QUALIFICATION FILE

Junior Supervisor (Sales)

☒ 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: 4.5

Submitted By:

Retailers Association's Skill Council of India

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Section 1: Basic Details

1.	**Qualification Name**	Junior Supervisor (Sales)	
2.	**Sector/s**	Retail	
3.	**Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐OEM**	**NQR Code & version of existing/previous qualification:** 2021/RET/RASCI/04281: Version 1.0 *(Change to previous, once approved)*	**Qualification Name of existing/previous version:** Sales Supervisor Ver 1.0
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-4.5-OR-02434-2024-V2-RASCI: Version 2.0	**6. NCrF/NSQF Level:** 4.5
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**	The individual in this job role is responsible for achieving Sales Targets by driving secondary value & volume objectives for the General Trade Channel (GT) and Modern Trade (MT) Channel in the assigned geographical area. Individuals in this role typically supervise a set of salespeople employed by the channel partners. The individual is responsible for the expansion of the sales channel, increasing market share, and training & coaching the salespeople of the distributors / modern retailers. S/he is also responsible for ensuring general trade outstanding collections through distributor sales teams, based on defined norms.	

<table>
<tr><td>9.</td><td>Eligibility Criteria for Entry for Student/Trainee/Learner/Employee</td><td colspan="2">a. Entry Qualification & Relevant Experience:
<table>
<tr><th>S. No.</th><th>Academic/Skill Qualification (with Specialization - if applicable)</th><th>Required Experience (with Specialization - if applicable)</th></tr>
<tr><td>1.</td><td>• 3-year diploma after 10th or Equivalent</td><td>No Experience required</td></tr>
<tr><td>2.</td><td>• 12th grade pass</td><td>1.5 -year relevant experience</td></tr>
<tr><td>3.</td><td>• 10th grade pass</td><td>4.5 years relevant experience</td></tr>
<tr><td>4</td><td>• Previous relevant Qualification of NSQF Level 3.5</td><td>3 years of relevant experience</td></tr>
<tr><td>5.</td><td>• Previous relevant Qualification of NSQF Level 4.0</td><td>1.5-year relevant experience</td></tr>
</table>
b. Age: <Please specify age only in case of any legal restrictions></td></tr>
<tr><td>10.</td><td>Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))</td><td>16</td><td>11. Common Cost Norm Category (I/II/III) (wherever applicable): II</td></tr>
<tr><td>12.</td><td>Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)</td><td colspan="2">Not Applicable</td></tr>
<tr><td>13.</td><td>Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</td><td colspan="2">☐Offline ☐Online ☒Blended
<table>
<tr><th>Training Delivery Modes</th><th>Theory (Hours)</th><th>Practical (Hours)</th><th>OJT Mandatory (Hours)</th><th>OJT Recommended (Hours)</th><th>Total (Hours)</th></tr>
<tr><td>Classroom (offline)</td><td>92</td><td>142</td><td>60</td><td>NA</td><td>294</td></tr>
<tr><td>Online</td><td>91</td><td>95</td><td>NA</td><td>NA</td><td>186</td></tr>
</table>
(Refer Blended Learning Annexure for details)</td></tr>
<tr><td>14.</td><td>Aligned to NCO/ISCO Code/s (if no code is available mention the same)</td><td colspan="2">NCO-2015/5249.0101</td></tr>
<tr><td>15.</td><td>Progression path after attaining the qualification (Please show Professional and Academic progression)</td><td colspan="2">Territory / Area Sales Manager</td></tr>
<tr><td>16.</td><td>Other Indian languages in which the Qualification & Model Curriculum are being submitted</td><td colspan="2">Not Applicable</td></tr>
<tr><td>17.</td><td>Is similar Qualification(s) available on NQR-if yes, justification for this qualification</td><td colspan="2">☐ Yes ☒ No URLs of similar Qualifications:</td></tr>
<tr><td>18.</td><td>Is the Job Role Amenable to Persons with Disability</td><td colspan="2">☐ Yes ☒ No</td></tr>
</table>

		If "Yes", specify applicable type of Disability: NA	
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

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					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) *(if applicable)*
1.	Facilitate acquisition of secondary sales orders	RAS/N0606	Core	4.5	2	30	26	4	0	60	50	50	NA	NA	100	10
2.	Manage operations at distributor point	RAS/N0607	Core	4.5	2	20	30	10	0	60	50	50	NA	NA	100	15
3.	Manage modern trade	RAS/N0608	Core	4.5	2	20	30	10	0	60	50	50	NA	NA	100	10
4.	Implement sales promotion activities	RAS/N0609	Non-Core	4.5	1	10	12	8	0	30	50	50	NA	NA	100	15
5.	Build and retain effective sales relationships with customers	RAS/N0610	Core	4.5	2	22	30	8	0	60	50	50	NA	NA	100	15
6.	Expand market coverage	RAS/N0611	Core	4.5	2	22	30	8	0	60	50	50	NA	NA	100	10
7.	Furnish reports	RAS/N0612	Core	4.5	2	22	28	10	0	60	50	50	NA	NA	100	10
8.	To work effectively in an organisation	RAS/N0138-v2	Non-Core	3	1	13	15	2	0	30	50	50	NA	NA	100	10
9.	Employability Skills	DGT/VSQ/N0102	Non-Core	4	2	24	36	0	0	60	20	30	NA	NA	50	5
Duration (in Hours) / Total Marks					16	183	237	60	NA	480	420	430	NA	NA	850	100

Elective NOS/s:

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

Assessment - Minimum Qualifying Percentage

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

Minimum Pass Percentage – Aggregate at qualification level: _70___% *(Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)***

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

Section 3: Training Related

1.	**Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	• 12th pass and qualified at minimum NCrf/ NSQF level of 5.0 in the sub sector of retail store operations or in the qualification of Junior Supervisor (Sales) RAS/Q0605 and having a minimum of 4 years of Industry or training experience in FMCG/FMCD Sales & Distribution with at least 2 year of industry experience in FMCG/FMCD Sales & Distribution. OR • Graduate/ Diploma in Sales Management and qualified at minimum NCrf/ NSQF level of 5.0 in the sub sector of retail store operations or in the qualification of Junior Supervisor (Sales) RAS/Q0605 and having a minimum of 2 years of Industry or training experience in FMCG/FMCD Sales & Distribution with at least 1 year of industry experience in FMCG/FMCD Sales & Distribution. **Platform Certification:** Recommended that the Trainer is certified for the Job Role Junior Supervisor (Sales): "Trainer (VET and skills)", mapped to the Qualification Pack: "MEP/Q2601, v2.0". The minimum accepted score is 80%.
2.	**Trainer's Qualification and experience for Employability skills**	• Graduate in any discipline with 2 years of Training Experience • Certified current EEE trainers with 155 hours from Management SSC (MEPSC) • Certified Trainer in Qualification Pack: Trainer (MEP/Q0102) Prospective ES trainer should: • have good communication skills • be well versed in English • have digital skills • have attention to detail • be adaptable • have willingness to learn
3.	**Master Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	• ToT certified trainer with minimum 5 years of training experience in FMCG/FMCD Sales & Distribution for Supervisory cadre and qualified in qualification of Junior Supervisor (Sales) RAS/Q0605.
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**	TOT Certification in Employability Skills

Section 4: Assessment Related

1.	**Assessor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	• 12th pass and qualified at minimum NCrf/ NSQF level of 5.5 in the sub sector of retail store operations or in the qualification of Junior Supervisor (Sales) RAS/Q0605 and having a minimum of 4 years of Industry or training experience in FMCG/FMCD Sales & Distribution with at least 2 year of industry experience in FMCG/FMCD Sales & Distribution. OR • Graduate/ Diploma in Sales Management and qualified at minimum NCrf/ NSQF level of 5.5 in the sub sector of retail store operations or in the qualification of Junior Supervisor (Sales) RAS/Q0605 and having a minimum of 2 years of Industry or training experience in FMCG/FMCD Sales & Distribution with at least 1 year of industry experience in FMCG/FMCD Sales & Distribution. **Platform Certification:** Recommended that the Assessor is certified for the Job Role Junior Supervisor (Sales): "Assessor (VET and skills)", mapped to the Qualification Pack: "MEP/Q2701, v2.0". The minimum accepted score is 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 or FMCG/FMCD Sales & Distribution.
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:** 28
5.	**Estimated nos. of persons to be trained and employed:** 2030
6.	**Evidence of Concurrence/Consultation with Line Ministry/State Departments:** 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 *(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:**	

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	Individual in this job role is responsible for achieving Sales Targets by driving secondary sales value & volume objectives for the General Trade Channel (GT) and Modern Trade (MT) Channel in the assigned geographical area and supervises market work of distributor salespeople. The job requires well developed skill, which helps her / him to make choice of the right procedures in the context of workplace situations. Hence the Jobholder is expected to interpret and apply appropriate procedures in the familiar context.	The individual is required to: • Possesses knowledge in multidisciplinary contexts, broadly, within the chosen fields of technology/ skills/ job role. • Deeper knowledge and understanding of specialized field of technology / skills/ job role and its underlying principles. • Acquired specialized knowledge and a range of cognitive and practical skills to accomplish tasks like basic design, prototyping, testing so as to solve a problem by selecting appropriate information, methods, tools, and materials	4.5
Professional and Technical Skills/ Expertise/ Professional Knowledge	The individual needs to know and understand the channel management process of the organisation, roles and responsibilities of channel partners, escalation matrix of the organisation and principles and techniques of merchandising, Stock Rotation, Inventory Management and Visual Merchandising applied in traditional trade.	The individual is required to: • Demonstrates cognitive specialised professional and technical skills required for performing and accomplishing difficult tasks relating to the chosen field/s of technology / skills/ job role; successfully applying techniques in routine or non-routine • Possesses a range of professional and technical skills, displays clarity of knowledge and practice in broad range of activities/ tasks. • Project Management Skills. • Skill to clearly identify the relevant tools or sometimes improvise the available tools and techniques; and has advance knowledge of materials in difficult situations and different contexts. • Very good in data collecting organizing information, analysis and communication of results for informed decision making.	4.5
Employment Readiness & Entrepreneurship	The individual needs to demonstrate 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.	The individual is required to: • Possesses excellent oral and written communication and collaboration skills for clearly taking the vision of the leaders to the shop floor level workforce.	4.5

Skills & Mind-set/Professional Skill	The incumbent needs to have an entrepreneurial mindset to build good relationship with sellers who are themselves experienced entrepreneurs. The individual needs to understand the socio-economic conditions of the stakeholders and needs to have the ability to work in diverse environment with diverse individuals who have various different ethnical/ language/ demographical background. The job holder is required to have professional skills required for performing the job, which includes decision making, planning and organizing, customer centricity, analytical thinking, critical thinking and problem solving.	• Possesses very good Digital, Financial and Legal Literacy to use them effectively • Has a good understanding the constitutional, humanistic, ethical, and moral values. • Organisation and Time Management • Very good in complex calculations, and mathematical and financial analysis skills for applied solutions. • Has well informed practical understanding of the social, political and work environment. • Exercise self- management within the work contexts. • Emotional Intelligence • May have an entrepreneurial Mind-set for creating a start-up/ small businesses and its end to end management.	
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: • Demonstrates a wide range of specialized professional and technical skill in broad range of activity involving standard and non-standard practices. • Apply the acquired specialized knowledge and a range of cognitive and practical skills to accomplish tasks like basic design, prototyping, testing so as to solve problems by selecting appropriate information, methods, tools, and materials. • Communication and collaboration skills to act as a layer between the senior management and workforce/ shopfloor. • Should be able to listen and understand properly and present complex information in a clear and concise manner. • make judgement and take decision, based on the analysis and evaluation of information, for determining solutions to a variety of unpredictable problems associated with the chosen fields of learning, • Takes responsibility for the nature and quality of outputs. • Is able to work on processes to improve the quality of outputs • Can analyze and synthesize ideas • Uses discretion and judgement over a range of known and innovative responses to familiar and un-familiar problems and issues.	4.5
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.	The individual is required to: • Is accountable for determining and achieving personal and /or group tangible outcomes	4.5

	The individual is responsible for his/her own work and learning and some responsibility for other's work and learning. For example, the role holder is responsible for supervising, training, and coaching a set of distributor salespeople employed by channel partners and thus is directly responsible for the expected outcomes from these stakeholders.	• Handles/ / adapts/ accommodates change requirements and change management at the ground/ shop floor level. • Team Building • Manages processes and procedures within broad parameters for defined activities. • Supervises the routine work of others, takes the required responsibility for the evaluation and improvement of work or study activities. • Constantly motivates, guides, mentors and trains the workforce. • At level 5.0 the candidate is a Technical supervisor or junior/ deputy manager. • Is responsible for managing an independent work unit/ shop floor/ section/ business activity/ assignment	

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	Template for planning – daily / weekly / monthly target, sample territory map, sample beat & route plan, sample permanent journey plan (PJP)	Customised	30
2	Formulae list for calculation of productivity measures	Customised	30
3	Case studies for evaluation of productivity	Customised	30
4	Gate meeting checklist	Customised	30
5	Outlet acquisition checklist	Customised	30
6	Sample planogram for A, B, C category outlets	Customised	30
7	Sample daily sales report of the distributor salesman	Customised	30
8	Handheld order booking software loaded on a Smart phone	Multibranded	15
9	Sample Product collaterals	Customised	30
10	Sample A, B, C category wise planogram	Customised	30
11	VM design brief	Customised	30
12	Template for recording current stocks on hand at retailer / stockist / wholesale points	Customised	30
13	Sample trade scheme flyers	Customised	30
14	Dummy FMCG products as in the planogram	Multibranded	20
15	Gondola (shelf used to display products in a modern retail store or supermarket) with endcap	Size 3' X 1.5' X 5, Non Branded	2
16	Danglers of sale offers	Customised	17
17	Flyers / posters of the products	Customised	30
18	Calculator	Casio or equivalent	30
19	Sample case study with trade scheme details with checklist to evaluate results	Customised	30

20	Stock rotation checklist	Customised	30
21	Sales call observation checklist	Customised	30
22	Feedback and action plan templates	Customised	30
23	Email / letter communication templates	Customised	30
24	Credit ageing report template	Customised	30
25	Sample reconciliation report template	Customised	30
26	Checklist to monitor /assess trade operations of the distributor	Customised	30
27	Case study briefs on – primary order booking, sales plan & sales reports of distributor, receivables and payables, rewards and recognition	Customised	30
28	Template for roaster	Customised	30
29	Case studies with Visuals on Merchandising plan, VM plan, assortment plan, promotions and pricing strategy, Performance measurement parameters to evaluate performance of merchandisers and in-store promoters	Customised	30
30	Sample check list to evaluate compliance to merchandising and VM plan	Customised	30
31	Checklist for team reviews, merchandise and VM tools for setting up promotion within the store,	Customised	30
32	Sample outlet wise offtake plans for every SKU (Stock Keeping Unit) based on the offtake target	Customised	30
33	Sample checklists to evaluate team reports	Customised	30
34	Sample team reports	Customised	30
35	Templates of self-reporting	Customised	30
36	Case study briefs for - plan for a sales promotion scheme, calculation of conversion ratio, sales promotion plan, SKU wise competition product performance versus self-product performance, sample report on damages and returns	Customised	30
37	Case studies on promotional plan with the themes for VM consisting of Sample VM – design brief, schematic diagrams with themes of promotional campaign, dummy products, sample - planogram, product catalogues, brochures, danglers & flyers	Customised	30
38	Case studies depicting wide-ranging results of the effectiveness of the promotional campaign	Customised	30
39	Checklist to evaluate performance of promotion	Customised	30
40	Sample case study with the performance results of the promotion	Customised	30
41	Sample disposable food waste (wet & dry)	10 each	20
42	Sample recyclable packaging waste	Customised	10
43	Sample disposable packaging waste	Customised	10
44	Dry and wet waste dumping and moving equipment.	Multibranded	5
45	Sample catalogues of product portfolio	Customised	30
46	Sample detailers of trade schemes	Customised	30
47	Case Studies & role play briefs pertaining to – Courtesy calls with key accounts, Sales call with key accounts, sales call with grieved customer accounts & angry customers, sales call with service problems such as – undercutting, delayed claim settlements, delayed replacements, delayed delivery, proposition to promote newly launched product with trade schemes.	Customised	30

48	Sample template of gap analysis report	Customised	30
49	Case study for analyzing market coverage	Customised	30
50	New / Current Distributor evaluation checklist	Customised	30
51	Case study to prepare new outlet acquisition plan	Customised	30
52	Checklist of documents for appointment of new distributors	Customised	30
53	Sample templates to issue confirmation of appointment to the distributor	Customised	30
54	Templates of periodic report forms for general and modern trade	Customised	30
55	Case studies with sales performance data for general and modern trade	Customised	30
56	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
57	UPS		As required
58	Scanner cum Printer		As required
59	Computer Tables		As required
60	Computer Chairs		As required
61	LCD Projector		As required
62	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	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	-

18	Reliance SMART	Jeeva Balakrishnan	Chief Talent Officer	Maharashtra	9940011500	Jeeva.balakrishnan@ril.com	-
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						
22	7 Eleven, Reliance Fresh signature, Freshpik, SMART Point						
23	Hamleys						
24	GAP						
25	METRO wholesale						
26	Fashion Factory						
27	Reliance mall						
28	BIBA	Umesh Agarwal	Senior Manager – HR	Gurugram	9711988055	Umesh.agarwal@bibaindia.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	550	385	220	154	NA	NA
2024-25	800	560	320	224	NA	NA
2025-26	1550	1085	880	616	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	-	-	-	-	-	-	-	-	-	-	-	-
1.0	2021-22	-	-	-	-	-	-	-	-	-	-	-	-
1.0	2022-23	-	-	-	-	-	-	-	-	-	-	-	-

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. Higher-Education segment (STT)
2. RPL
3. Apprenticeship Embedded Degree Programmes

Content availability for previous versions of qualifications:

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

Languages in which Content is available:

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/N0606 Facilitate acquisition of secondary sales orders	Create distributor wise target plan for the assigned territory based on opportunity & potential	2	2	-	-
	Facilitate the creation of an efficient route /and beat plan for distributor salespeople	2	2	-	-
	Guide distributor salespeople in creating route wise & beat wise periodic sales targets	2	2	-	-
	Create a monthly Permanent Journey Plan (PJP) for self to visit the territory based on priorities	2	2	-	-
	Ensure adherence to PJP, beat plans and thusoptimal coverage of outlets using ABC category prioritization matrix for self and Distributor salespeople	2	2	-	-
	Ensure that the distributor salespeople increase the market-share through increasing the coverage, number of outlets and the availability of the products therein	1	1	-	-
	Conduct gate meetings, ensure objectives are communicated and reviewed with the Distributor Salespeople at appropriate intervals	1	1	-	-
	Provide action plan to the distributor salespeople to achieve sales targets	1	1	-	-
	Visit key accounts and the territory as per the beat plan and follow the steps of the sales call	2	2	-	-
	Plan and monitor growth by Range Selling , ECO(effective coverage outlets), TLS (Total lines sold) ND (Numeric Distribution) SAH (Share among Handlers)	2	2	-	-
	Monitor the usage of POP (Point of Purchase material) and other merchandising material and ensure visibility and availability of the skus at the retail outlets	1	1	-	-
	Check & ensure proper pass-through of company supported trade & consumer offers	2	2	-	-
	Carry merchandising kit and product sample toensure demonstration and placement of the focus product	1	1	-	-
	Organise the display of products at the outlets as per the Visual Merchandising guidelines of the organisation to ensure high visibility for the brand andthe products	2	2	-	-

	Ensure FIFO at the distributor point and freshness of stock in the market	2	2	-	-
	Ensure Hygiene and prevent returns by rotating stocks using FIFO concept for skus at retailer'slocation	1	1	-	-
	Book personal orders for the products at	2	2	-	-
	Plan & monitor effective use of trade funds / budgets allocated to the territory	2	2	-	-
	Train the distributor salespeople on the products and offerings of the company	2	2	-	-
	Provide up-to-date knowledge on channel wise, category wise, outlet type wise schemes	2	2	-	-
	Coach the team on effective usage of merchandising and POP materials at retail outlets	2	2	-	-
	Train the distributor salespeople on the techniques to achieve productivity targets	3	3	-	-
	Provide training on the techniques and steps to make an effective sales call	3	3	-	-
	Benchmark own products and sales strategieswith that of competitor's and coach the team to counter the challenges from the competition	4	4	-	-
	Work along and coach the distributor salespeople on the job by sharing constructive feedback and action plans	4	4	-	-
	Total marks	**50**	**50**	-	-
RAS/N0607 Manage operations at distributor point	Procure orders from distributor in line with secondary sales achievements to meet the primary sales targets of the territory	3	3	-	-
	Follow-up with the distributor to ensure in time delivery of the order, review cancellations / part-deliveries and returns	3	3	-	-
	Facilitate order fulfilment by the company	2	2	-	-
	Reconcile the receivables and payments of the distributors towards the company	3	3	-	-
	Collect payments against the orders from the distributor as per organisation policy	3	3	-	-
	Faclitate timely payouts to distributors from the company on their receivables	3	3	-	-
	Monitor ROI of the distributor, provide plans to achieve the ROI objectives	3	3	-	-
	Resolve the grievances of the distributor related to payments, processes and service-related matters	3	3	-	-
	Update and train distributors on new product launches to leverage them best in their markets	3	3	-	-

	Encourage distributors to maintain sufficient stocks of entire range of products	3	3	-	-
	Ensure accurate and timely settlement of financial claims for the distributors	3	3	-	-
	Ensure allocation of promotional stocks in adequate quantities	3	3	-	-
	Design incentive schemes for distributor salesmen and ensure timely and accurate disbursal	3	3	-	-
	Ensure that the distributor is aware of the escalation matrix of the company	2	2	-	-
	Monitor distributor performance on market coverage and ensure effective market coverage	3	3	-	-
	Ensure that the distributor maintains required infrastructure for smooth operations in the territory	3	3	-	-
	Facilitate rewards to the distributors as per the reward and recognition policies of the company	2	2	-	-
	Monitor the credit limits of the distributor and ensure that the credit ageing of the distributor is within the prescribed limits	2	2	-	-
	Total marks	**50**	**50**	-	-
RAS/N0608 Manage modern trade	Visit modern retail stores as per the PJP and beat plan	3	3	-	-
	Liaise with merchandising team, category management team, store managers to implement sales and marketing strategies of the brand(s).	4	4	-	-
	Negotiate, acquire and control dominant shelf space at the retail stores	4	4	-	-
	Translate planogram objectives into store-level implementation	3	3	-	-
	Appoint, train & coach and review In-Store Promoters, Merchandisers	3	3	-	-
	Equip team with right capabilities, skills, resources and information to deliver business objectives	3	3	-	-
	Plan work schedule for In-Store Promoters, Merchandisers	2	2	-	-
	Maintain roasters of In-Store Promoters, Merchandisers on a daily basis	1	1	-	-
	Supervise the team to ensure availability of the products on the shelf	2	2	-	-
	Build brand image and visibility in the store by ensuring the implementation of merchandising at POS and high traffic locations at the stores.	3	3	-	-
	Monitor conversion ratios at the store and take corrective action to optimize conversions	4	4	-	-
	Supervise the team to adhere to the store policies and guidelines	1	1	-	-
	Implement schemes & promotional activities (marketing & sales)	2	2	-	-
	Track performance of schemes & promotional activities and take	2	2	-	-

	corrective actions if required				
	Assist the supervisor to forecast Brand and SKU wise Sales	3	3	-	-
	Review and interpret the competition after in-depth analysis of market information to	3	3	-	-
	Provide proper and immediate feedback to supervisor for appropriate and timely action to mitigate challenges from competition	3	3	-	-
	Report outlet wise expenses towards damages, trade schemes, promotional expenses, and visibility expenses	2	2	-	-
	Facilitate settlement of financial claims of the retail outlets as per organisation's policy	2	2	-	-
	Total Marks	**50**	**50**	-	-
RAS/N0609 Implement sales promotion activities	Identify key locations and or retail outlets to set up the promotions	4	4	-	-
	Ensure the promotions of the brand and products are setup at the designated location	4	4	-	-
	Communicate sales promotions objectives to the distribution team and other stakeholders	4	4	-	-
	Explain merchandising themes and plots to the team setting up the displays	2	2	-	-
	Communicate the sales promotion incentive and response mechanisms to the stakeholders	3	3	-	-
	Identify the resources required to implement the agreed sales promotion	3	3	-	-
	Organise to roll-out of the sales promotion and make adjustments within the limits of own authority to make it a success	4	4	-	-
	Monitor the sales promotion activities by tracking the sales performance indicators identified for the promotion	4	4	-	-
	Evaluate and report the results of the promotion to the supervisor	4	4	-	-
	Propagate the company's trade schemes amongst the retailers	3	3	-	-
	Educate retailers on the portfolio of the products carried by the organisation	3	3	-	-
	Answer customer's / distributor's / retailer's / sales team queries	2	2	-	-
	Follow company procedures in preparing waste for disposal	2	2	-	-
	Organise disposal of waste in ways that are safe and hygienic and that meet legal and company requirements for recycling	2	2	-	-
	Follow company procedures for re-useable and recyclable waste materials	2	2	-	-
	Follow company procedures to recycle unwanted packaging materials	2	2	-	-
	Dispose of food waste in line with company and legal food safety	2	2	-	-

	Requirements				
	Total Marks	**50**	**50**	**-**	-
RAS/N0610 Build and retain effective sales relationships with customers	Identify customers with whom to build effective sales relationships and prioritise an approach to them	5	5	-	-
	Establish existing and potential customer needs and expectations and balance them with the organisation's sales strategy	5	5	-	-
	Develop a customer relationship plan and agree with the customer the basis on which the relationship should operate and be maintained	5	5	-	-
	Ensure that the product service offer is clearly defined in terms of customer needs and expectations	5	5	-	-
	Negotiate with the customers a range of mutually beneficial sales solutions identify opportunities to develop the relationship with the customer	5	5	-	-
	Identify and follow up appropriate opportunities for up-selling, cross-selling and selling add-ons	5	5	-	-
	Seek and collect customer feedback about the organisation's provision of products and/or services	5	5	-	-
	Use feedback to ensure that the quality and consistency of service is being maintained	5	5	-	-
	Deal with customer complaints or problems and provide suitable sales solutions ensure regular feedback is given to the team on the status of the relationship	5	5	-	-
	Monitor and evaluate the relationship on a regular basis	5	5	-	-
	Total Marks	**50**	**50**	**-**	-
RAS/N0611 Expand market coverage	Map the current market coverage with the universe of the market	3	3	-	-
	Assess gap versus opportunity for current brands/skus by benchmarking with competition/comparable brands	6	6	-	-
	Enhance the coverage of outlets by increasing the number of category wise outlets	3	3	-	-
	Identify if the current distributor &infrastructure can cover the additional outlets	6	6	-	-
	Evaluate distributors based on the criteria defined by the organisation	6	6	-	-
	Facilitate the appointment of distributors for the territory as per the opportunity	5	5	-	-
	Facilitate procurement of resources and Infrastructure for the distributor to function	5	5	-	-
	Facilitate distributors with guidelines and specifications to appoint eligible	6	6	-	-

	distributor Salespeople				
	Facilitate Induction training to the distributor Salespeople	5	5	-	-
	Supervise the deployment of distributor sales force into the market in line with expansion plans	5	5	-	-
	Total marks	**50**	**50**	-	-
RAS/N0612 Furnish reports	Fill up the sales data in the handheld provided or in the Daily Sales Report (DSR) template	6	6	-	-
	Furnish daily, weekly and monthly reports to the supervisor	6	6	-	-
	Review modern trade outlet wise, store promoter wise monthly performance	6	6	-	-
	Review distributor wise outlet wise monthly performance	6	6	-	-
	Report performance to the supervisor with action plans for improvements	8	8	-	-
	Collate information on the performance of competitor products and schemes	6	6	-	-
	Report the performance of competition products and schemes to the supervisor in comparison to the organisation's	6	6	-	-
	Review on performance with the supervisor and agree on improvement measures	6	6	-	-
	Total Marks	**50**	**50**	-	-
RAS/N0138-v2 To work effectively in an organisation	Share work fairly with colleagues, taking account of own and others preferences, skills and time available	2	2	-	-
	Make realistic commitments to colleagues and do what has been Promised	2	2	-	-
	Let colleagues know promptly if he/she will not be able to do what has been promised and suggest suitable Alternatives	2	2	-	-
	Encourage and support colleagues when working conditions are difficult	2	2	-	-
	Encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and With respect	2	2	-	-
	Follow the company's health and safety procedures while working	1	1	-	-
	Adapt appropriate behaviour and communication standards with colleagues and customers of different Gender	1	1	-	-

	Adapt behaviour that is appropriate with customers, colleagues and Stakeholders with disability	1	1	-	-
	Select the most appropriate method of communication to suit the gender, age and culture of the colleague or customer	1	1	-	-
	Respond to people with disabilities in a manner that upholds their self-Respect	1	1	-	-
	Discuss and agree with the right people goals that are relevant, realistic and clear	2.5	2.5	-	-
	Identify the knowledge and skills needed to achieve his/her goals	2.5	2.5	-	-
	Agree action points and deadlines that are realistic, taking account of past learning experiences and the time and resources available for learning	2.5	2.5	-	-
	Regularly check his/her progress and, when necessary, change the way of working	2.5	2.5	-	-
	Ask for feedback on his/her progress from those in a position to give it, and use their feedback to improve his/her performance	2.5	2.5	-	-
	Encourage colleagues to ask him/her for work-related information or advice that he/she is likely to be able to provide	2.5	2.5	-	-
	Notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice	2.5	2.5	-	-
	Give clear, accurate and relevant information and advice relating to tasks and procedures	5	5	-	-
	Explain and demonstrate procedures clearly, accurately and In a logical sequence	2.5	2.5	-	-
	Encourage colleagues to ask questions if they do not understand the information and advice given to them	2.5	2.5	-	-
	Give colleagues opportunities to practice new skills, and give constructive feedback	2.5	2.5	-	-
	Check that health, safety and security are not compromised when helping others to learn	2	2	-	-
	Provide equal learning opportunities to colleagues across different genders	2	2	-	-
	Adapt appropriate style and techniques of training while delivering training and coaching to people with disability	1	1	-	-
	Total Marks	**50**	**50**	-	-
DGT/VSQ/N0102	Introduction to Employability Skills	1	1	-	-

Employability skills	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		**420**	**430**	**-**	-

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.

- 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 audits the assessment process & records.
- **For Remote Online Assessments:** AA must follow and implement all the guidelines of RASCI for conducting remote online assessments.

2. Testing Environment:

- AA/ Assessor/ Proctor to note the Assessment location, date and time.
- If the batch size is more than 30, then there should be 2 Assessors/ proctors deployed by the AA.
- The assessor and proctors must conduct the orientation session to the candidates on the assessment protocols and processes as prescribed by RASCI.
- Check and confirm that the allotted time to the candidates to complete Theory & Practical Assessment is correct as per the assessment blueprint.
- Assessment centre/ TC/ VTP centre must verify the identity of the Assessor/ Proctor in alignment with the SOP for assessments released by RASCI.
- The Assessor/ Proctor of the AA must verify the identity and the training attendance of the candidate as per the scheme and or RASCI assessment SOP.
- Only those candidates complying with the requisite training attendance prescribed by the scheme guidelines and or RASCI guidelines must be allowed to proceed and undertake the assessments.
- AA will be held responsible for any deviation on the above and will be levied penalties including revoking of Assessment Agency status of RASCI as per NCVET guidelines and RASCI assessment guidelines.
- The Assessment Centre/ VTP/TC including the Assessment Agency, Assessor and or Proctor will adhere to all the guidelines under the SOP for assessments of RASCI.
- **For Remote Online Assessments:** AA must follow and implement all the guidelines under conducting remote online assessments.

3. **Assessment Quality Assurance levels/Framework:**

- Question bank is created by the Subject Matter Experts (SME) from the Assessment Agency and are verified by the other SME and approved by RASCI.
- Questions are mapped to the specified assessment criteria/ assessment blueprint approved by RASCI for the qualification.
- Assessor must be ToA certified/ Proctor must be certified as per the guidelines of RASCI.
- Trainer must be ToT Certified by RASCI on this qualification and must possess a valid ToT certificate during the conduct of training of the batch being assessed.

- Assessor/ Proctor must verify the validity of the ToT certificate of the trainer.
- The assessment must **NOT** be allowed to continue if the ToT certificate of the trainer was or is not valid during the duration/ tenure of training of the batch being assessed.
- Ensure all assessment data and evidence is collected and stored as per the requirements.
- AA/ Assessor/ Proctor must report any noncompliance/ malpractices to RASCI immediately.
- The Assessment Centre/ VTP/TC including the Assessment Agency, Assessor and or Proctor will adhere to all the guidelines under the SOP for assessments of RASCI.
- **For Remote Online Assessments:** AA must follow and implement all the guidelines under conducting remote online assessments.

4. Types of evidence or evidence-gathering protocol:

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

- 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. The 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:
    - 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 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.

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