QUALIFICATION FILE

Retail Store Manager

☒ **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: 5.5

Submitted By:

Retailers Association's Skill Council of India

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Sakinaka, Andheri (east), Mumbai – 400 072

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Table of Contents

Section 1: Basic Details

1.	**Qualification Name**	Retail Store Manager	
2.	**Sector/s**	Retail	
3.	**Type of Qualification:** ☐ New ☒ Revised ☐ Has **Electives/Options** ☐**OEM**	**NQR Code & version of existing/previous qualification:** 2021/RET/RASCI/04289: Version 2.0 *(Change to previous, once approved)*	**Qualification Name of existing/previous version:** Retail Store Manager
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-5.5-OR-02432-2024-V2-RASCI : Version 3.0	**6. NCrF/NSQF Level:** 5.5
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 role manage the overall operations of the store and ensure its profitability. Thus, this individual is responsible to control operational expenses and ensure the growth of 'top-line' and 'bottom-line' set by the organisation. Individual in this position is responsible for supervising and directing the store staff, taking staffing decisions, ensuring product availability, maintaining visual merchandising standards, ensuring customer satisfaction, optimising the store's financial performance and managing safety and security of the store while adhering to the business and store processes.	

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.	• 3-year UG or Equivalent	2 years of relevant experience
2.	• 2nd year diploma after 12th	1.5 years of relevant experience
3.	• 3-year Diploma (after 10th)	3 years of relevant experience
5.	• 12th Grade Pass	4.5 years of relevant experience
6.	• Previous relevant Qualification of NSQF Level 5	1.5-year relevant experience
7.	• Previous relevant Qualification of NSQF Level 4.5	3 years 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))	20	**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

☒Offline ☐Online ☒Blended

Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
Classroom (offline)	228	312	60	NA	600
Blended	228	312	60	NA	600

(Refer Blended Learning Annexure for details)

14.	**Aligned to NCO/ISCO Code/s** (if no code is available mention the same)	NCO-2015/1420.0200

15.	**Progression path after attaining the qualification** (Please show Professional and Academic progression)	Cluster Head / Area Head

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:
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: Mr. James Raphael Email: james.raphael@rasci.in Contact No: +91 22 40058210-5; Ext. 17 Website: https://www.rasci.in
23.	Final Approval Date by NSQC: 30/04/2024	24. Validity Duration: 3 years	25. Next Review Date: 29/04/2027

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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/N SQF 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.	Optimize inventory to ensure maximum availability of stocks and minimized losses.	RAS/N0152	Core	5.5	2	20	35	5	0	60	50	50	NA	NA	100	10
2.	Implement standard operating procedures, process and policy at the store while ensuring timely and accurate reporting.	RAS/N0153	Core	5.5	2	20	35	5	0	60	50	50	NA	NA	100	8
3.	Manage sales and service delivery to increase store profitability.	RAS/N0154	Core	5.5	2	20	32	8	0	60	50	50	NA	NA	100	10
4.	Check and confirm adherence to visual merchandising plans	RAS/N0155	Core	5.5	1	10	15	5	0	30	50	50	NA	NA	100	8
5.	Manage overall safety, security and hygiene of the store	RAS/N0156	Non-Core	5.5	1	10	16	4	0	30	50	50	NA	NA	100	6
6.	Implement promotions and special events at the store	RAS/N0157	Core	5.5	2	24	30	6	0	60	50	50	NA	NA	100	8
7.	Manage human resources at the store through manpower planning, recruitment, training and performance management	RAS/N0158	Core	5.5	2	24	30	6	0	60	50	50	NA	NA	100	8

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S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/N SQF 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)
8.	Conduct price benchmarking and market study of competition	RAS/N0159	Core	5.5	1	10	15	5	0	30	50	50	NA	NA	100	8
9.	Monitor and analyse store performance data	RAS/N0162	Core	5.5	2	24	30	6	0	60	50	50	NA	NA	100	10
10.	Use Artificial Intelligence (AI) tools to optimize store operations	RAS/N0163	Core	5.5	1	10	10	10	0	30	50	50	NA	NA	100	10
11.	To ensure sustainable practices in all process and procedures while managing a Retail Store	RAS/N0161	Core	4	1	20	10	0	0	30	50	50	NA	NA	100	8
12.	Employability Skills	DGT/VSQ/N0103	Non-Core	5	3	36	54	0	0	90	20	30	NA	NA	50	6
Duration (in Hours) / Total Marks					20	228	312	60	0	600	570	580	NA	NA	1150	100

Elective NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/N SQF 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																

Optional NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/N SQF 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
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 5.5 in the sub sector of Retail Store Operations or Sales and having a minimum of 4 years of Managerial experience in Industry or training experience in store operations for managers/ supervisors 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 5.5 in the sub sector of Retail store operations or Sales and having a minimum of 2 years of Managerial experience in Industry or training experience in store operations for managers/ supervisors with at least 1 year of industry experience in store operations. **Platform Certification:** Recommended that the Trainer is certified for the JOB Role "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**	- MBA/ BBA / Any Graduate/ Diploma in any discipline with Two years' experience. (Must have studied English/ Communication Skills and Basic Computer at 12th / Diploma level and above) - 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 in store operations, upskilled and certified in the qualification of Retail Store Manager RAS/Q0107.
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 • 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**	Upskilling required for trainers in TOT certification in Employability Skills, NOS (RAS/N0162) "Monitor and analyse store performance data", (NOS RAS/N0161): "To ensure sustainable practices in all process and procedures while managing a Retail Store" and (RAS/N0163) "Use Artificial Intelligence (AI) tools to optimize store operations"

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 5.5 in the sub sector of Retail Store Operations or Sales and having a minimum of 5 years of Industry experience at managerial level in store operations. OR • Graduate (In any field)/ Diploma in Retail Management and qualified with at least minimum NCrf/ NSQF level of 5.5 in the sub sector of Retail Store Operations or Sales and having a minimum of 3 years of relevant Industry experience at managerial level in store operations. **Platform Certification:** Recommended that the Assessor is certified for the Job Role; 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)*	By certified assessor on online 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:** 31
5.	**Estimated nos. of persons to be trained and employed:** 1470
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 job holder is required to have professional skills required for performing the job, which include implementation of standard operating procedures, advanced customer acquisition tools and strategies. The individual must be technically competent to use various IT based applications including one such as SAP, business analytical tools and ensure right decisions are made to project manage the business assignments whilst leading the store team from front within the ambit of organisational processes and procedures. For example the individual is expected to: • Optimize inventory to ensure maximum availability of stocks and minimized losses. • Implement standard operating procedures, process and policy at the store while ensuring timely and accurate reporting. • Manage sales and service delivery to increase store profitability	The individual is required to: • Possess advanced knowledge about a multi-disciplinary/ interdisciplinary/ cross disciplinary field of technology/ skills/ job role, with specialized in-depth knowledge in one or more related fields. • Has awareness and knowledge of the emerging and futuristic developments and issues in the chosen fields of technology/ skills/ job role. • Possess advanced understanding and Knowledge about the Change management processes and systems. • Acquired advanced knowledge and skills on a wide range of sources for identifying problems and issues relating to the chosen fields of learning, and future improvements	5.5
Professional and Technical Skills/ Expertise/ Professional Knowledge	The role holder is required to have professional skills for performing the job, which includes decision making, planning and organising, customer centricity, analytical thinking, critical thinking and problem solving. For example, the job holder is expected to lead and manage the team for building store capability and capacity. He/she is required to take business and people decisions, delegate tasks to team members to ensure completion of work efficiently and keep team motivated at the same time, analyse situations, data and reports, identify problems immediately and take up solutions quickly to resolve delays, think through the problem, evaluate the possible solution(s) and adopt an optimum/best possible solution(s)	The individual is required to: • Possesses a range of advanced cognitive, professional, and technical skills required for performing and accomplishing complex tasks relating to the chosen fields of technology/ skills/ job role. • Wide range of cognitive and practical skills required to create innovative and feasible solutions to complex problems and situations in uncertain environment. • Project Management Skills • Have understanding and application of techno Commercial aspect of technology/associated skills or job role. • Possess Skills to adapt to the future of work and to the demands of the fast pace of innovations and technological developments. • Have Social Intelligence	5.5
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	The individual needs to demonstrate the required skills to achieve business outcomes such as • Manage sales and service delivery to increase store profitability • Check and confirm adherence to visual merchandising plans Manage overall safety, security and hygiene of the store • Implement promotions and special events at the store	The individual is required to: • Excellent leadership, Communication, collaboration, and organizational skills • Possesses Administrative outlook and leadership traits for managing technical workforce. • Effective mentoring, people management, listening, delegation skills. • Organisation and Time Management	5.5

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	• Manage human resources at the store through manpower planning, recruitment, training and performance management . • Conduct price benchmarking and market study of competition To achieve these one must have good oral and written communication skills whilst working in harmony with the internal and external stakeholders to maintain good customer relationship for maximization of the business as an entrepreneur.	• Creative thinking and Innovation • Good logical and mathematical analysis/ simulation modelling skills • Complete understanding of social, political, natural and work environment. • Organizing, analyzing, interpreting and acting on the information and effectively communicating and presenting/ using its outcome for decision making. • A keen sense of observation, enquiry, and capability for asking relevant/ appropriate questions, • Managing complex technical or professional activities or projects, requiring effective, envisioning, planning & full personal responsibility for output of own work as well as for the outputs of the group as a member of the group/team • Apply leadership skills to manage people and resources for achieving organizational objectives and outcomes • Emotional Intelligence	
Broad Learning Outcomes/Core Skill	The individual is expected to be working on the field and hence with less or no supervision most of the times. The role holder is expected to handle situations of exceptions with customer and resolve them by choosing best of the solutions however within the guidelines/ standard operating procedures defined by the organisation. The individual is required to demonstrate analytical skills in improvement of services based on SOPs if found not suitable during delivery of the service to the customer. The individual in this job role whilst adhering to health and safety guidelines at work needs to demonstrate expertise in delivery of quality service to the customers with accuracy and speed without compromising the ethical standards and operating procedures defined by the organisation.	The individual is required to: • Apply advanced theoretical knowledge and specialized professional and technical skills involving complex variable environment and contexts. • Possess effective understanding, monitoring and supervision of critical parameters and KPIs or others, • Carryout evaluation and improvement of processes, procedures and work or study activities • Examine and assess the implications and consequences of emerging developments and critical issues. • Make judgement in a range of situations by critically reviewing and consolidating evidence & risks. • Constantly and regularly pursue self-paced and self-directed learning to upgrade knowledge and skills that will help accomplish complex tasks or pursue education & research. • • Can identify problems and issues relating to the chosen fields of learning, and ways of future improvements. • Exercises judgement based on evaluation of evidence from a range of sources to arrive at a solution to complex real-life problems in chosen fields of technology/ skills/ job role	5.5

| Responsibility | The individual is responsible for completing complex routine tasks without supervision and intervention, however, must be able to demonstrate co-working skills in group / team whilst acquiring mastery on the routine job and tasks.

Retail Store Manager is responsible for the overall management of the store to ensure its profitability. He/she is responsible for supervising and directing the store staff, taking staffing decisions, optimising the store's financial performance and managing safety and security of the store. | The individual is required to:
• Be responsible for managing a bigger independent unit/ business activity/ project.
• Be responsible for managing activities like planning, resourcing, processes, people, within broad parameters and with complete accountability for determining, achieving and evaluating personal and group outcomes.
• Effectively delegate & monitor work
• Manage and supervise unpredictable work.
• Be responsible for the work of others.
• Be a Change agent.
• Be a leader and ensure building of team.
• Exercise of full personal responsibility and accountability for the initiatives undertaken and the outputs/ outcomes of own work as well as of the group as a team member/ leader | 5.5 |

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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	Gondolas	Size 3' X 1.5' X 5, Non Branded	2
2	Product detailers/specifications/catalogue	Dummy detailers, Non Branded	20
3	Display/boards/standees	Size 3' X 3' ; 2' X 6', Non Branded	3
4	Calculator	Casio or equivalent	2
5	Stock almirah with dummy products stocked as per FIFO method	Size 3' X 2' X 6', Godrej or equivalent	1
6	Point of Sale (POS) terminal	Multibranded	1
7	Bar code scanner	Multibranded	1
8	Mannequins (Full & Half Bust)	Multibranded	3
9	Danglers, Wobblers, Hangers,	17 each	17
10	POS Display (LED Lightbox)	Multibranded	1
11	Signage Board	Customised	2
12	Banners /Posters	Customised	2
13	Offers /Policy Signage	Customised	10
14	Shopping basket/cart	60L capacity, Non Branded	1
15	Dummy fire extinguishers	Cease Fire or equivalent	1
16	Dummy stock and inventory management system (software/physical register/Inventory tracker in .xls) to demonstrate inventory management	Multibranded	30
17	Sample Retail SOP manual covering do's & don'ts in a store	Customised	2
18	HR manual - in store induction training	Customised	2
19	Code of conduct (sample)	Customised	2
20	Sample contact list of key internal and external stakeholders	Customised	5

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21	Fake note detecting machine with note samples	Multibranded	1
22	Customer feedback forms	Customised	15
23	Attendance register	Customised	2
24	Sample employee appraisal form	Customised	15
25	Cash till for cash reconciliation & Bank deposits	Non Branded	2
26	Sample store profit & loss Statements/ledger book for maintaining accounts	Customised	15
27	Sample script for team briefing	Customised	15
28	Sample statutory compliance documents such as shops & establishments certificate	Customised	20
29	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
30	UPS		As required
31	Scanner cum Printer		As required
32	Computer Tables		As required
33	Computer Chairs		As required
34	LCD Projector		As required
35	White Board 1200mm x 900mm		As required

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

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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	KS Bakery	Govind Rajulu	Senior HR	Telangana	7997055511	govindarajulu@ksbakers.com	-
2	Poulpro Solutions	NSP Murthy	CEO	Telangana	9502721133	nspmurthy@poulpro.in	-
3	QUESS	Shashank Shivashankar	Assistant VP	Bengaluru	7411539956	shashanks@Quess.com	-
4	M bazaar	Arun Chaurasia	Chief Human Resourse Officer	West Bengal	9051900082	hrd@mbaazar.in	-
5	Ratnadeep	Sasi Kamal A	Head HR	Telangana	040-66334467/69	sasikamal@ratnadeep.com	-
6	Satguru Marketing	Lucky	MD	Telangana	9669141169	kapilgurnani531@gmail.com	-
7	Infinity Retail (Croma)	Robin Sharma	Head HRBP	Maharashtra	7738384471	robin.sharma@croma.com	-
8	Titan	Sabharatnam Narayanan	Head -Retail Training	Bengaluru	992025444115	narayanans@titan.co.in	-
9	Vijetha supermarket	Rupesh Kumar	Sr.HR Manager	Telangana	9154090179	rupeshkumar.s@vijetha.in	-
10	Ushodaya Retail	Vadde Ravindranath Tagore	HR - Head	Telangana	9391422665	ravindranath@ushodaya.in	-
11	Tanishq Marketing	Vicky Gurnani	MD	Telangana	9516371000	Vickygurnani@gmail.com	-
12	Manyavar (EKGE Retail)	Shahin Raza Kapadia	Head HR	Telangana	7306438385	srkemail7@gmail.com	-
13	Pay Nearby	Alok jha	Chief strategic initiative officer	Maharashtra	9004080990	alokjha@paynearby.in	-
14	ABFRL (Pantaloons)	Soumavo chatterjiee	GM	Maharashtra	8105709090	soumavo.chatterjee@abfrl.adityabirla.com	-
15	Shoppers Stop	Aniruddha Mahajan	Deputy VP HR operations	Maharashtra	022-42497000	aniruddha.mahajan@shoppersstop.com	-
16	Joyallukas	Joseph christo	DGM HR & Admin	Kerala	9447767916	christo@joyallukas.com	-
17	GRT Jewellers	Renuka Ravi	Assistant VP - HR	Chennai	044-23461515	renujan09@gmail.com	-

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18	Reliance SMART						
19	Reliance digital						
20	Jio mart, Netmeds.com, AJIO.com, Urban Ladder, Jio Mart digital, Jio Digital Life						
21	Reliance TRENDS, Reliance Jewels, TRENDS Footwear	Jeeva Balakrishnan	Chief Talent Officer	Maharashtra	9940011500	Jeeva.balakrishnan@ril.com	-
22	7 Eleven, Reliance Fresh signature, Freshpik, SMART Point						
23	Hamleys						
24	GAP						
25	METRO wholesale						
26	Fashion Factory						
27	Reliance mall						
28	Med Plus	D. Harihara Rao	Head HR	Hyderabad	8888051127	harid@medplusindia.com	-
29	V- Mart	Debanjan Ray	Retail HR Head	Gurugram	9910043554	debanjan.ray@vmartretail.com	-
30	Viveks	Vasumathi. K	Manager- HR	Chennai	9566151348	Vasumathi.k@viveks.com	-
31	BIBA	Umesh Agarwal	Senior Manager – HR	Gurugram	9711988055	Umesh.agarwal@bibaindia.com	-

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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	350	245	140	98	NA	NA
2024-25	500	350	200	140	NA	NA
2025-26	650	455	260	180	NA	NA

Note: Tentative projection for next 3 Years

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
1.0	2020-21	642	622	566	-	-	-	-	-	-	-	-	-
2.0	2021-22	955	907	819	-	-	-	-	-	-	-	-	-
2.0	2022-23	427	907	819	-	-	-	-	-	-	-	-	-

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. PMKVY
2. DDU-GKY
3. State Board Schools
4. NULM
5. State Development Missions
6. NAPS

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7. Self-funded
8. 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

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	• Books/ e-books, • Presentations, • Reference Material • eContent • Video/ Virtual classroom sessions	0:100
2	☒Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	• Self-Learning Videos • Video/ Virtual classroom sessions	50:50
3	☒Showing Practical Demonstrations to the learners	• Self-Learning Videos • Drill & Practice in Virtual classroom sessions	60:40
4	☒Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	• Video/ Virtual Video Sessions for roleplays	70:30
5	☒Tutorials/ Assignments/ Drill/ Practice	• Online Question Bank • Mobile Quick test app • MCQ based tests	0:100
6	☒Proctored Monitoring/ Assessment/ Evaluation/ Examinations	• Digital assessment platforms for online assessments with auto proctoring and physical proctoring ability	0:100
7	☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	Not Applicable	

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/N0152 **Optimize inventory to ensure maximum availability of stocks and minimized losses.**	Maintain, conform and implement the following as per seasonality and market trends: a. Stock levels like average stock level, re-order level b. Inventory budgets c. Purchase procedures	5	5	-	-
	Record and control the following: a. Ageing of products b. Vendor norms about stocks/return and damages c. Credit period offered by vendors d. Price cover policy offered by vendors e. Reverse logistics policies of the organisation viz-a-viz vendors' policies	5	5	-	-
	Maintain accurate records of stocks bought and sold	4	4	-	-
	Record costs during stock movements	4	4	-	-
	Develop team understanding of stock management systems being followed by organisation	4	4	-	-
	Control shrinkage/pilferage of products to minimize losses	4	4	-	-
	Maintain records on shrinkage/pilferage of products	4	4	-	-
	Establish a timely and well-coordinated stock take process	4	4	-	-
	Maintain accurate recording and transmission of data	4	4		
	Determine recording and re-checking of variances	4	4		
	Analyse stock-take data as required by organisation	4	4		
	Ensure safety and well-being of team involved in stock-take	4	4		
	Total marks	**50**	**50**	**-**	**-**
RAS/N0153 **Implement standard operating procedures, process and policy at the store while ensuring timely and accurate reporting.**	Implement processes in alignment to store policy	6	6	-	-
	Describe relevant store policies/guidelines to the team	6	6	-	-
	Cooperate and collaborate with authorities to conduct store audits as required	6	6	-	-
	Understand all non- compliance issues and work towards resolving the same	6	6	-	-
	Sign off all legal contracts in alignment to statutory requirements	5	5	-	-
	Sign off and honour all terms and conditions in employee contracts	5	5	-	-
	Describe to the team the importance of records to be maintained	5	5	-	-

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	Describe the importance of accurate and error-free collection, preservation and transmission of data	5	5	-	-
	Conduct checks and audits to ensure quality of data for records	6	6	-	-
	Total marks	**50**	**50**	**-**	**-**
RAS/N0154 **Manage sales and service delivery to increase store profitability.**	Understand and implement policies related to store upkeep and maintenance	4	4	-	-
	Ensure store upkeep and maintenance of all equipment in line with policy	4	4	-	-
	Ensure timely checks and repairs of all store equipment	4	4	-	-
	Describe to the team about operating and maintaining store equipment	4	4	-	-
	Train the team to identify key repeat customers and develop customer retention strategies to build brand loyalty	4	4	-	-
	Implement strategies to generate additional footfalls	4	4	-	-
	Build relationships with new and existing customers to augment business and brand reputation	4	4	-	-
	Train and work with team to implement customer engagement initiatives to enhance customer satisfaction	4	4	-	-
	Establish a mechanism for collecting feedback from customers for further improvement of service	3	3	-	-
	Develop robust post-sales services to build brand loyalty and customer satisfaction	3	3	-	-
	Establish a system for addressal of escalations and analyse the cause of escalations to prevent recurrence	3	3	-	-
	Set sales targets and develop a strategy for achieving the targets	3	3	-	-
	Communicate sales targets and plans to team and motivate team to achieve the targets	3	3	-	-
	Determine requisite resources required to be able to perform optimally to achieve targets	3	3	-	-
	Total marks	**50**	**50**	**-**	**-**
RAS/N0155 **Check and confirm adherence to visual merchandising plans**	Establish conformance to retail processes like stock rotation, adjacency principles and product display norms	7	7	-	-
	Train staff on concept of planogramming and its effective implementation	7	7	-	-
	Confirm that display of products is aligned to updated store planogram	6	6	-	-
	Support company officials for carrying out necessary audits and checks	6	6	-	-
	Impart training to team on: a. Guidelines for store lay out b. Guidelines for display of merchandise and promotion elements (brand and category wise)c. Guidelines for executing promotional events	6	6	-	-
	Negotiate with vendors on spacing requirements of the store as against the vendor plans	6	6	-	-

	Negotiate with vendor to arrive at a profitable revenue understanding as against space allocation	6	6	-	-
	Confirm vendors' compliance to visual merchandising guidelines	6	6		
	Total marks	**50**	**50**	**-**	**-**
RAS/N0156 Manage overall safety, security and hygiene of the store	Explain store policy and procedures in regards to health, hygiene and safety clearly and accurately	3	3	-	-
	Organise training at regular intervals on health, hygiene and safety	3	3	-	-
	Provide access to team members on relevant store policies	3	3	-	-
	Provide clear and accurate information on identified hazards and risk control procedures to team members	3	3	-	-
	Resolve issues raised by staff in alignment with store policies	3	3	-	-
	Establish resource requirements to ensure safe lifting or shifting and manual handling techniques are applied by staff	3	3	-	-
	Establish resource requirements to handle store emergencies in the prescribed frequency	3	3	-	-
	Establish and maintain reporting procedures to facilitate communication and recording of details of safety-related incidents	3	3	-	-
	Create awareness on 'Prevention of Sexual Harassment' and enforce adherence to policy	3	3	-	-
	Organise mock fire and safety drills at regular intervals	3	3	-	-
	Adhere to personal grooming standards for self as well as team	3	3	-	-
	Ensure management of and conformation to store security procedures	3	3	-	-
	Ensure training of team to handle emergencies	2	2	-	-
	Ensure implementation of security measures in case of emergencies	2	2	-	-
	Cooperate with officials in carrying out all audits and checks	2	2	-	-
	Establish resource requirements to ensure equipment is maintained and stored safely	2	2	-	-
	Establish and maintain procedures for risk assessment and integrate with systems of work	2	2	-	-
	Ensure availability of trained staff to handle financial processes	2	2	-	-
	Ensure adherence to security procedures with respect to identification of authorities and implementation of financial processes	2	2	-	-
	Total marks	**50**	**50**	**-**	**-**
RAS/N0157 Implement promotions and special events at the store	Develop strategies to drive promotions and special events	7	7	-	-
	Develop team competence in effective implementation of in-store promotions	7	7	-	-
	Collect and preserve promotion-related data for future analysis and working	6	6	-	-
	Implement organisational processes on collection and transmission of promotion related information and data	7	7	-	-

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	Conduct data analysis as required by head office and share relevant feedback	6	6	-	-
	Understand the promotion and its requirements completely	6	6	-	-
	Explain promotion to relevant team members thoroughly and collaborate to identify required resources	6	6	-	-
	Provide required resources to team for effective implementation of promotion	5	5	-	-
	Total marks	**50**	**50**	**-**	**-**
RAS/N0158 Manage human resources at the store through manpower planning, recruitment, training and performance management	Analyse current and projected volume and type of work to be undertaken	4	4	-	-
	Determine staff recruitment needs and compare with store performance plans	4	4	-	-
	Identify cost effective channels of manpower sourcing and interview effectively to recruit quality manpower	4	4	-	-
	Follow human resource policies to support recruitment of staff	3	3	-	-
	Identify future manpower requirements based on projected store plans	2	2	-	-
	Establish and foster effective and open communication channels with store staff	2	2	-	-
	Guide staff regarding individual and team's roles and responsibilities	2	2	-	-
	Set performance expectations in line with organisational policies	3	3	-	-
	Delegate accountability and authority to the team based on individual strengths	2	2	-	-
	Consult with team members and share feedback whenever required	2	2	-	-
	Eliminate bias and ensure equal opportunity to all staff	2	2	-	-
	Foster effective team collaboration and take a leadership role to resolve intra-team conflict	2	2	-	-
	Follow and establish self-grooming & hygiene practices in line with store policy for self and team	2	2	-	-
	Establish and communicate the goals and objectives of roles in line with organisational policies	3	3	-	-
	Provide support to individuals and teams to enhance performance and achievement of organisational goals and completion of work requirements	2	2	-	-
	Provide ongoing personal advice, coaching and mentoring to staff to build skill and team performance	2	2	-	-
	Conduct performance appraisals according to the organisation's standard procedures	2	2	-	-
	Define and discuss career paths with team members to ensure motivation and enhance retention	2	2	-	-
	Identify training needs to improve performance	3	3	-	-

	Manage poor performance in line with organisational standards, policies and procedures, and legal requirements	2	2	-	-
	Total marks	**50**	**50**	**-**	**-**
RAS/N0159 Conduct price benchmarking and market study of competition	Identify and describe all policies related to collection of market data	9	9	-	-
	Identify team members for collection of market information	6	6	-	-
	Train team members in critical activities involving market study	9	9	-	-
	Ensure collection of relevant data and analysis of the same to identify product line performance	9	9	-	-
	Communicate all analysis data to head office on the basis of collected market data	9	9	-	-
	Provide input to the merchandising /category teams on best prices offered by competitors	8	8	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0162 Monitor and analyse store performance data	Identify the data to be collected for monitoring and interpretation	3	3	-	-
	Choose the methods of collecting and analysing the data	3	3	-	-
	Apply the chosen methods to collect the required data in alignment with organizational policies and procedures	6	6	-	-
	Store the data collected in alignment with organisational policies, legal and ethical data storage requirements	3	3	-	-
	Evaluate the relevance, correctness, and accuracy of the collected and store date in alignment with the organisational requirements	6	6	-	-
	Finalise the data after required elimination and filtration to ensure captured data is relevant and aligned with organisational requirements	4	4	-	-
	Use statistical analysis and data mining techniques to identify trends in store performance	3	3	-	-
	Distinguish impacts due to internal and external activities	3	3	-	-
	Identify strengths, weaknesses, opportunities, and threats through the data analysis	6	6	-	-
	Study the results and recommend improvements in alignment with business objectives and organisational needs	6	6	-	-
	Choose appropriate format to present the results and recommendations	4	4	-	-
	Communicate the results and recommendations to relevant personnel in the organisational hierarchy	3	3	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0161 To ensure sustainable practices in all process and procedures while managing a Retail Store	**Reduction for Sustainability**				
	Reduce usage of materials during day-to-day operations by optimizing processes.	6	6	-	-
	Reduce usage of resources like water, energy by raising awareness with team members.	5	5	-	-
	Reduce wastage by looking at need or reusing material & resources.	6	6	-	-
	Waste Management			-	-

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	Recycle all waste material by raising awareness and engaging team members to follow the processes setup for recycling.	5	5	-	-
	Reuse material to maximum usage and then recycle the same.	3	3	-	-
	Dispose waste responsibly.	3	3	-	-
	Initiatives to promote Sustainability			-	-
	Engage team members and promote all marketing collateral to promote sustainability initiatives to customers like product exchange programmes, product rental options, recycling and collection centers.	5	5	-	-
	Encourage volunteering activities related to protecting the environment	5	5	-	-
	Increase advocacy on global awareness days related to protecting the environment.	3	3	-	-
	Compliance			-	-
	Ensure all compliances are met in every area of operations	3	3	-	-
	Monitoring & Reporting			-	-
	Determine key performance indicators (KPIs) and evaluation parameters related to environment sustainability.	6	6	-	-
	Total Marks	**50**	**50**	**-**	**-**
RAS/N0163 Use Artificial Intelligence (AI) tools to optimize store operations	Utilize AI-powered analytics to monitor inventory levels, predict demand, and optimize stock replenishment.	4	4	-	-
	Implement strategies to minimize stockouts and overstock situations, ensuring optimal inventory turnover.	2	2	-	-
	Leverage AI-driven data analysis to understand customer preferences, buying patterns, and behaviour.	3	3	-	-
	Use insights to tailor marketing campaigns, promotions, and product offerings to enhance customer engagement and satisfaction.	4	4	-	-
	Implement AI chatbots for customer support, aiding with inquiries, product recommendations, and order tracking.	3	3	-	-
	Train staff on AI tools and technologies to enhance their ability to deliver personalized customer service.	3	3	-	-
	Oversee the implementation of IoT devices such as smart shelves, RFID tags, and sensors to track product movement, monitor stock levels, and prevent theft.	4	4	-	-
	Ensure seamless integration of IoT technology with existing systems for efficient operations and data management.	3	3	-	-
	Ensure compliance with data privacy regulations when collecting and analysing customer data through AI and IoT systems.	2	2	-	-
	Implement security measures to protect sensitive information and prevent unauthorized access to IoT devices and data.	3	3	-	-
	Utilize AI algorithms to optimize store layout, product placement, and signage for improved customer flow and sales.	3	3	-	-
	Monitor store conditions using IoT sensors to maintain optimal environmental factors such as temperature, humidity, and lighting.	4	4	-	-

	Utilize AI-driven analytics to track key performance indicators (KPIs) such as sales, profitability, and customer satisfaction.	3	3	-	-
	Generate regular reports and insights to inform decision-making and identify areas for improvement.	4	4	-	-
	Stay updated on latest developments in AI, IoT, and retail technology through continuous learning and professional development.	3	3	-	-
	Adapt strategies and processes based on emerging trends and technological advancements to maintain a competitive edge in the retail industry.	2	2	-	-
	Total Marks	**50**	**50**	**-**	**-**
DGT/VSQ/N0103 Employability skills	Introduction to Employability Skills	1	1	-	-
	Constitutional values - Citizenship	1	1	-	-
	Becoming a Professional in the 21st Century	1	3	-	-
	Basic English Skills	3	4	-	-
	Career Development & Goal Setting	1	2	-	-
	Communication Skills	2	2	-	-
	Diversity and Inclusion	1	1	-	-
	Financial and Legal Literacy	2	3	-	-
	Essential Digital Skills	3	5	-	-
	Entrepreneurship	2	3	-	-
	Customer Service	1	2	-	-
	Getting ready for apprenticeship & Jobs	2	3	-	-
	Total Marks	**20**	**30**	**-**	**-**
	Grand Total	**570**	**580**	**-**	**-**

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.

Assessment System Overview:

- Batches are assigned to the NCVET recognized 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 for executing the assessment. A qualified proctor is recommended to accompany the certified assessor.

- 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.

- The candidate/ learner must possess the OJT completion certificate **(If OJT is mandatory for the qualification)** duly signed and stamped by the authorised signatory on the letter head of the employer where the OJT was imparted. The candidates/ learners without the OJT completion certificate must not be allowed to undertake the assessments **(If OJT is mandatory for the qualification)**.

- **Theory Assessment (Online):** Theory assessments will be Multiple Choice Questions (MCQ) based.

- **Practical:** This test will be administered by and under the supervision of a certified assessor. The candidates/ learner will be assessed based on their performance against the rubrics/ observation checklist. The practical assessment will consist of case study or scenario-based Viva Voce, Role Play, or Demonstration. The learner will be graded/ marked on a digital assessment platform. Based on the grade/ marks provided by the assessor, the digital assessment platform automatically determines the results. The entire intervention must be video recorded as evidence and made available to the AB as and when demanded. The AA is required to store comprehensive auditable trails as per the SOP of the AB.

- **A certified assessor is mandatory** for this qualification as the practical assessments are conducted through case study / scenario-based Viva Voce/ Role Play/ Demonstration on digital platform with comprehensive auditable trails under the supervision of qualified/ certified assessor. The results are auto determined by the digital assessment platform based on the grading provided by the certified assessor.

- Assessment Agency must ensure the Assessor and Proctor arrives 1 hour before the commencement of assessments.

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- 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 the ground and will share the access of live feeding/ audit trails of the proceedings from its digital assessment platform.

- RASCI 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.

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- 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.

- 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.

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- Every candidate must produce their OJT Completion Certificate **(if OJT is mandatory for the qualification)** duly signed and stamped from the authorised signatory of the employer where the OJT was completed. A copy of the same must be collected and stored by the assessor/ proctor/ AA and submitted to RASCI/ AB on demand **(if OJT is mandatory for the qualification)**.

- **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:

    o   The time when the assessment is being started.
    o   Flags in case an additional person is there
    o   Flags in case candidate navigate away from the window.
    o   Candidate away from the test window
    o   Any other device spotted.
    o   The time when the candidate finishes the test.
    o   Question wise and NOS-wise summary of the attempt
    o   Response sheets/ Answer sheets including the question paper.
    o   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 live feed access/ records 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 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.

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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 on the basis of 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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