

QUALIFICATION FILE

Retail Store Operations Assistant

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: 2

Submitted By:

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Section 1: Basic Details

1.	Qualification Name	Retail Store Operations Assistant								
2.	Sector/s	Retail								
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: 2021/RET/RASCI/04673: Version 2.0 (Change to previous, once approved)	Qualification Name of existing/previous version: Retail Store Ops Assistant							
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-02-OR-03320-2024-V2-RASCI	6. NCrF/NSQF Level: 2							
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate								
8.	Brief Description of the Qualification	Individuals in this position receive, move, store, and deliver products whilst working cordially within the team and retail organisation.								
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S. No.</th> <th style="width: 50%;">Academic/Skill Qualification (with Specialization - if applicable)</th> <th style="width: 40%;">Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td> <ul style="list-style-type: none"> 8th grade pass </td> <td></td> </tr> </tbody> </table> b. Age: <Please specify age only in case of any legal restrictions>			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	<ul style="list-style-type: none"> 8th grade pass 	
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)								
1.	<ul style="list-style-type: none"> 8th grade pass 									
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	11	11. Common Cost Norm Category (I/II/III) (wherever applicable): II							
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	Not Applicable								

13.	Training Duration by Modes of Training Delivery (<i>Specify Total Duration as per selected training delivery modes and as per requirement of the qualification</i>)	<input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input type="checkbox"/> Blended					
		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
		Classroom (offline)	112	148	70	NA	330
		Online	NA	NA	NA	NA	
		<i>(Refer Blended Learning Annexure for details)</i>					
14.	Aligned to NCO/ISCO Codels (<i>if no code is available mention the same</i>)	NCO-2015/4321.0501					
15.	Progression path after attaining the qualification (<i>Please show Professional and Academic progression</i>)	Retail Sales Assistant					
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Not Applicable					
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:					
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 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 (<i>Specify the NOS/Module which covers it</i>)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No NOS - Employability Skills - DGT/VSQ/N0101 (30 hours)					
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input type="checkbox"/> Yes <input type="checkbox"/> No					
22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Ms. Amruta Khodke Email: amruta.khodke@rasci.in Contact No: +91 22 40058210-5; Ext. 17 Website: https://www.rasci.in					
23.	Final Approval Date by NSQC: 22/10/2024	24. Validity Duration: 3 years			25. Next Review Date: 22/10/2027		

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/N SQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Receive and store goods in retail operations	RAS/N0101 : v3.0	Core	2	2	20	25	15	NA	60	50	50	NA	NA	100	20
2.	Prepare Products for Dispatch or Delivery	RAS/N0168 : v1.0	Core	2	3	30	40	20	NA	90	50	50	NA	NA	100	20
3.	Maintain required levels of stock in back store and Distribution Centre	RAS/N0103 : v2.0	Core	2	2	20	25	15	NA	60	50	50	NA	NA	100	20
4.	Monitor and replenish stock on display for sale at retail store	RAS/N0104 : v2.0	Core	2	2	20	25	15	NA	60	50	50	NA	NA	100	20
5.	Maintain Health and Safety v2	RAS/N0121 : v4.0	Non-Core	3	1	10	15	5	NA	30	50	50	NA	NA	100	12
6.	Employability Skills	DGT/VSQ/ N0101	Non-Core	2	1	12	18	0	NA	30	20	30	NA	NA	50	8
Duration (in Hours) / Total Marks					11	112	148	70	NA	330	270	280	NA	NA	550	100

Elective NOS/s:

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

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

Optional NOS/s:

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

Assessment - Minimum Qualifying Percentage

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

Minimum Pass Percentage – Aggregate at qualification level: 50 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

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

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	<ul style="list-style-type: none"> 12th pass and qualified at minimum NCrf/ NSQF level of 4.0 in the sub sector of retail store operations and having a minimum of 2 years of Industry or training experience in store operations with at least 1 year of industry experience in store operations. <p>Platform Certification: Recommended that the Trainer is certified for the Job Role Retail Store Operations Assistant: "Trainer (VET and skills)", mapped to the Qualification Pack: "MEP/Q2601, v2.0". The minimum accepted score is 80%.</p>
2.	Trainer's Qualification and experience for Employability skills	<ul style="list-style-type: none"> Graduate in any discipline with 2 years of Training Experience Certified current EEE trainers with 155 hours from Management SSC (MEPSC) Certified Trainer in Qualification Pack: Trainer (MEP/Q0102) <p>Prospective ES trainer should:</p> <ul style="list-style-type: none"> have good communication skills be well versed in English have digital skills have attention to detail be adaptable have willingness to learn
3.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	<ul style="list-style-type: none"> ToT certified trainer with minimum 5 years of training experience, upskilled and certified in any qualification which is at a minimum of 2 NCrf/ NSQF levels above this qualification in retail store operations.
4.	Master Trainers Qualification and Experience for Employability Skills	<ul style="list-style-type: none"> Graduate in any discipline with 3 years in Employability Skills curriculum training experience with an interest to train as well as orient other peer trainers Certified Master Trainer in Qualification Pack: Master Trainer (MEP/Q2602) with 3 years of experience in EEE training of Management SSC (MEPSC) (155 hours) <p>Prospective ES Master trainer should:</p> <ul style="list-style-type: none"> have good communication skills be well versed in English have basic digital skills have attention to detail be adaptable have willingness to learn be able to grasp concepts fast and is creative with teaching practices and likes sharing back their learning with others
5.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
6.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	Upskilling required for trainers in TOT certification in Employability Skills, & NOS (RAS/N0168) "To Prepare Products for Dispatch or Delivery".

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	<ul style="list-style-type: none"> 12th pass and qualified at minimum NCr/ NSQF level of 4.0 in the sub sector of retail operations and having a minimum of 2 years of Industry experience in store operations. <p>Platform Certification: Recommended that the Assessor is certified for the Job Role Retail Store Operations Assistant: "Assessor (VET and skills)", mapped to the Qualification Pack: "MEP/Q2701, v2.0". The minimum accepted score is 80%.</p>
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	12th grade pass with 2 years of experience in exam invigilation including minimum 1 year exam proctoring experience on a digital assessment platform.
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	<ul style="list-style-type: none"> Graduate and above with a minimum of 10 years of industry experience in retail store operations.
4.	Assessment Mode (Specify the assessment mode)	Online on physically proctored/ remote proctored digital assessment platform with comprehensive auditable trails
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): Yes
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 21
5.	Estimated nos. of persons to be trained and employed: 19500
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 <i>(Mandatory)</i>	<i>Enclosed</i>
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Enclosed</i>
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Enclosed</i>
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	<i>Enclosed</i>
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is "Blended Learning")</i>	<i>Enclosed</i>
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>Not applicable</i>
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	<i>Enclosed</i>
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	<i>Enclosed</i>
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	<i>Enclosed</i>
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	<i>Enclosed</i>
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	<i>Enclosed</i>
12.	Any other document you wish to submit:	-

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Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge	The individual receives and stores the goods based on the nature of products received at the store. Processes the orders received by the customers and delivers the goods/ products of the customer whilst following the standard operating procedures of the organisation. Based on the protocols of the organisations the individual interacts with customers to understand and service customer needs by providing assistance to and has the professional knowledge about the products and services offered by the organisation.	The individual is required to: <ul style="list-style-type: none"> • Basic working/ operational knowledge in the area of work. • Understands basic materials, tools, applications in a limited context. • For self-help group member/ microentrepreneur basic working knowledge of business activity, raw material, finished product/ service and local market. • Able to understand and perform repetitive tasks under instructions and supervision. • Understand the basic quality, safety and general hygiene norms. Familiarity with environmental aspects. 	2
Professional and Technical Skills/ Expertise	The individual is responsible for identifying and use relevant tools and equipment's for goods to be received, stored, and delivered including maintaining adequate stock levels at all times and hence needs expertise in operating these devices at work.	The individual is required to: <ul style="list-style-type: none"> • Limited related skills in predefined context. • Performs structured tasks in a limited range of functional roles. • Uses known solutions to familiar problems. • Skill to identify and use relevant tools and materials in a limited context of work and quality. • For self-help group members, microentrepreneurs working skills for making or manufacturing (handicraft, traditional items, etc) service & marketing etc. 	2
Aptitude, mind-set, soft skills, employment readiness & entrepreneurship skills.	The individual needs to be self-motivated mentally as well as physically to demonstrate enthusiasm at workplace and within the team. The individual must have intrapreneurial and entrepreneurial approach to resolve problems pertaining to day-to-day tasks and activities at work.	The individual is required to: <ul style="list-style-type: none"> • Ability to read and write and do simple computational math – numeracy and literacy. • Receive and transmit written and oral messages/ communication clearly. • Works within a team as assistant • Understanding of safety, hygiene and environment, social, political and religious diversity. • Have broader but basic Employability Skills including basic self-employment/ entrepreneurial Mind-set for mini businesses • Have understanding of use of Financial and Digital literacy, Aadhar and Mobile, digital payments etc. 	2

Broad Learning Outcomes	<p>The individual is responsible to carry out limited range of routine tasks and predictable activities under instructions and supervision.</p> <ul style="list-style-type: none"> • Receive and store goods at the store. • Deliver products to the customers. • Maintain required and adequate stock levels. 	<p>The individual is required to:</p> <ul style="list-style-type: none"> • The candidate may carry out a job requiring limited range of routine and predictable activities. • Tasks are mostly performed under instructions and supervision • Focus on practice of skill and work, both predefined and new. • For self-help group members, micro-entrepreneurs (JSS) end to end clear understanding of process and delivery. • Understands basic safety and general hygiene norms. 	<p>2</p>
Responsibility	<p>The individual is responsible to plan and carry out routine tasks whilst taking assistance from the peers and subordinates including the interdepartmental personnel with respect to receiving goods, delivery of products to customers and is responsible to maintain required and adequate stock levels of goods and delivery of services in stipulated timelines.</p>	<p>The individual is required to:</p> <ul style="list-style-type: none"> • Works mostly under instruction and supervision. • Limited responsibility for delivery and quality of work. • For self-help group members, microentrepreneurs (JSS) end to end responsibility of production and marketing in local markets. 	<p>2</p>

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Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	Gondola	Size 3' X 1.5' X 5, Non Branded	2
2	Display/Boards/ Standees for product categories and offers (Different Types)	Size 3' X 3' ; 2' X 6', Non Branded	3
3	Calculator	Casio or equivalent	2
4	Stock Almirah	Size 3' X 2' X 6', Godrej or equivalent	1
5	Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags	Multibranded	30
6	Mannequins (Full & Half Bust)	Multibranded	3
7	Danglers, Wobblers, Hangers,	17 each	17
8	POS Display (LED Lightbox)	Multibranded	1
9	Signage Board	Customised	2
10	Banners /Posters	Customised	2
11	Offers /Policy Signage	Customised	10
12	Shopping Basket/Shopping Cart	60L capacity, Non Branded	1
13	Dummy Fire Extinguishers	Cease Fire or equivalent	1
14	Carry bags of different dimensions	2kg; 3kg; 5kg bio degradable, Non Branded	20
15	Customer Inquiry /Lead Register	Customised	3
16	Sample Stock delivery note / challan	Customised	15

17	Dummy Stock Transfer Notes / Invoice	Customised	15
18	Register to record customer delivery	Customised	3
19	Stock Inward/Stock Outward register	Customised	3
20	Sample forms showing Loyalty scheme/EMI Offers	Customised	15
21	Gift wrapping paper (to gift wrap dummy products)	Customised	5
22	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)	NA	As required
23	UPS	NA	As required
24	Scanner cum Printer	NA	As required
25	Computer Tables	NA	As required
26	Computer Chairs	NA	As required
27	LCD Projector	NA	As required
28	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	Big basket	Kavita Bagwe	Regional HR – Head Mumbai	Maharashtra	9619791692	Kavita.bagwe@bigbasket.com	-						
2	Titan	Sabharatnam Narayanan	Head -Retail Training	Bengaluru	992025444115	narayanans@titan.co.in	-						
3	Reliance SMART	Jeeva Balakrishnan	Chief Talent Officer	Maharashtra	9940011500	Jeeva.balakrishnan@ril.com	-						
4	Reliance digital												
5	Jio mart, Netmeds.com, AJIO.com, Urban Ladder, Jio Mart digital, Jio Digital Life												
6	Reliance TRENDS, Reliance Jewels, TRENDS Footwear												
7	7 Eleven, Reliance Fresh signature, Freshpik, SMART Point												
8	Hamleys												
9	GAP												
10	METRO wholesale												
11	Fashion Factory												
12	Reliance mall												
13	Viveks							Vasumathi. K	Manager- HR	Chennai	9566151348	Vasumathi.k@viveks.com	-
14	Croma							Robin Sharma	Head HRBP	Maharashtra	7738384471	robin.sharma@croma.com	-
15	BIBA	Umesh Agarwal	Senior Manager – HR	Gurugram	9711988055	Umesh.agarwal@bibaindia.com	-						
16	Medplus	D. Harihara Rao	Head HR	Hyderabad	8888051127	harid@medplusindia.com	-						
17	Sapphire Foods	Mona Tripathi	Corporate HR Head	Maharashtra	-	Mona.tripathi@sapphirefoods.in	-						

18	Pay nearby	Anand kumar Bajaj	Director	Maharashtra	7738947773	anand@paynearby.in	-
19	Star bazaar- Tata Trent hypermarket	Nilima Raut	Sr Mgr HR - Store & Depot Operations	Maharashtra	9619498544	Nilima.Raut@trenthyper-tata.com	-
20	2 Coms consulting private limited	Prashant Pachisia	CEO	Kolkata	9830025547	prashant@2coms.com	-
21	Bazaar Style Retail Pvt Ltd.	Susmita Banerjee	CHRO	Kolkata	-	Susmita.b@stylebazaar.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	4500	3150	1800	1260	140	100
2024-25	6500	4550	2600	1820	200	137
2025-26	8500	5950	3400	2380	250	179

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	7,969	6,893	3,498	683	-	-	-	-	-	-	-	-
2.0	2021-22	15,607	15,607	11,812	5,985	-	-	-	-	-	-	-	-
2.0	2022-23	22,479	12,407	12,373	8,179	-	-	-	-	-	-	-	-
2.0	2023-24	37,077	25,407	25,113	9176								

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. State Board for Schools
2. State Development Missions
3. NAPS

Content availability for previous versions of qualifications:

Participant Handbook Facilitator Guide Digital Content Qualification Handbook Any Other:

Languages in which Content is available: English & Hindi

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline: Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	Not Applicable	Not Applicable
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	Not Applicable	Not Applicable
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners	Not Applicable	Not Applicable
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	Not Applicable	Not Applicable
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	Not Applicable	Not Applicable
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	Not Applicable	Not Applicable
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	Not Applicable	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/N0101: Receive and store goods in retail operations	Prepare to Receive Goods				
	Use the stock control system to identify and address stock level discrepancies.	3	3	-	-
	Confirm availability of appropriate storage space for different types of goods.	3	3	-	-
	Ensure all equipment for receiving and handling is operational and suitable for the goods.	3	3	-	-
	Maintain a clean and obstruction-free receiving area with necessary safety equipment.	3	3	-	-
	Report space or equipment issues to the supervisor promptly.	2.5	2.5	-	-
	Receive and Inspect Goods				
	Receive packages in the designated bay and verify against the delivery note.	3	3	-	-
	Inspect received goods for damages, errors, or discrepancies and report issues.	3	3	-	-
	Update stock control systems with details of received goods and handling requirements.	3	3	-	-
	Record refusals accurately according to organizational procedures.	3	3	-	-
	Store Goods				
	Ensure pre-packing of items according to organizational procedures and handling requirements.	3	3	-	-
	Confirm and implement storage conditions based on the type of goods (e.g., temperature, security).	3	3	-	-
	Locate and move packages to the correct storage bays based on the pick list.	3	3	-	-
	Bin products accurately and ensure proper labeling and placement.	3	3	-	-
	Report and Maintain Inventory Status				
	Report inventory status and any discrepancies to the supervisor.	3	3		
	Maintain accurate records of received pre-packed, binned, and stored goods.	3	3		
	Follow all relevant legislation and organizational policies for handling various product types.	3	3		
Complete administrative procedures for stock rotation and compliance.	2.5	2.5			
Total Marks		50	50	-	-

RAS/N0168: Prepare Products for Dispatch or Delivery	Picking products aligned with orders			-	-
	Receive and review the pick list/ customer orders and task schedule accurately upon arrival.	2	2		
	Obtain and verify details on item labels from the inventory management system or designated sources.	2	2	-	-
	Locate and access the appropriate storage bays according to the task schedule and pick List/ customer orders.	2	2	-	-
	Pick items and packages according to the specifications detailed in the pick list/ customer orders.	2.5	2.5	-	-
	Check picked items for errors, ensuring accuracy in quantity, type, and condition.	2	2	-	-
	Identify items that require additional packing or special handling based on pick list/ customer order instructions.	2	2	-	-
	Report the status of inventory picked, including any issues or discrepancies, to the supervisor promptly.	2.5	2.5	-	-
	Address any issues with the pick list/ orders or storage locations and escalate to supervisors if necessary.	2	2	-	-
	Maintain accurate records of pick list completion and picking activities.	2.5	2.5	-	-
	Packing of products				
	Receive all goods from pickers or binners efficiently and accurately.	2	2		
	Inspect received goods for any damage, spills, or errors and report anomalies.	2.5	2.5		
	Review packaging requirements for each product type, including SKU specifications.	2	2		
	Prepare and pack identified items that need extra packing to ensure proper protection during transport.	2.5	2.5		
	Follow safety protocols to handle goods properly and maintain security.	2	2		
	Pack goods according to the specified packaging requirements to ensure safe transport.	2.5	2.5		
	Assist with loading picked items onto transport vehicles or conveyors as per standard procedures.	2	2		
	Organize packed goods for efficient storage or dispatch to minimize delays.	2	2		
	Labeling products				
	Accurately label each packed item with product information, including SKU and quantity.	2.5	2.5		
	Ensure labels are securely attached and correctly aligned on all packages.	2.5	2.5		
	Include special handling instructions and compliance details where necessary.	2	2		
	Use barcode or RFID labels for efficient tracking and inventory management	2	2		

	Cross-check labels against the pick list to ensure accuracy and consistency.	2	2		
	Maintain records of all labeled items for tracking and audit purposes.	2	2		
	Total Marks	50	50	-	-
RAS/N0103: Maintain required levels of stock in back store and distribution Centre	Check Stock Levels			-	-
	Use the stock control system to accurately identify current stock levels, required stock, and any shortfalls	4	4	-	-
	Seek clarification from the appropriate person if instructions for checking stock are unclear	4	4	-	-
	Identify unsaleable stock and report it promptly to the relevant authority.	4	4	-	-
	Conduct stock checks with minimal disruption to store operations and staff.	5	5	-	-
	Update stock records accurately and in accordance with company procedures.	4	4	-	-
	Fill Shelves			-	-
	Follow specific instructions for stock positioning to ensure optimal display and accessibility.	5	5	-	-
	Consult with the relevant person if instructions for positioning stock are unclear or missing.	5	5	-	-
	Handle stock safely to prevent injury to yourself and others.	5	5	-	-
	Manage stock handling to avoid damage to stock, equipment, and premises.	4	4		
	Restock shelves efficiently with minimal disruption to store operations and staff.	5	5	-	-
	Maintain a clean and organized work area after completing the restocking tasks.	5	5	-	-
	Total Marks	50	50	-	-
RAS/N0104: Monitor and replenish stock on display for sale at retail store	Check the Level of Stock on Sale			-	-
	Use the stock control system to identify current stock levels, needed stock, and any shortfalls.	4	4	-	-
	Monitor stock levels proactively to ensure timely replenishment before stock runs out.	5	5	-	-
	Perform stock checks at appropriate intervals to maintain inventory accuracy	4	4	-	-
	Notify relevant personnel promptly when stock needs replenishment.	3	3	-	-
	Identify expired stock, remove it from sale, and update the stock control system accordingly.	4	4	-	-
	Replenish Stock on Sale			-	-
	Order sufficient stock to maintain desired inventory levels	5	5	-	-
	Prepare and present stock for sale within the designated timeframe.	4	4	-	-
	Coordinate stock movement to the sales floor as needed	4	4	-	-

	Rotate stock effectively to minimize disruption and ensure freshness	4	4	-	-
	Dispose of packaging waste following company procedures.	4	4	-	-
	Update the stock control system promptly and accurately.	5	5	-	-
	Assess changes in stock demand and adjust stock levels accordingly.	4	4	-	-
	Total Marks	50	50	-	-
RAS/N0121: To Maintain Health and Safety - v2	Notice and correctly identify accidents and emergencies.	2.5	2.5	-	-
	Get help promptly and in the most suitable way.	2.5	2.5	-	-
	Follow company policy and procedures for preventing further injury while waiting for help to arrive.	2.5	2.5	-	-
	Act within the limits of his/her responsibility and authority when accidents and emergencies arise.	2.5	2.5	-	-
	Promptly follow instructions given by senior staff and the emergency services.	5	5	-	-
	Follow company procedures and legal requirements for reducing health and safety risks as far as possible while working.	5	5	-	-
	Use safety equipment correctly and in the right situations.	2.5	2.5	-	-
	Get advice and help from the right people when he/she concerned about his ability to work safely.	5	5	-	-
	Take suitable safety measures before lifting to protect himself/herself and other people.	5	5	-	-
	Use approved lifting and handling techniques.	5	5	-	-
	check that any equipment he/she needs to use is fit for use.	2.5	2.5	-	-
	Use lifting and handling equipment in line with company guidelines and manufacturers' instructions.	2.5	2.5	-	-
	Plan a safe and efficient route for moving goods.	5	5	-	-
	Make sure that he/she understands his/her own responsibilities when he/she asks others to help in lifting and handling operations.	2.5	2.5	-	-
		Total Marks	50	50	-
DGT/VSQ/N0101: Employability skills	Introduction to Employability Skills	1	1	-	-
	Constitutional values - Citizenship	1	1	-	-
	Becoming a Professional in the 21st Century	1	3	-	-
	Basic English Skills	2	3	-	-
	Communication Skills	1	1	-	-
	Diversity & Inclusion	1	1	-	-
	Financial and Legal Literacy	3	4	-	-
	Essential Digital Skills	4	6	-	-
	Entrepreneurship	3	5	-	-
	Customer Service	2	2	-	-
	Getting ready for apprenticeship & Jobs	1	3	-	-
		Total Marks	20	30	-
Grand Total		270	280	-	-

Annexure: Assessment Strategy

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

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

- Batches are assigned to the NCVET 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 or Certified Proctor for executing the assessment.
- The assessment will be conducted online on digital devices such as computers, Tabs, Laptops, Smart Phones either through web browser or apps having the ability to auto proctor and remote physical proctor the assessments.
- The candidate/ learner must possess the OJT completion certificate duly signed and stamped by the authorised signatory on the letter head of the employer where the OJT was imparted. The candidates/ learners without the OJT completion certificate must not be allowed to undertake the assessments.
- **Theory Assessment (Online):** Theory assessments will be Multiple Choice Questions (MCQ) based.
- **Practical:** This test will be administered through online digital assessment platform through case study / scenario based multiple choice questions on digital devices such as computers, Tabs, Laptops, Smart Phones either through web browser or apps having the ability to auto proctor and remote physical proctoring.
- **A certified assessor intervention is Not mandatory** for this qualification as the assessments are conducted completely online on digital platform with comprehensive auditable trails under the supervision of qualified/ certified proctor(s). The results are auto determined by the digital assessment platform without a need for human intervention.
- Assessment Agency must ensure the Assessor/ Proctor arrives 1 hour before the commencement of assessments.
- Assessment agency confirms the commencement and conduct of assessments to the training entity and RASCI provided the Assessment centre/ TC/ VTP Centre for assessment complies to the infrastructure and equipment prescribed by RASCI for conduct of assessments.

- The assessment agency monitors and records the proceedings of the assessment on ground and will share the access of live feeding/ audit trails of the proceedings from its digital assessment platform.
- RASCI monitors/ audits the assessment process & records.
- **For Remote Online Assessments:** AA must follow and implement all the guidelines of RASCI for conducting remote online assessments.

2. Testing Environment:

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

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) from the Assessment Agency and are verified by the other SME and approved by RASCI.
- Questions are mapped to the specified assessment criteria/ assessment blueprint approved by RASCI for the qualification.
- Assessor must be ToA certified/ Proctor must be certified as per the guidelines of RASCI.
- Trainer must be ToT Certified by RASCI on this qualification and must possess a valid ToT certificate during the conduct of training of the batch being assessed.
- Assessor/ Proctor must verify the validity of the ToT certificate of the trainer.
- The assessment must **NOT** be allowed to continue if the ToT certificate of the trainer was or is not valid during the duration/ tenure of training of the batch being assessed.

- Ensure all assessment data and evidence is collected and stored as per the requirements.
- AA/ Assessor/ Proctor must report any noncompliance/ malpractices to RASCI immediately.
- The Assessment Centre/ VTP/TC including the Assessment Agency, Assessor and or Proctor will adhere to all the guidelines under the SOP for assessments of RASCI.
- **For Remote Online Assessments:** AA must follow and implement all the guidelines under conducting remote online assessments.

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- The attendance sheet signed by the candidates with the declaration certifying the validity of the candidate by the VTP/ TC Official/ Assessment Centre official with stamp/ seal and signature of the authorised signatory of VTP/TC/ Assessment Centre.
- 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 mandatory OJT Completion Certificate duly signed and stamped from the authorised signatory of the employer where the OJT was completed. The copy of the same must be collected and stored by the assessor/ proctor/ AA and submitted to RASCI/ AB on demand.
- **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 to RASCI through the appropriate digital infrastructure such as IP camera etc to seamlessly to remotely monitor the assessments happening at the Assessment centre/ VTP Centre/ TC.
- Surprise visit to the assessment location by RASCI authorised personnel and or agency including RASCI officials

6. Method for assessment documentation, archiving, and access

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

On the Job: Applicable to this Qualification

Annexure: Acronym and Glossary

Acronym

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

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities 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