Centre/ VTP/TC including the Assessment Agency, Assessor and or Proctor will adhere to all the guidelines under the SOP for assessments of RASCI.
- **For Remote Online Assessments:** AA must follow and implement all the guidelines under conducting remote online assessments.

3. Assessment Quality Assurance levels/Framework:
- Question bank is created by the Subject Matter Experts (SME) from the Assessment Agency and are verified by the other SME and approved by RASCI.
- Questions are mapped to the specified assessment criteria/ assessment blueprint approved by RASCI for the qualification.
- Assessor must be ToA certified/ Proctor must be certified as per the guidelines of RASCI.
- Trainer must be ToT Certified by RASCI on this qualification and must possess a valid ToT certificate during the conduct of training of the batch being assessed.
- Assessor/ Proctor must verify the validity of the ToT certificate of the trainer.
- The assessment must **NOT** be allowed to continue if the ToT certificate of the trainer was or is not valid during the duration/ tenure of training of the batch being assessed.
- Ensure all assessment data and evidence is collected and stored as per the requirements.
- AA/ Assessor/ Proctor must report any noncompliance/ malpractices to RASCI immediately.
- The Assessment Centre/ VTP/TC including the Assessment Agency, Assessor and or Proctor will adhere to all the guidelines under the SOP for assessments of RASCI.
- **For Remote Online Assessments:** AA must follow and implement all the guidelines under conducting remote online assessments.

4. Types of evidence or evidence-gathering protocol:
- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- The attendance sheet signed by the candidates with the declaration certifying the validity of the candidate by the VTP/ TC Official/ Assessment Centre official with stamp/ seal and signature of the authorised signatory of VTP/TC/ Assessment Centre.
- Assessment attendance sheets co-certified by Assessor/ Proctor
- Training attendance records of the candidate, AEBAS attendance records wherever applicable.
- Feedback forms prescribed by RASCI on the assessment process from the assessed candidates.
- Group Photograph of the trainees, assessor and training centre officials with geotagging and time stamp.
- The soft copy of the answer sheets and or hard copies including marking sheet signed by the Assessor/ Proctor approved by authorised official of Assessment Agency with signature and stamp.
- Video recording and still photographs (minimum 5) of the entire assessment process of the batch supported by video recording and intermittent still photographs on the digital assessment platform of each candidate while she/ he is undergoing assessments.

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- The credibility score report on the digital online assessment platform in alignment with RASCI SOP for assessment.
- A timestamped image of the candidate on the assessment platform including the image of the Govt. authorised identity card of the candidate must be made available once the candidate takes the assessment.
- A timestamped image of the candidate is available once the candidate takes the assessment.
- **Candidate Photograph/ ID photograph:** A candidate snapshot and his/her ID snapshot is being captured before the candidate is allowed to start the test.
- **Assessment Logs:** AA Maintains a detailed audit log of each assessment that is administered. Audit logs should be recoverable on requests from RASCI. Assessment audit log should include:
  - The time when the assessment is being started.
  - Flags in case an additional person is there
  - Flags in case candidate navigate away from the window.
  - Candidate away from the test window
  - Any other device spotted.
  - The time when the candidate finishes the test.
  - Question wise and NOS-wise summary of the attempt
  - Response sheets/ Answer sheets including the question paper.
  - All applicable other credibility scores including the above of the candidate.
- **For Remote Online Assessments:** AA must follow and implement all the guidelines under conducting remote online assessments.

5. Method of verification or validation of assessment processes:

- AA must provide the live feed access to RASCI through the appropriate digital infrastructure such as IP camera etc to seamlessly to remotely monitor the assessments happening at the Assessment centre/ VTP Centre/ TC.
- Surprise visit to the assessment location by RASCI authorised personnel and or agency including RASCI officials.

6. Method for assessment documentation, archiving, and access

- Hard and hard copies converted to soft copies of the documents are stored.
- The assessment logs including the response sheets and documentation recommended by RASCI from time to time must be maintained by the AA in soft and hard form for 5 years and access to validate/ Audit and comment must be provided to RASCI.
- The documentation mentioned in the above Sl No 1 to Sl No 6 needs to be archived on the cloud server and maintained by the Assessment Agency soft form with a constant seamless access being provided to RASCI by AA. The hard copies of the same needs to be maintained by AAs and given access to RASCI on demand.

On the Job: Applicable to this Qualification

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities based on their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf

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