



QUALIFICATION FILE – Micro Credentials

Retail Pharmacy Management and Sales

Public Private

Upskilling Dual/Flexi Qualification For ToT For ToA

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

NCrF/NSQF Level: 5

Submitted By:

Life Sciences Sector Skill Development Council

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Section 1: Basic Details

| 1. | Micro Credential-Qualification Name | Retail Pharmacy Management and Sales | | | | | | | | | | | | | |
|--------|---|---|--|--------|---|--|----|--|--|----|---|--|----|---|--|
| 2. | Sector/s | Life Sciences | | | | | | | | | | | | | |
| 3. | National Qualification Register (NQR) Code & Version | NM-05-LS-01048-2023-V1-LSSSDC | 4. NCrf/NSQF Level:5 | | | | | | | | | | | | |
| 5. | Brief Description of the Micro Credential | The individual will be able to gain knowledge and skills needed to excel in promoting pharmaceutical products to retail pharmacies, ensuring accurate sales reporting, and maintaining pharmacovigilance standards. This comprehensive microcredential covers essential areas such as understanding the retail pharmacy landscape, developing effective communication strategies, analyzing sales data for insights, and implementing pharmacovigilance processes. Participants will gain expertise in building relationships with pharmacy professionals, generating meaningful sales reports, and recognizing and reporting adverse drug reactions. | | | | | | | | | | | | | |
| 6. | Eligibility Criteria for Entry for Students/Trainee/Learner/Employee | <p>a. Entry Qualification & Relevant Experience</p> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with specialization- if applicable)</th> <th>Relevant Experience (with specialization- if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Pursuing 2nd-year of Graduation and continuous education</td> <td></td> </tr> <tr> <td>2.</td> <td>Completed 3-year Diploma (after 12th Class) in relevant field</td> <td></td> </tr> <tr> <td>3.</td> <td>Completed 2-year Diploma (after 12th Class) in relevant field</td> <td></td> </tr> </tbody> </table> <p>b. Age: 16</p> | | S. No. | Academic/Skill Qualification (with specialization- if applicable) | Relevant Experience (with specialization- if applicable) | 1. | Pursuing 2nd-year of Graduation and continuous education | | 2. | Completed 3-year Diploma (after 12th Class) in relevant field | | 3. | Completed 2-year Diploma (after 12th Class) in relevant field | |
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| 3. | Completed 2-year Diploma (after 12th Class) in relevant field | | | | | | | | | | | | | | |
| 7. | Credits Assigned to this Qualification, Subject to Assessment | 1.0 | 8. Common Cost Norm Category (I/II/III): II | | | | | | | | | | | | |
| 9. | Any Licensing Requirements/ Pre-requisites for Undertaking Training | NA | | | | | | | | | | | | | |
| 10. | Expected Outcomes of the Micro Credential | Terminal learning outcomes are: | | | | | | | | | | | | | |

| | | <ul style="list-style-type: none"> • Understand the role of pharmacists and pharmacy staff in the retail pharmacy landscape. • Develop strategies for effective product promotion, communication techniques, and relationship-building with retail pharmacy professionals. • Understand Uniform Code of Pharmaceutical Marketing Practices (UCPMP) and National Pharmaceutical Pricing Authority (NPPA) guidelines related to drug products. • Identify sales trends, market share, and performance metrics for business evaluation. • Understand regulatory guidelines and requirements for adverse event reporting and pharmacovigilance. • Establish and maintain strong relationships with pharmacists and pharmacy staff • Explain the importance of promotional events on product sales targets. • Gain experience in sales reporting data analysis and generating meaningful insights | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------------|--|--|------------------------|-------------------|-------------------|---------------|---------------------|--------------|----|----|-----------|-------|-------|-------|----|--|--|---------------------|--|--|--|-----------------------------------|-------|-------|----------------------------------|-------|-------|
| 11. | Training Duration by Modes of Training Delivery | <p><input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended</p> <table border="1" data-bbox="1025 805 2033 1171"> <thead> <tr> <th>Training Delivery Mode</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td colspan="4">Offline Mode</td> </tr> <tr> <td>Classroom</td> <td>20:00</td> <td>10:00</td> <td rowspan="5">30:00</td> </tr> <tr> <td colspan="3" style="text-align: center;">OR</td> </tr> <tr> <td colspan="4">Blended Mode</td> </tr> <tr> <td>Offline (As part of blended mode)</td> <td>10:00</td> <td>10:00</td> </tr> <tr> <td>Online (As part of blended mode)</td> <td>10:00</td> <td>00:00</td> </tr> </tbody> </table> | Training Delivery Mode | Theory (Hours) | Practical (Hours) | Total (Hours) | Offline Mode | | | | Classroom | 20:00 | 10:00 | 30:00 | OR | | | Blended Mode | | | | Offline (As part of blended mode) | 10:00 | 10:00 | Online (As part of blended mode) | 10:00 | 00:00 |
| Training Delivery Mode | Theory (Hours) | Practical (Hours) | Total (Hours) | | | | | | | | | | | | | | | | | | | | | | | | |
| Offline Mode | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Classroom | 20:00 | 10:00 | 30:00 | | | | | | | | | | | | | | | | | | | | | | | | |
| OR | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Blended Mode | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Offline (As part of blended mode) | 10:00 | 10:00 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Online (As part of blended mode) | 10:00 | 00:00 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12. | Assessment Criteria | <table border="1" data-bbox="1025 1209 1984 1345"> <thead> <tr> <th>Theory (Marks)</th> <th>Practical (Marks)</th> <th>Project (Marks)</th> <th>Viva (Marks)</th> <th>Total (Marks)</th> <th>Passing %age</th> </tr> </thead> <tbody> <tr> <td>71</td> <td>29</td> <td>-</td> <td>-</td> <td>100</td> <td>70</td> </tr> </tbody> </table> | Theory (Marks) | Practical (Marks) | Project (Marks) | Viva (Marks) | Total (Marks) | Passing %age | 71 | 29 | - | - | 100 | 70 | | | | | | | | | | | | | |
| Theory (Marks) | Practical (Marks) | Project (Marks) | Viva (Marks) | Total (Marks) | Passing %age | | | | | | | | | | | | | | | | | | | | | | |
| 71 | 29 | - | - | 100 | 70 | | | | | | | | | | | | | | | | | | | | | | |

| | | | |
|-----|--|---|---|
| 13. | Is the Qualification Amenable to Persons with Disability | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability: | |
| 14. | How participation of women will be encouraged? | This micro credential is gender agnostic, and all genders will be encouraged to take this training. LSSSDC is working with industry to launch the program in diversity and inclusion initiative | |
| 15. | Other Indian Languages in which the Micro Credential will be implemented. | English and Hindi | |
| 16. | Is similar Micro Credential Qualification(s) available on NQR-if yes, justification for this qualification | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications: | |
| 17. | Name and Contact Details Submitting / Awarding Body SPOC | Name: Mrs. Shivi Chaudhary Email: shivi.chaudhary@lsssdc.in Contact No.: + 91 11 41042407/ 408, +91 9315747189 Website: https://www.lsssdc.in/ | |
| 18. | NSQC Approval Date: 29 September 2023 | 19. Validity Duration: 3 years | 20. Next Review Date: 29 September 2026 |

Section 2: Training Related

| | | |
|----|---|--|
| 1. | Trainer's Qualification and experience in relevant sector (in years) | <p>Graduate in Sciences (B. Sc. / B. Pharma) with 4 years Industry of experience in Pharmaceutical/ Biopharmaceutical/AYUSH sales and marketing and 2 years of training experience.</p> <p>OR</p> <p>Postgraduate in Sciences (M. Sc. / M. Pharma) with 2 years Industry of experience in Pharmaceutical/ Biopharmaceutical/AYUSH sales and marketing and 1 years of training experience.</p> <p>Domain Certification - Certified for Micro credentials: "Retail Pharmacy Management and Sales" mapped to Micro credentials: "LFS/MCr-0004, V1.0" with minimum accepted score of 80%.</p> <p>Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601,v2.0" with minimum score of 80%.</p> |
| 2. | Master Trainer's Qualification and experience in relevant sector (in years) | Graduate in Sciences (B. Sc. / B. Pharma) with 6 years Industry of experience in Pharmaceutical/ Biopharmaceutical/AYUSH sales and marketing and 4 years of training experience. |

| | | |
|----|--|---|
| | | <p>OR</p> <p>Postgraduate in Sciences (M. Sc. / M. Pharma) with 3 years Industry of experience in Pharmaceutical/ Biopharmaceutical/AYUSH sales and marketing and 3 years of training experience.</p> <p>Domain Certification - Certified for Micro credentials: “Retail Pharmacy Management and Sales” mapped to Micro credentials: “LFS/MCr-0004, V1.0” with minimum accepted score of 80%.</p> <p>Recommended that the Trainer is certified for the Job Role: “Master Trainer (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2602,v2.0” with minimum score of 80%.</p> |
| 3. | Tools and Equipment Required for Training | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

Section 3: Assessment Related

| | | |
|----|--|---|
| 1. | Assessor’s Qualification and experience in relevant sector (in years) | <p>Graduate in Sciences (B. Sc. / B. Pharma) with 5 years Industry of experience in Pharmaceutical/ Biopharmaceutical/AYUSH sales and marketing and 2 years of training experience.</p> <p>OR</p> <p>Postgraduate in Sciences (M. Sc. / M. Pharma) with 4 years Industry of experience in Pharmaceutical/ Biopharmaceutical/AYUSH sales and marketing and 2 years of training experience.</p> <p>Domain Certification - Certified for Micro credentials: “Retail Pharmacy management and sales” mapped to Micro credentials: “LFS/MCr-0004, V1.0” with minimum accepted score of 80%.</p> <p>Recommended that the Assessor is certified for the Job Role: “Assessor (VET & 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) | <p>Graduate in Sciences (B. Sc. / B. Pharma) with 6 years Industry of experience in Pharmaceutical/ Biopharmaceutical/AYUSH sales and marketing and 4 years of training experience.</p> <p>OR</p> <p>Postgraduate in Sciences (M. Sc. / M. Pharma) with 4 years Industry of experience in Pharmaceutical/ Biopharmaceutical/AYUSH sales and marketing and 2 years of training experience.</p> <p>Domain Certification - Certified for Micro credentials: “Retail Pharmacy management and sales” mapped to Micro credentials: “LFS/MCr-0004, V1.0” with minimum accepted score of 80%.</p> |

| | | |
|----|---|--|
| | | |
| 3. | Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) | <p>Graduate in Sciences (B. Sc. / B. Pharma) with 8 years Industry of experience in Pharmaceutical/ Biopharmaceutical/AYUSH sales and marketing and 6 years of training experience.</p> <p>OR</p> <p>Postgraduate in Sciences (M. Sc. / M. Pharma) with 5 years Industry of experience in Pharmaceutical/ Biopharmaceutical/AYUSH sales and marketing and 4 years of training experience.</p> <p>Domain Certification - Certified for Micro credentials: "Retail Pharmacy Management and Sales" mapped to Micro credentials: "LFS/MCr-0004, V1.0" with minimum accepted score of 80%.</p> <p>Recommended that the Assessor is certified for the Job Role: "Lead Assessor (VET & Skills)", mapped to the Qualification Pack: "MEP/Q2702, v2.0" with minimum score of 80%.</p> |
| 4. | Assessment Mode | Mode: <input checked="" type="checkbox"/> Online Only <input type="checkbox"/> Offline Only <input type="checkbox"/> Blended |
| 5. | Tools and Equipment Required for Assessment | <input type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

Section 4: Evidence of Need of the Micro Credential

| | |
|----|---|
| 1. | Government /Industry initiatives/ requirement (Yes/No): Yes |
| 2. | Number of Industry validation provided: 08 |
| 3. | Estimated number of people to be trained: 5000 |

Section 5: Annexure Check List

| | | |
|----|---|-----|
| 1. | Annexure: NCrF/NSQF level justification based on NCrF Level/NSQF descriptors | Yes |
| 2. | Annexure: Learning Outcomes and Assessment Criteria | Yes |
| 3. | Annexure: Assessment Strategy | Yes |
| 4. | Annexure: List of tools and equipment relevant for qualification | Yes |
| 5. | Annexure: Blended Learning | Yes |
| 6. | Annexure: Acronym and Glossary | Yes |

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 | Few of the program modules, expected to be performed by pharma Sales and marketing person are: <ul style="list-style-type: none"> ● knowledge of regulatory guidelines ● adverse event reporting ● risk management ● compliance requirements ● Product promotion and objection handling ● Sales reporting and claim submission ● Support in pharmacovigilance ● support for promotional events ● Sensitivity towards all genders and people with disability | The individual is responsible to work in a familiar environment of sales and promotion and is expected to carryout process that are repetitive on regular basis throughout the job functions. All the mentioned performance outcomes are routine and situation based requires little Deeper knowledge and understanding of specialized field of technology / skills/ job role and its underlying principles | 5 |
| Professional and Technical Skills/ Expertise/ Professional Knowledge | Few of the program modules, expected to be performed by pharma Sales and marketing person are: <ul style="list-style-type: none"> ● knowledge of regulatory guidelines ● adverse event reporting ● risk management ● compliance requirements ● Product promotion and objection handling ● Sales reporting and claim submission ● Support in pharmacovigilance ● support for promotional events ● Sensitivity towards all genders and people with disability | The individual is responsible to work in a familiar environment of sales and promotion and is expected to carryout process that are repetitive on regular basis throughout the job functions. All the mentioned outcomes are routine and situation based requires little specialised professional and technical skills required for performing and accomplishing difficult tasks relating to the chosen field/s of technology / skills/ job role. | 5 |

| | | | |
|--|---|---|----------|
| <p>Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill</p> | <p>Few of the program modules, expected to be performed by pharma Sales and marketing person are:</p> <ul style="list-style-type: none"> ● knowledge of regulatory guidelines ● adverse event reporting ● risk management ● compliance requirements ● Product promotion and objection handling ● Sales reporting and claim submission ● Support in pharmacovigilance ● support for promotional events ● Sensitivity towards all genders and people with disability | <p>The individual is responsible to work in a familiar environment of sales and promotion and is expected to carryout process that are repetitive on regular basis throughout the job functions. All the mentioned outcomes are routine and situation based requires little application of understanding of basics and exercise self- management within the work contexts.</p> | <p>5</p> |
| <p>Broad Learning Outcomes/Core Skill</p> | <p>Few of the program modules, expected to be performed by pharma Sales and marketing person are:</p> <ul style="list-style-type: none"> ● knowledge of regulatory guidelines ● adverse event reporting ● risk management ● compliance requirements ● Product promotion and objection handling ● Sales reporting and claim submission ● Support in pharmacovigilance ● support for promotional events ● Sensitivity towards all genders and people with disability | <p>The individual is responsible to work in a familiar environment of sales and promotion and is expected to carryout process that are repetitive on regular basis throughout the job functions. All the mentioned outcomes are routine and situation based requires little application of understanding of basics and is able to work on processes to improve the quality of outputs</p> | <p>5</p> |
| <p>Responsibility</p> | <p>Few of the program modules, expected to be performed by pharma Sales and marketing person are:</p> <ul style="list-style-type: none"> ● knowledge of regulatory guidelines ● adverse event reporting ● risk management ● compliance requirements | <p>The individual is responsible to work in a familiar environment of sales and promotion and is expected to carryout process that are repetitive on regular basis throughout the job functions. All the mentioned outcomes are routine and situation based requires little application</p> | <p>5</p> |

- | | |
|--|--|
| <ul style="list-style-type: none"> ● Product promotion and objection handling ● Sales reporting and claim submission ● Support in pharmacovigilance ● support for promotional events ● Sensitivity towards all genders and people with disability | of understanding of basics and manages processes and procedures within broad parameters for defined activities |
|--|--|

Annexure: Learning Outcomes and Assessment Criteria

Detailed learning outcomes and assessment criteria for the qualification are as follows:

| S. No. | Learning Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|---|--------------|-----------------|---------------|------------|
| 1. LFS/MCr-0004 - Retail Pharmacy management and sales | Introduction to Retail Pharmacy and Product Promotion | 9 | 3 | - | - |
| | PC 1 ensure promotional visibility of the drug product at each retail pharmacy in the allocated territory | | | | |
| | PC 2 support the promotion at pharmacy stores with the prescription-trends from healthcare practitioners in the territory | | | | |
| | PC 3 share the offers and financial benefits to decision maker at the retail pharmacy | | | | |
| | PC 4 Conduct regular competitor analysis and provide insights on market trends to the sales team. | | | | |
| | PC 5 Collaborate with the marketing team to develop marketing campaigns based on sales and prescriber trends. | | | | |
| | PC 6 Monitor inventory levels at retail pharmacies and provide recommendations for stock management. | | | | |
| | Sales Reporting in the Pharmaceutical Industry | 15 | - | - | - |
| PC 7 provide sales and prescriber-trend related inputs in the meetings, for his/her assigned territory | | | | | |

| | | | | | |
|--|---|----|---|---|---|
| PC 8 | provide inputs and seek approval from manager on right sales and promotion strategies to achieve periodic sales target | | | | |
| PC 9 | ensure to submit the mutually agreed visit plan and receive approval from sales manager | | | | |
| PC 10 | record and report visit details in time through the reporting system of the organization | | | | |
| PC 11 | report the collected information from RCPA to the reporting manager | | | | |
| PC 12 | record and submit the sales report as per defined periodicity | | | | |
| PC 13 | ensure timely submission of the reimbursement claim with valid original bills in compliance to the protocols | | | | |
| Pharmacovigilance and Adverse Event Reporting | | 15 | 3 | - | - |
| PC 14 | collect any information about the adverse incidents related to the drug product from clinics/hospitals/ retail pharmacies | | | | |
| PC 15 | follow the pharmacovigilance process guidelines while channeling information related to adverse incidents with patients to sales manager and concerned team | | | | |
| PC 16 | Ensure compliance with all regulatory requirements and timelines for adverse event reporting. | | | | |
| PC 17 | Continuously update pharmacovigilance processes based on emerging industry best practices. | | | | |
| Building Relationships with Retail Pharmacy Professionals | | 16 | 4 | - | - |
| PC 18 | Organize and participate in local healthcare community events or conferences to strengthen relationships. | | | | |
| PC 19 | Develop personalized engagement plans for key retail pharmacy professionals in the territory. | | | | |
| PC 20 | Create and maintain a feedback mechanism to capture retail pharmacy professionals' suggestions and concerns. | | | | |
| Sales supporting activities | | 16 | 3 | - | - |
| PC 21 | coordinate with distributor/CFA and other stakeholders in distribution network to resolve queries related to expiry and breakage of drug product | | | | |
| PC 22 | channel the retail pharmacy's queries through the company defined process | | | | |
| PC 23 | escalate any unresolved matters to sales manager in a timely manner | | | | |

| | | | | | |
|--------------------|---|-----------|-----------|---|---|
| | PC 24 Develop and maintain a comprehensive FAQ document to address common retail pharmacy queries. | | | | |
| | PC 25 Collaborate with the quality control team to investigate and resolve product expiry and breakage issues. | | | | |
| | Assessment and Capstone Project | - | 16 | - | - |
| | PC 26 Lead a cross-functional team in the development and execution of a capstone project focused on optimizing retail pharmacy promotion strategies. | | | | |
| | PC 27 Assess the impact of training programs and promotional activities on sales performance. | | | | |
| | PC 28 Collaborate with external assessors to ensure fair and objective assessments of employees' performance. | | | | |
| Total Marks | | 71 | 29 | - | - |

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:

The assessment for the Training will be conducted toward the end of the training duration. The assessment of the qualification shall be carried out by NCVET approved assessment agencies empaneled by LSSSDC after a defined evaluation process. For Execution of the assessment for training for the qualification, LSSSDC will be engaging more than one NCVET approved assessment agency/ body.

1.1 Criteria of selection of assessment body/agency:

The assessment body/agency is selected based on:

- Prior experience and understanding of Life Sciences or similar sector.
- Experience in conducting assessments for similar job roles.
- Manpower and Technical capabilities.
- Geographical reach
- Existing Network in the Life Sciences Sector
- Agencies internal policies to maintain standards, quality & professional Integrity
- Agencies policy and practices in assessor management
- NCVET approval

1.2 Assessment tool development for assessment of Training:

For the Training assessment, the assessment instrument development is done by the selected assessment body with close monitoring and support of LSSSDC at every stage.

1.2.1 Digital Written test for knowledge assessment:

Scope – Is used to test the knowledge component of the Qualification/ Micro Credential/ NOS.

Tools –computer or tab based online or offline.

Method – objective type questions, match the columns, fill in the blanks, tick the odd man out, choose the correct option, choose the best answer, True or false, Identify the object, tool or machinery, arrange in proper sequence, case study, scenario-based responses.

Analysis – Question paper is divided into sections. Each Section intends to assess a particular knowledge field of the trainee. Thus, section-wise calculation of marks gives a clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.

1.2.2 Digital Written test for skill assessment:

Scope – Is used to test primarily the Skill component of the Qualification/ Micro Credential/ NOS. Trainee’s expertise in handling and managing the situation is tested.

Tools – computer or tab based online or offline questions

Method – A situation is narrated or created in the question posed to the trainee and he is asked objective type questions to select the correct reaction to the situation. The selected situations are based on real situations.

Analysis – Question paper is divided into sections. Each Section intends to assess a particular skill field of the trainee. Thus, section-wise calculation of marks gives a clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.

1.3 Steps for assessment tool development:

- The selection of assessment tool(s) is done as per the assessment criteria prescribed in Qualification/ Micro Credential/ NOS.
- For Retail Pharmacy management and sales assessment a blueprint of the question paper is part of the assessment tool for training.
- Development of layout of Question paper is such that the entire PCs (Performance Criteria) of that Qualification/ Micro Credential/ NOS are covered.
- Score per question maps with the weightage given to that PC, in the assessment criteria, and the level of difficulty of the question.
- An expert from industry is selected who is called “Subject Matter Expert” (SME). This SME must have over 13-15 years of experience in the industry in sales and marketing occupation.
- SME is screened and approved by LSSSDC. He/she is oriented by both LSSSDC and Assessment agency on – creating question Bank, level of questions, end the desired outcome of the assessment.

1.4 Execution of Training Assessment/ RPL Assessment:

- Once the assessment date for training is decided with common agreement of Industry/ Vocational Training Centre and LSSSDC, LSSSDC allocates the batch to an NCVET approved and LSSSDC empaneled assessment body/agency.
- Assessment agency ensures
 - the availability of required infrastructure
 - the availability of validated assessment tools for the assessment of training for the assigned qualification
 - the availability of assessor as per assessor eligibility criteria of the qualification

- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys LSSSDC certified assessor for executing the assessment
- LSSSDC monitors the assessment process & records
- The assessment is executed in two possible ways depending on the choice of the industry:

1.4.1 Tab based assessment using physical proctoring

1.4.2 Smartphone-based assessment using e-proctoring

1.4.1 Tab-based assessment using physical proctoring

- A representative from the Assessment agency is present on the day of assessment to executing the assessment at the venue in case of physical proctoring.
- The assessment agency representative carries an identity card and letter from the council authorizing to conduct the assessment.
- Assessment agency representative ensures the authenticity of Trainee's identity by verifying the documents (any document issued by GOI, such as Ration card, Aadhaar Card, Driving License, Passport, Election card, etc)
- The assessment agency representative maintains the records of attendance, verified documents, and tablet instruments used in the assessment.
- Assessment agency representative collects evidence of the assessment in the best possible way (videos, pictures, voice recordings, etc)
- Assessment agency representative transfers the assessment scores from tab to assessment agency server, using a secure, encrypted web-based program.
- The assessment agency after processing the results and putting them in standard format hands over to LSSSDC within 7 days of assessment.

1.4.2 Smartphone-based assessment using e-proctoring

- All trainees enrolled in the batch due for assessment, are registered on an assessment tool application using their unique mobile number and e-mail ID along with a Govt. ID issued proof.
- An assessment link is sent to the mail ID of each trainee with a defined expiry date of the link.
- Trainee at any location can click on the link using his/her smartphone or a web camera-enabled computer system
- Using the unique credentials and Govt ID number, the trainee logs in for the start of assessment and completes the assessment.
- The authenticity of Trainee's identity is done by assessment application by verifying the documents (any document issued by GOI, such as Ration card, Aadhaar Card, Driving License, Passport, election card, etc.) and a live photo capture
- A live video of the candidate during the assessment is captured to collect the evidence of the assessment
- Once the assessment is complete, the assessment application automatically assessment scores to the assessment agency server, using a secure, encrypted web-based program.
- The assessment agency after processing the results and putting them in standard format hands over to LSSSDC within 7 days of assessment.

2. Testing Environment:

- The Centre/ location of the assessment is pre decided and geo tagged in case of physical assessment
- The assessment of LSSSDC qualifications is 99% done in digital environment while 1% pen and paper is used ONLY in business exigencies
- Based on the size of batch the assessment duration/ no. of required assessors is decided to ensure detailed assessment without any negative impact on quality of assessment
- The system driven automated assessment management system ensures uniform time allocation to each student, unique logins for each student and automated randomization of questions for developing multiple sets of question paper for single batch.
- Identity check of the student is mandated

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) of Assessment Agency are verified by the other SME of LSSSDC
- All Questions are mapped to the specified assessment criteria
- Assessor eligibility criteria are structured to ensure quality and knowledge credentials of an assessor like-wise the trainer's quality and knowledge credentials.
- Eligible Assessor must be certified by LSSSDC for the respective and relevant qualification
- The tools used for assessment are validated for relevance and feasibility for skill assessment of the qualification in consideration

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- ID Proof of the students
- Educational qualification of students
- Certificate of Trainer
- In case of Physical assessment, geotagged photographs of the students undergoing assessment
- While students are undergoing assessment on the digital assessment platform the system captures random photos of the student which is audited by LSSSDC

5. Method of verification or validation:

- Surprise visit to the assessment location
- ID Proof of the students for identity verification

- Educational qualification verification of students for validation of entry level criteria
- Certificate of Trainer to verify the credential of vocational educator
- Random photos taken by the digital system are verified during audit by the assessment team

6. Method for assessment documentation, archiving, and access

- Hard copies and digital copies (whichever is applicable) of the assessment evidences are stored with assessment agency team for 5 years
- Assessment transcripts are stored in the server space of assessment agency for 5 years
- Assessment question banks and validation records are stored with assessment agency and LSSSDC digitally
- Assessment records are archived with assessment agency archive server after 5 years for another 5 years
- Access of assessment records are controlled with restricted access to concerned department and stakeholders and is shared on demand after due approval of Head of Assessment and Certification-LSSSDC

Annexure: Tools and Equipment

List of Tools and Equipment

Batch Size: 30

| S. No. | Tool / Equipment Name | Specification | Quantity for specified Batch size |
|--------|--|---|-----------------------------------|
| 1. | Flip Charts | | 1 |
| 2. | Computer | (Including Monitor, CPU, Keyboard, typewriter, UPS, Microsoft Office Software) | 10 |
| 3. | Computer Work desk | with Internet connectivity through LAN/ Wi-Fi | 10 |
| 4. | Drug and Company Portfolio File | A kind of file which is commonly used by sales representative for presentation to doctor. | 4 |
| 5. | Sample Brochure | | 1 |
| 6. | Sample Medicines in The Form of Capsules (Strips and Boxes) | Unit= Strips | 5 |
| 7. | Sample Medicines in The Form of Syrup | Unit= Bottle | 20 |
| 8. | Sample Medicines in The Form of Tablets (Strips And Boxes) | Unit= Strips | 10 |
| 9. | Sample Ointments / Local Applications (Antiseptic Cream, Pain Relief Gel Etc.) | Unit = Tube | 20 |
| 10. | Necktie | - | 5 |
| 11. | Relevant Book for Drug Review | e.g., IDR | 1 |
| 12. | Samples Of Promotional Materials from Various Pharmaceutical Companies | 5 of each promotion type. like brochures, displays, booklets | 1 |
| 13. | Tour Bag | | 5 |

Classroom Aids:

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Marker Pen
3. Computer or Laptop
4. LCD projector
5. Flip Chart
6. Scanner

7. Computer speaker
8. Pencil

Annexure: Industry Validations Summary

| S. No | Organization Name | Representative Name | Designation | Contact Address | Contact Phone No | E-mail ID | LinkedIn Profile |
|-------|--------------------------------|---------------------|---|-----------------|------------------|--------------------------------|------------------|
| 1. | Smruthi Organics limited | Kamalakar D.Gajjan | Assistant General Manager | - | 7083225457 | Kdg@smruthiorganics.com | - |
| 2. | System Pharmacrats | Dhyan Singh | HR-Head | - | 9218602689 | hrchmak@cruislife.com | - |
| 3. | Macleods Pharmaceuticals | Amit Kanabar | Manager-Head Macleods Centre of Excellence | - | 7574881055 | amitk@macleodspharma.com | - |
| 4. | Group Pharmaceuticals | Sujatha L | Senior.Sales Admin Manager | - | 9343260457 | lsujatha@grouppharma.in | - |
| 5. | Gennova Biopharmaceuticals Ltd | Muktaram More | DGM-QA and RA | - | 855498218 | Muktaram.more@gennova.co.in | - |
| 6. | Chiros Pharma | Dheeraj Verma | Manager HR | - | 8091002687 | hrcrop@chiropharma.com | - |
| 7. | Biocon Ltd | A. Satish | Sr. Manager- HR | - | 8884077785 | Satish.achuthan@biocon.com | - |
| 8. | Beta Drugs Limited | Mr. Balwant Singh | Director | - | 7015991923 | Balwant.s@betadrugslimited.com | - |

Annexure: Training Details

Training Projections:

| Year | Estimated Training # of Total Candidates | Estimated training # of Women | Estimated training # of People with Disability |
|--------|--|-------------------------------|--|
| 1 Year | 1000 | 100 | - |
| 2 Year | 2000 | 200 | - |
| 3 Year | 2000 | 200 | - |

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

| S. No. | Select the Components of the Qualification | List Recommended Tools – for all Selected Components | Offline: Online Ratio |
|--------|--|---|-----------------------|
| 1 | <input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge | LMS Portal- LSSSDC Daksh Portal will be utilized with online content/virtual lectures | 50:50 |
| 2 | <input type="checkbox"/> Imparting Soft Skills, Life Skills and Employability Skills /Mentorship to Learners | LMS Portal- LSSSDC Daksh Portal will be utilized with online content/virtual lectures | 50:50 |
| 3 | <input type="checkbox"/> Showing Practical Demonstrations to the learners | LMS Portal- LSSSDC Daksh Portal will be utilized with online content/virtual lectures / Skill labs | 100:00 |
| 4 | <input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training | Skill Labs | 100:00 |
| 5 | <input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice | LMS Portal- LSSSDC Daksh Portal will be utilized with online content/virtual lectures / Field Visits | 50:50 |
| 6 | <input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations | Parakh | 0:100 |
| 7 | <input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship | Offline | 100:00 |

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 |
| NQR | National Qualification Register |
| NSQF | National Skills Qualifications Framework |
| OJT | On the Job Training |

Glossary

| Term | Description |
|--------------------|--|
| 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. |