



QUALIFICATION FILE

Direct Seller

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

Submitted By:

Retailers Association's Skill Council of India

A-703/704, Sagar Tech Plaza,

7th floor, Andheri Kurla Road,

Sakinaka, Andheri (east), Mumbai – 400 072

Tel: +91-22-40058210-5

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Section 1: Basic Details

1.	Qualification Name	Direct Seller																
2.	Sector/s	Retail																
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: QG-04-OR-00413-2023-V1.1-RASCI Version: 1.1	Qualification Name of existing/previous version: Individual Sales Professional															
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-02428-2024-V2-RASCI : Version 4.0	6. NCrF/NSQF Level: 4															
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 work for him/herself to earn income through selling products or services directly to the customers instead of working for an employer that pays a salary/wage. An Individual in this position can also be a Direct Sales Agent / Salesman working to achieve business objectives.																
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>• 12th grade pass or Equivalent</td> <td>No Experience required</td> </tr> <tr> <td>2</td> <td>• 10th grade pass</td> <td>3-year relevant experience</td> </tr> <tr> <td>3</td> <td>• Previous relevant Qualification of NSQF Level 3.0</td> <td>3-year relevant experience</td> </tr> <tr> <td>4</td> <td>• Previous relevant Qualification of NSQF Level 3.5</td> <td>1.5-year relevant experience</td> </tr> </tbody> </table> b. Age: <Please specify age only in case of any legal restrictions>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	• 12 th 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
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																
1	• 12 th 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																

10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	15	11. Common Cost Norm Category (I/II/III) (wherever applicable): III				
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)	<input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended					
		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
		Classroom (offline)	174	216	60	NA	450
		Blended	174	216	60	NA	450
		(Refer Blended Learning Annexure for details)					
14.	Aligned to NCO/ISCO Codes (if no code is available mention the same)	NCO-2015/1120.2000					
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Retailer					
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	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:					
18.	Is the Job Role Amenable to Persons with Disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", specify applicable type of Disability: Locomotor Disability; Leprosy Cured Person; Speech and Language Disability; Speech and Hearing Impaired; Dwarfism;					
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)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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.rafael@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		

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					Weight age (%) (if applicable)
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	
1	Get licenses, follow legal policies and procedures to start/run business	RAS/N0201	Core	4	1	10	10	10	NA	30	30	70	NA	NA	100	12
2	Perform basic accounting practices	RAS/N0202	Core	4	2	20	30	10	NA	60	30	70	NA	NA	100	12
3	Continuously update self on new products/services offered by business	RAS/N0203	Core	4	2	25	30	5	NA	60	30	70	NA	NA	100	12
4	Conduct daily business operations	RAS/N0204	Core	4	2	25	30	5	NA	60	30	70	NA	NA	100	12
5	Build relationship with vendors / dealers to ensure smooth business operations and increase sales	RAS/N0205	Core	4	2	25	30	5	NA	60	30	70	NA	NA	100	12
6	Meet health and safety requirements at place of work	RAS/N0206	Non-Core	4	1	15	10	5	NA	30	30	70	NA	NA	100	5
7	Manage customer needs effectively through need identification and strong customer relationships	RAS/N0207	Core	4	1	10	15	5	NA	30	30	70	NA	NA	100	12

8	Demonstrate/show creativity, newness/innovation and enthusiasm to grow business	RAS/N0208	Non-Core	4	1	10	15	5	NA	30	30	70	NA	NA	100	5	
9	Use Social Media to Market Products and Services	RAS/N0230	Core	4	1	10	10	10	NA	30	30	70	NA	NA	100	12	
10	Employability Skills	DGT/VSQ/N0102	Non-Core	4	2	24	36	0	NA	60	20	30	NA	NA	50	6	
Duration (in Hours) / Total Marks						15	174	216	60	NA	450	290	660	NA	NA	950	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
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: 50 % (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)	<ul style="list-style-type: none"> 12th pass and qualified at minimum NCrf/ NSQF level of 5.0 in the sub sector of Retail Store Operations or Retail Business 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/ Retail Business. <p>OR</p> <ul style="list-style-type: none"> Graduate (In any Field)/ Diploma in Retail Management and qualified at minimum NCrf/ NSQF level of 5.0 in the sub sector of Retail Store Operations or Retail Business 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/ Retail Business. <p>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%</p>
2.	Trainer's Qualification and experience for Employability skills	<ul style="list-style-type: none"> 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) <p>Prospective ES trainer should:</p> <ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Graduate in any discipline 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)

		<p>Prospective ES Master trainer should:</p> <ul style="list-style-type: none"> • 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	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>(If “Yes”, details to be provided in Annexure)</i>
6.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	Upskilling required for trainers in TOT certification in Employability Skills and the NOS (RAS/N0230) “Use Social Media to Market Products and Services”.

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	<ul style="list-style-type: none"> • 12th pass and qualified at minimum NCrf/ NSQF level of 5.0 in the sub sector of Retail Store Operations or Retail Business and having a minimum of 5 years of Industry experience. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Graduate (In any field)/ Diploma in Retail Management and qualified with at least minimum NCrf/ NSQF level of 5.0 in the sub sector of retail operations or Retail Business and having a minimum of 3 years of relevant Industry experience in store operations/ Retail Business. <p>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%</p>
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)	<ul style="list-style-type: none"> • Graduate and above with a minimum of 10 years of industry experience in retail store operations/ Retail Business.
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	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> 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: 23
5.	Estimated nos. of persons to be trained and employed: 35667
6.	Evidence of Concurrence/Consultation with Line Ministry/State Department: Annexure Enclosed.

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

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 person holding the position is expected to have an specialized operational knowledge and understanding of the facts, procedures, and principles used in business, including knowledge of the goods and services they offer, an understanding of basic accounting principles, basic statutory compliance and financial aspects including the knowledge on tools and equipment that are required at the workplace.	The individual is required to: <ul style="list-style-type: none"> • Possess specialized knowledge of procedures employed in both routine and non-routine contexts. • Possess specialized operational knowledge and understanding. • 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
Professional and Technical Skills/ Expertise/ Professional Knowledge	The individual needs to apply specialized professional and technical skills in acquiring customers and selling products and services to them by implementing basic sales and marketing procedures. Identify and resolve routine problems occurring in the business on a day to day basis. Must be able to use the tools and equipment with required speed and accuracy.	The individual is required to: <ul style="list-style-type: none"> • 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 materials in most routine/ nonroutine contexts. • Possess the required operational skills for the work. • Be skilled to deliver job/ work with the required precision. • Have capabilities of carrying out a choice of processes and procedures within the range of familiar / unfamiliar contexts. 	4
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	The individual is responsible for running a micro enterprise and make profits out of selling products and services whilst ensuring the customer satisfaction. Therefore, the individual needs to be self-motivated and bear an entrepreneurial mindset always whilst applying the best of the	The individual is required to: <ul style="list-style-type: none"> • 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 including advanced literacy and Numeracy skills. 	4

	communication skills to communicate in oral and written mode with the stakeholders	<ul style="list-style-type: none"> • Have good skills for self-employment and entrepreneurship skills/ entrepreneurial Mind-set which may potentially create job for more persons (say 3 to 5) • Have Skills for accurate workshop/ mathematical calculation and estimations and understanding of arithmetic and algebraic 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 	
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 including providing resolutions to the most common customer problems.	<p>The individual is required to:</p> <ul style="list-style-type: none"> • Carry out a specialized job/ work/ tasks in a familiar/ unfamiliar, predictable/ unpredictable, routine/ non-routine, situation of multiple options/ choices. • Identify the problems and a wider possible range of solutions with pros and cons in production/ services. • Perform complex tasks by himself without many 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. • 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. 	4
Responsibility	The individual is responsible for their own employment and are required to get the work done from the assistants whilst being skilled in operating and using a range of tools and equipment applicable in routine and familiar contexts of work.	<p>The individual is required to:</p> <ul style="list-style-type: none"> • 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

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	Calculator	Casio or equivalent	2
2	Shopping Basket/Shopping Cart	60L capacity, non-Branded	1
3	Dummy products for merchandising	Random assortment of FMCG Stock, Multibranded	30
4	Product signages	information on product category	10
5	Pre - Printed Bill Book With Product Details	orientation purpose	10
6	Table/Chair/Stall	Size 38" X 18" X 28", Fabricated	1
7	Dummy Product Detailers / Product Catalog	Dummy detailers, Non-Branded	20
8	Sample statutory compliance documents such as Registration copy / Challan Copy/ Shops & Establishments Certificate/License	Customised	20
9	Weighing scale / Hand scale	Multibranded	1
10	Crate	Crate size 54X36X29	2
11	Cash Box	Non-Branded	2
12	Sample visiting card	Customised	15
13	Company Brochure	Customised	15
14	Sample contact list of local/government bodies	Customised	15
15	Customer Visit Planner /Calendar	Customised	15
16	Handouts for financing options such as Mudra loans or financial schemes	Customised	15
17	Digital Payment Scheme handouts	Customised	15
18	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
19	UPS		As required
20	Scanner cum Printer		As required
21	Computer Tables		As required
22	Computer Chairs		As required
23	LCD Projector		As required
24	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

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	Poulpro Solutions	NSP Murthy	CEO	Telangana	9502721133	nspmurthy@poulpro.in	-
2	ABFRL (Pantaloons)	Soumavo chatterjee	GM	Maharashtra	8105709090	soumavo.chatterjee@abfrel.adityabirla.com	-
3	Manyavar (EKGE Retail)	Shahin Raza Kapadia	Head HR	Telangana	7306438385	srkemail7@gmail.com	-
4	QUESS	Shashank Shivashankar	Assistant VP	Bengaluru	7411539956	shashanks@Quess.com	-
5	mbaazar	Arun Chaurasia	Chief Human Resource Officer	West Bengal	9051900082	hrd@mbaazar.in	-
6	Vijetha supermarket	Rupesh Kumar	Sr.HR Manager	Telangana	9154090179	rupeshkumar.s@vijetha.in	-
7	Titan	Sabharatnam Narayanan	Head -Retail Training	Bengaluru	9902544115	narayanans@titan.co.in	-
8	Pay Nearby	Alok jha	Chief strategic initiative officer	Maharashtra	9004080990	alokjha@paynearby.in	-
9	GRT Jewellers	Renuka Ravi	Assistant VP - HR	Chennai	044-23461515	renujan09@gmail.com	-
10	Shoppers Stop	Aniruddha Mahajan	Deputy VP HR operations	Maharashtra	022-42497000	aniruddha.mahajan@shoppersstop.com	-
11	Infinity Retail (Croma)	Robin Sharma	Head HRBP	Maharashtra	7738384471	robin.sharma@croma.com	-
12	Reliance SMART	Jeeva Balakrishnan	Chief Talent Officer	Maharashtra	9940011500	Jeeva.balakrishnan@ril.com	-
13	Reliance digital						
14	Jio mart, Netmeds.com, AJIO.com, Urban Ladder, Jio Mart digital, Jio Digital Life						
15	Reliance TRENDS, Reliance Jewels, TRENDS Footwear						

16	7 Eleven, Reliance Fresh signature, Freshpik, SMART Point						
17	Hamleys						
18	GAP						
19	METRO wholesale						
20	Fashion Factory						
21	Reliance mall						
22	BIBA	Umesh Agarwal	Senior Manager - HR	Delhi	9711988055	umesh.agarwal@bibaindia.com	
23	Viveks	Vasumathi K	Manager HR	Chennai	9566151348	Vasumathi.k@viveks.com	-

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	20381	14267	8153	5707	611	428
2024-25	45858	32100	18343	12840	1376	963
2025-26	35667	24967	14267	9987	1070	749

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	584	541	496	406	-	-	-	-	-	-	-	-
2.0	2021-22	6,953	5,816	5,075	4,480	-	-	-	-	-	-	-	-
2.0	2022-23	158	153	137	128	-	-	-	-	-	-	-	-

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. B.Voc
3. SULM
4. State Development Missions
5. NAPS
6. Fee Based
7. 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	<input checked="" type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	<ul style="list-style-type: none"> • Books/ e-books, • Presentations, • Reference Material • eContent • Video/ Virtual classroom sessions 	0:100
2	<input checked="" type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> • Self-Learning Videos • Video/ Virtual classroom sessions 	50:50
3	<input checked="" type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> • Self-Learning Videos • Drill & Practice in Virtual classroom sessions 	60:40
4	<input checked="" type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> • Video/ Virtual Video Sessions for roleplays 	70:30
5	<input checked="" type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> • Online Question Bank • Mobile Quick test app • MCQ based tests 	0:100
6	<input checked="" type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> • Digital assessment platforms for online assessments with auto proctoring and physical proctoring ability 	0:100
7	<input type="checkbox"/> 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/N0201: Get licenses, follow legal policies and procedures to start/run business	Identify local corporations/authorities that have a bearing on the particular business process	3	7	-	-
	Build and maintain relationships with the key persons to ensure smooth functioning of business	1.5	3.5	-	-
	Get permissions and compliances as per legal requirements	3	7	-	-
	Complete business registration and other legal formalities	3	7	-	-
	Examine legal options for the most suitable type of business structure	1.5	3.5	-	-
	Seek legal and accounting expertise as required to inform final decision regarding business structure	1.5	3.5	-	-
	Describe policies and procedures that have a bearing on the business	1.5	3.5	-	-
	Describe the relevant rules and legislative policies	1.5	3.5	-	-
	Conform to the rules and policies for smooth functioning of business	1.5	3.5	-	-
	Describe the concept of minimising losses and maximising gains	1.5	3.5	-	-
	Secure information on purchase rights to products and services and ensure full understanding of their implications	1.5	3.5	-	-
	Establish cost of procurement rights to products and services (if applicable)	3	7	-	-
	Determine brand ownership and protection rights	3	7	-	-
	Describe processes related to handling of goods, equipment and hazardous material involved in the business	1.5	3.5	-	-
	Understand hazards and risks involved in the above processes	1.5	3.5	-	-
Total Marks		30	70	-	-
RAS/N0202 Perform basic accounting practices	Assess and identify source of funding and what is needed to secure that funding	3	7	-	-
	Plan, monitor and record the cash flow	3	7	-	-
	Open and manage a bank account	3	7	-	-
	Control costs through assessment and interpretation of information on costs and resource allocation	3	7	-	-
	Prepare budget to help better planning and management of finances	3	7	-	-
	Control budget through monitoring of various financial elements such as income vis-a-vis expenditure, profit vis-a-vis loss etc. And correct deviations	3	7	-	-
	Understand elements of basic financial accounting	1.5	3.5	-	-

	Conduct basic accounting tasks	3	7	-	-
	Create and maintain reports	1.5	3.5	-	-
	Describe sources of profits and causes of losses as reflected in the reports	3	7	-	-
	Understand possible fraudulent activities related to monetary transactions	1.5	3.5	-	-
	Implement security procedures and checks to prevent monetary losses due to fraudulent activities	1.5	3.5	-	-
	Total Marks	30	70	-	-
RAS/N0203: Continuously update self on new products/services offered by business	Describe the products/services involved in the business	4.5	10.5	-	-
	Understand the market trend with respect to sales patterns	4.5	10.5	-	-
	Identify related products/services and possible opportunities with respect to up- selling, cross-selling, expansion of business etc.	3	7	-	-
	Describe the concept of sourcing and processing product and service data relevant to business	3	7	-	-
	Maintain accurate and current details of products and services in product database	3	7	-	-
	Conduct study of products/services offered by competition	3	7	-	-
	Operate relevant equipment involved in business	4.5	10.5	-	-
	Describe the precautions and maintenance required	1.5	3.5	-	-
	Identify and describe new technologies that can improve efficiencies and reduce risks	3	7	-	-
	Total Marks	30	70	-	-
RAS/N0204: Conduct daily business operations	Identify target audience profile/market	1.5	3.5	-	-
	Identify buying patterns of customers to define assortments and modify them as per trends observed	3	7	-	-
	Identify customers easy to access in order to target selling to them	1.5	3.5	-	-
	Identify products being offered by competitors/other players in the locality	1.5	3.5	-	-
	Select the right medium of promotions	1.5	3.5	-	-
	Organize resources depending upon the marketing medium	1.5	3.5	-	-
	Plan budget requirements for the promotional programs	1.5	3.5	-	-
	Track and monitor effectiveness of the promotional programs	1.5	3.5	-	-
	Assess inventory/procuring capacity as per costs involved	1.5	3.5	-	-
	Assess operational costs	1.5	3.5	-	-
	Calculate projected break-even point	1.5	3.5	-	-
	Take steps to prevent inventory losses	1.5	3.5	-	-
	Calculate profits and margins	1.5	3.5	-	-
Define targets to achieve business gains	1.5	3.5	-	-	

	Ensure required inventory is on hand	1.5	3.5	-	-
	Match logistics of delivery to inventory supply requirements	1.5	3.5	-	-
	Monitor stock levels and maintain them at required levels	1.5	3.5	-	-
	Coordinate stock take or cyclical count	1.5	3.5	-	-
	Plan for contingencies	1.5	3.5	-	-
	Total Marks	30	70		
RAS/N0205: Build relationship with vendors / dealers to ensure smooth business operations and increase sales	communicate clearly in the required local language	3.6	8.4	-	-
	articulate clearly and coherently	2.1	4.9	-	-
	respond appropriately	2.1	4.9	-	-
	identify where to get help and information from	3.6	8.4	-	-
	understand what is required from specific vendors	3.6	8.4	-	-
	express need clearly and get into workable relationship with vendor/s	2.1	4.9	-	-
	negotiate with vendors for better deal	3.6	8.4	-	-
	ensure proper contracting with vendors	3.6	8.4	-	-
	ensure minimisation of possible risks and losses in vendor relationships	3.6	8.4	-	-
	understand best practices and maintain cordial relationships	2.1	4.9	-	-
	Total Marks	30	70	-	-
RAS/N0206: Meet health and safety requirements at place of work	Wash hands with clean water and soap in order to keep them clean at all times	1.5	3.5	-	-
	Wear clean and washed clothes every day	1	2	-	-
	Be presentable and well-groomed to service customers of all types	1.5	3.5	-	-
	Use separate and clean handkerchief/cloth for wiping off perspiration or dust	1	2	-	-
	Keep the cleaning aids dry and clean	1	2	-	-
	Avoid sneezing or coughing around the area of work	1	2	-	-
	Sweep the surrounding area to create a tidy atmosphere	1.5	3.5	-	-
	Drain out or dry off any accumulation of stale water in the form of small pools, etc., which can be breeding ground for mosquitoes	1	2	-	-
	Use government approved disposal stations or appropriately large waste bins to store and dispose-off collected waste	1.5	3.5	-	-
	Advise customers to throw waste at designated bins or waste areas	1	2	-	-
	Prevent development of clean areas into unauthorised waste dump yards over time, in coordination with co-vendors	1	2	-	-
	Describe ways and means to handle emergency situations like fire, robbery, riots etc.	1.5	3.5	-	-
	Describe ways and means to mitigate risks to people and property during emergencies	1	2	-	-
	Avoid locating the vending cart near heaps of dumped industrial or food waste with pests around	1	2.5	-	-

	Ensure that all waste is collected and disposed-off safely at the end of the day at the nearest waste disposal station	1.5	3.5	-	-
	Ensure that wastewater is drained-off in closed drains or in a designated way	1	2.5	-	-
	Describe other ways to maintain cleanliness. Not to litter and dump waste in an unauthorized area	1	2.5	-	-
	Understand the various work hazards	1.5	3.5	-	-
	Take necessary steps to eliminate or minimize hazards	1	3.5	-	-
	Describe the causes of accidents at the workplace and identify measures to prevent such accidents from taking place	1	2.5	-	-
	Take preventive measures to avoid risk of burns and other injury	1	2.5	-	-
	Check and review the storage areas frequently	1	2.5	-	-
	Stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas	1	3.5	-	-
	Follow health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	1	2	-	-
	Display safety signs at places where necessary for people to be cautious	1	2	-	-
	Adhere to safety standards and ensure no material damage	1.5	3.5	-	-
	Total Marks	30	70	-	-
RAS/N0207: Manage customer needs effectively through need identification and strong customer relationships	Identify target customers	3	7	-	-
	Understand and assess target customer need and desire	3	7	-	-
	Identify possible options to satisfy customer need	3	7	-	-
	Present options in an attractive manner that are mutually beneficial in nature	3	7	-	-
	Establish rapport with customers and express genuine interest to clarify customer requirements and enhance outcomes	3	7	-	-
	Maximise sales opportunities by use of add-on and complementary sales techniques	1.5	3.5	-	-
	Provide customer with detailed information about the product/service	3	7	-	-
	Build relationships with customers to generate referrals	1.5	3.5	-	-
	Collect feedback to improvise to increase business returns and reach	1.5	3.5	-	-
	Manage on time delivery service fulfilment	3	7	-	-
	Implement customer loyalty programs like vouchers, promotions	1.5	3.5	-	-
	Plan and implement sales presentations	1.5	3.5	-	-
	Understand customer complaints and problems and support difficult customers to produce positive outcome	1.5	3.5	-	-
	Total Marks	30	70	-	-
RAS/N0208: Demonstrate/show	Identify opportunities and create solutions to face uncertainties	4.2	9.8	-	-
	Expand business in other fields/line of business as desired	6	14	-	-

creativity, newness/innovation and enthusiasm to grow business	Innovate and improvise to pick up performance	4.2	9.8	-	-
	Participate in discussions/workshops and engage with other successful vendors	4.8	11.2	-	-
	Drive self-development through available media	6	14	-	-
	Identify and gain certifications in related line of business	4.8	11.2	-	-
	Total Marks	30	70	-	-
RAS/N0230: Use Social Media to Market Products and Services	Classify the need of social media requirements to promote products and services	2	4	-	-
	Identify suitable social media platforms that have reach and access to the target customer segment	2	4	-	-
	Evaluate the latest trends in using social media platforms to promote products and services	2	4	-	-
	Shortlist the social media platforms required to promote organisation's products and services that have access and reach to the target customers	2	4	-	-
	Prepare a social media publishing calendar	3	7	-	-
	Aggregate preliminary content on products and services to be published on the socialmedia platforms	2	5	-	-
	Curate the promotional content aligned with brand cultures, target customers, and socialmedia platform requirements and compliances	2	5	-	-
	Prepare marketing campaigns on special offers, promotions and events as required	3	7	-	-
	Post content on the social media platforms in alignment with social media policies and procedures	3	7	-	-
	Use standard monitoring tools to track activity on social media posts	2	5	-	-
	Identify opportunities to enhance customer experience and implement changes	2	5	-	-
	Review the account and posts on social media for look and feel and update continuously	2	6	-	-
	Engage with customers to resolve customer complaints and providing customer service	3	7	-	-
	Total Marks	30	70	-	-
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	290	660	-	-

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.
- The candidate/ learner must possess the OJT completion certificate 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.
- **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.
- Every candidate must produce their mandatory OJT Completion Certificate duly signed and stamped from the authorised signatory of the employer where the OJT was completed. The copy of the same must be collected and stored by the assessor/ proctor/ AA and submitted to RASCI/ AB on demand.
- 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.

- **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 SI No 1 to SI 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.

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