

QUALIFICATION FILE

Retail Team Leader

☒ 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	Retail Team leader																	
2.	Sector/s	Retail																	
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: 2021/RET/RASCI/04924: Version 2.0 (Change to previous, once approved)		Qualification Name of existing/previous version: Retail Team Leader															
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-03323-2024-V2-RASCI	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	Individuals in this position play a key role in planning and organizing merchandise with a sharp focus on product off-take and sales whilst leading a team.																	
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>UG Certificate or equivalent</td> <td>1.5-year relevant experience in store operations</td> </tr> <tr> <td>2.</td> <td>12th Grade pass or equivalent</td> <td>3 -year relevant experience in store operations</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 4</td> <td>1.5-year relevant experience in store operations</td> </tr> <tr> <td>4.</td> <td>Previous relevant Qualification of NSQF Level 3.5</td> <td>3-year relevant experience in store operations</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.	UG Certificate or equivalent	1.5-year relevant experience in store operations	2.	12th Grade pass or equivalent	3 -year relevant experience in store operations	3.	Previous relevant Qualification of NSQF Level 4	1.5-year relevant experience in store operations	4.	Previous relevant Qualification of NSQF Level 3.5	3-year relevant experience in store operations
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																	
1.	UG Certificate or equivalent	1.5-year relevant experience in store operations																	
2.	12th Grade pass or equivalent	3 -year relevant experience in store operations																	
3.	Previous relevant Qualification of NSQF Level 4	1.5-year relevant experience in store operations																	
4.	Previous relevant Qualification of NSQF Level 3.5	3-year relevant experience in store operations																	
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	16	11. Common Cost Norm Category (I/II/III) (wherever applicable): II																

12.	Any Licensing requirements for Undertaking Training on This Qualification (<i>wherever applicable</i>)	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>)	☒ Offline ☐ Online ☐ Blended <table border="1"> <thead> <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> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>184</td> <td>236</td> <td>60</td> <td>NA</td> <td>480</td> </tr> <tr> <td>Online</td> <td>NA</td> <td>NA</td> <td>NA</td> <td>NA</td> <td>NA</td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	184	236	60	NA	480	Online	NA	NA	NA	NA	NA
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																			
Classroom (offline)	184	236	60	NA	480																			
Online	NA	NA	NA	NA	NA																			
14.	Aligned to NCO/ISCO Code/s (<i>if no code is available mention the same</i>)	NCO-2015/5222.0201																						
15.	Progression path after attaining the qualification (<i>Please show Professional and Academic progression</i>)	Deputy Manager (Retail Store Department)																						
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Not Applicable																						
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:																						
18.	Is the Job Role Amenable to Persons with Disability	☒ Yes ☐ No If "Yes", specify applicable type of Disability: Locomotor Disability; Dwarfism; Speech and Hearing impaired																						
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>)	☒ Yes ☐ No NOS – Employability Skill - DGT/VSQ/N0102 (60 hours)																						
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 (<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/ 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.	Organize the display of products at the store	RAS/N0146 : v3.0	Non-Core	4.5	1	10	15	5	0	30	50	50	NA	NA	100	10
2.	Plan visual merchandising	RAS/N0139 : v3.0	Core	4.5	2	25	30	5	0	60	50	50	NA	NA	100	10
3.	Establish and satisfy customer needs	RAS/N0140 : v3.0	Core	4.5	2	25	30	5	0	60	50	50	NA	NA	100	10
4.	Process the sale of products	RAS/N0147 : v3.0	Non-Core	4.5	1	10	15	5	0	30	50	50	NA	NA	100	10
5.	Maintain the availability of goods for sale to customers	RAS/N0148 : v3.0	Core	4.5	2	23	27	10	0	60	50	50	NA	NA	100	10
6.	Monitor and solve customer service problems	RAS/N0150 : v3.0	Core	4.5	2	23	27	10	0	60	50	50	NA	NA	100	10
7.	Supervise and Support Frontline Team Members	RAS/N0131 : v3.0	Core	4.5	2	23	27	10	0	60	50	50	NA	NA	100	10
8.	Utilise AI tools in Store Operations	RAS/N0164 : v1.0	Core	4.5	1	11	14	5	0	30	50	50	NA	NA	100	12
9.	Deliver customer service in online mode -v2	RAS/N0231 : v2.0	Core	4.5	1	10	15	5	0	30	50	50	NA	NA	100	12
10.	Employability Skills	DGT/VSQ/ N0102	Non-Core	4	2	24	36	0	0	60	20	30	NA	NA	50	6
Duration (in Hours) / Total Marks					16	184	236	60	0	480	470	480	NA	NA	950	100

Elective NOS/s:

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

Optional NOS/s:

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

Assessment - Minimum Qualifying Percentage

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

Minimum Pass Percentage – Aggregate at qualification level: 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 Sales and having a minimum of 4 years of supervisory experience in Industry or training experience in store operations with at least 2 year of industry experience in store operations. OR - Graduate (In any Field)/ Diploma in Retail Management and qualified at minimum NCrf/ NSQF level of 5.0 in the sub sector of retail store operations and having a minimum of 2 years of supervisory experience in Industry or training experience in store operations with at least 1 year of industry experience in store operations. Platform Certification: Recommended that the Trainer is certified for the Job Role Retail Team leader: "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 store operations, upskilled and certified in the qualification of Retail Departmental Manager RAS/Q0106.
4.	Master Trainers Qualification and Experience for Employability Skills	- 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) Prospective ES Master trainer should: - have good communication skills - be well versed in English - have basic digital skills - have attention to detail - be adaptable

		• have willingness to learn • be able to grasp concepts fast and is creative with teaching practices and likes sharing back their learning with others
5.	Tools and Equipment Required for Training	☒ Yes ☐ No (If "Yes", details to be provided in Annexure)
6.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	Upskilling required for trainers in TOT certification in Employability Skills, NOS () Use AI tools in Store Operations, NOS (RAS/N0161) To ensure sustainable practices in all process and procedures while managing a Retail Store and NOS (RAS/N0231) Deliver customer service in online mode.

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 5.0 in the sub sector of Retail Store Operations or Sales and having a minimum of 5 years of Industry experience at supervisory level in store operations. OR • Graduate (In any field)/ Diploma in Retail Management and qualified with at least minimum NCrf/ NSQF level of 5.0 in the sub sector of retail operations and having a minimum of 3 years of relevant Industry experience at supervisory level in store operations. Platform Certification: Recommended that the Assessor is certified for the Job Role Retail Team Leader: "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.
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	☒ 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: 25
5.	Estimated nos. of persons to be trained and employed: 8400
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:	

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	The individual in this job role is responsible for planning store sales on a daily / weekly / monthly basis by organizing staff and resources to accomplish sales and productivity targets. and hence requires to be updated on the basic statutory compliances under retail trade practices including the organisational operating procedures.	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 role of displays in marketing, promotional and sales campaigns and activities; prevalent offers and their commercial terms, company's standard operating processes and legal guidelines In this context the individual in this role needs to acquire, provide technical training to the team on the operational techniques and continuously monitor the team operations in the store to provide them the required service and resolve their complaints and grievances whilst maintaining good relationships with them	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 Skills & Mind-set/Professional Skill	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 in this role is responsible to implement the techniques to train, coach & mentor salespeople, and the techniques to gather market intelligence and competitor performance. 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	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. • 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.	4.5

	have various different ethnical/ language/ demographical background.	- 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 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 - 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.	4.5

		• 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	
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NSQC APPROVED

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	Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine)	Multibranded	1
6	Dummy Products (Products with ad -on accessories such as mobile handsets with earphones etc.) with barcode, specifications, price tags	Multibranded	30
7	Mannequins (Full & Half Bust)	Multibranded	3
8	Danglers, Wobblers, Hangers,	17 each	17
9	POS Display (LED Lightbox)	Multibranded	1
10	Signage Board	Customised	2
11	Banners /Posters	Customised	2
12	Offers /Policy Signage	Customised	10
13	Shopping Basket/Shopping Cart	60L capacity, Non Branded	1
14	Dummy Fire Extinguishers	Cease Fire or equivalent	1
15	Posters showing various types of digital payment options such as PayTM,PayPal etc)	Size A4; A3; A2; A1	10
16	Customer Feedback Forms	Customised	15
17	Customer Inquiry /Lead Register	Customised	3
18	Sample Stock delivery note / challan	Customised	15
19	Dummy Stock Transfer Notes / Invoice	Customised	15
20	Register to record customer delivery	Customised	3

21	Stock Inward/Stock Outward register	Customised	3
22	Sample forms showing Loyalty scheme/EMI Offers	Customised	15
23	Sample Retail Standard Operating Procedures (SOP) manual covering do's & don'ts in a store	Customised	2
24	In-store induction training manual, HR Manual	Customised	2
25	Sample contact list of key internal and external stakeholders	Customised	5
26	Attendance register / Employee Work Shift planner	Customised	2
27	Sample employee appraisal form	Customised	15
28	Sample script for team briefing	Customised	15
29	Sample Team Target vis-à-vis Team Performance Report sample (In hardcopy or digital form)	Customised	15
30	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
31	UPS		As required
32	Scanner cum Printer		As required
33	Computer Tables		As required
34	Computer Chairs		As required
35	LCD Projector		As required
36	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	Third wave coffee	Diya Suri	VP- People	Bengaluru	9820165820	diya@thirdwavecoffee.in	-
2	Big basket	Kavita Bagwe	Regional HR – Head Mumbai	Maharashtra	9619791692	Kavita.bagwe@bigbasket.com	-
3	Landmark - Max	Dinesh Kumar	Senior Manager	Bengaluru	7760970816	Dinesh.kumar@landmarkgroup.in	-
4	Titan	Sabharatnam Narayanan	Head -Retail Training	Bengaluru	992025444115	narayanans@titan.co.in	-
5	Pay nearby	Anand kumar Bajaj	Director	Maharashtra	7738947773	anand@paynearby.in	Pay nearby
6	Shoppers Stop	Aniruddha Mahajan	Deputy VP HR operations	Maharashtra	022-42497000	aniruddha.mahajan@shoppersstop.com	-
7	Joyallukas	Joseph christo	DGM HR & Admin	Kerala	9447767916	christo@joyallukas.com	-
8	Reliance SMART	Jeeva Balakrishnan	Chief Talent Officer	Maharashtra	9940011500	Jeeva.balakrishnan@ril.com	-
9	Reliance digital						
10	Jio mart, Netmeds.com, AJIO.com, Urban Ladder, Jio Mart digital, Jio Digital Life						
11	Reliance TRENDS, Reliance Jewels, TRENDS Footwear						
12	7 Eleven, Reliance Fresh signature, Freshpik, SMART Point						
13	Hamleys						
14	GAP						

15	METRO wholesale						
16	Fashion Factory						
17	Reliance mall						
18	Viveks	Vasumathi. K	Manager- HR	Chennai	9566151348	Vasumathi.k@viveks.com	-
19	BIBA	Umesh Agarwal	Senior Manager – HR	Gurugram	9711988055	Umesh.agarwal@bibaindia.com	-
20	Croma	Robin Sharma	Head HRBP	Maharashtra	7738384471	robin.sharma@croma.com	-
21	Medplus	D. Harihara Rao	Head HR	Hyderabad	8888051127	harid@medplusindia.com	-
22	Spykars	Deepali Mathur	Chief Manager- people	Maharashtra	9819206553	Deepali.mathur@spykar.com	-
23	Sapphire Foods	Mona Tripathi	Corporate HR Head	Maharashtra	-	Mona.tripathi@sapphirefoods.in	-
24	Star bazaar- Tata Trent hypermarket	Nilima Raut	Sr Mgr HR - Store & Depot Operations	Maharashtra	9619498544	Nilima.Raut@trenthyper-tata.com	-
25	Vishal Megamart	Nitin Mishra	HRBP	Delhi	9999505104	nitin.mishra@vishalretail.co.in	-

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	1800	1260	720	504	54	35
2024-25	2600	1820	1040	728	78	45
2025-26	4000	2800	1600	1100	120	85

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
2.0	2021-22	4,422	4,289	3,718	735	-	-	-	-	-	-	-	-
2.0	2022-23	1,466	882	832	340	-	-	-	-	-	-	-	-
2.0	2023-24	6430	4108	3676	956								

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1. PMKVY
2. DDU-GKY
3. NULM
4. State Development Missions
5. NAPS
6. Self-funded
7. Industry-funded / CSR.

Content availability for previous versions of qualifications:

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

Languages in which Content is available: English.

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	☐ Theory/ Lectures - Imparting theoretical and conceptual knowledge	Not Applicable	Not Applicable
2	☐ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	Not Applicable	Not Applicable
3	☐ Showing Practical Demonstrations to the learners	Not Applicable	Not Applicable
4	☐ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	Not Applicable	Not Applicable
5	☐ Tutorials/ Assignments/ Drill/ Practice	Not Applicable	Not Applicable
6	☐ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	Not Applicable	Not Applicable
7	☐ 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/N0146 Organize the display of products at the store	Comply with health, safety and hygiene requirements and wear the correct personal protective clothing and equipment throughout the process.	2.5	2.5	-	-
	Check whether the display area, equipment and accessories are clean and take prompt action on finding any problems.	2.5	2.5	-	-
	Assemble and check products and additional materials and prepare them for use.	2.5	2.5	-	-
	Review the products available for display, estimate the quantities required and select those products which are most suitable with regard to shelf life, demand, appeal and promotional requirements.	5	5	-	-
	Prepare the display to ensure maximum appeal and to comply with product safety requirements	2.5	2.5	-	-
	Confirm requirements for labelling of products with the relevant people.	2.5	2.5	-	-
	Confirm label information is correct and conforms to legal and standard operational requirements, with the relevant people.	2.5	2.5	-	-
	Position labels for products correctly.	5	5	-	-
	Ensure that labels are legible, visible to customers, and securely positioned in the correct place.	2.5	2.5	-	-
	Check and take steps to ensure that the display area always meets the requirement of hygiene, safety and salability.	2.5	2.5	-	-
	Transfer products safely to the display area according to instructions and Specifications.	2.5	2.5	-	-
	Arrange and promptly replace products and additional materials in a way that is attractive to customers and meets the requirements of hygiene and safety.	5	5	-	-
	Reposition and reorganize the position of products and accessories, where product is not available, to maintain presentation and to meet trading conditions.	2.5	2.5	-	-
	Monitor displays according to instructions and specifications.	5	5	-	-
	Carry out any emergency cleaning procedures promptly when required.	2.5	2.5	-	-
	Take prompt action to address any product or display related problem.	2.5	2.5	-	-
	Total marks	50	50	-	-
RAS/N0139	Identify the purpose, content and style of the display.	5	5	-	-
	Identify the equipment, materials, merchandise, and props needed to create and install the display and the dates for completing it.	5	5	-	-

Plan visual merchandising	Evaluate whether the place to put the display is likely to fulfil the design brief.	5	5	-	-
	Create new and effective ways of improving the visual effect, within his/her limits of design brief, company's visual design policies and authority. Get hold of merchandise and props to be featured in retail displays	7.5	7.5	-	-
	Confirm that the features of merchandise and props shown in the design brief are those most likely to attract customers' attention.	5	5	-	-
	Identify other merchandise and props when those originally specified are not available or not suitable and agree the selections with the right person.	7.5	7.5	-	-
	Verify arrangements for delivery of merchandise & props with the right people, allowing enough time for deliveries to arrive before display must be installed.	5	5	-	-
	Check the progress of deliveries and take suitable action if delays seem likely.	5	5	-	-
	Update stock records to account for merchandise on display.	5	5	-	-
	Total marks	50	50	-	-
RAS/N0140 Establish and satisfy customer needs.	Stay alert to and make unobtrusive observations about customer choices and movements within the store.	5	5	-	-
	Heed to customer queries about the products and supplies they wish to purchase and unobtrusively and politely enquire about their purchase requirements, when necessary.	5	5	-	-
	Help customers identify the product or supplies they wish to purchase and direct/accompany them to the exact store location where the specific product or supplies are stocked/displayed.	5	5	-	-
	Confirm with customers that the products and supplies being packed, wrapped and billed exactly match their selections.	5	5	-	-
	Extend appropriate courtesy to customers during the sales process and provide appropriate and accurate information and advice.	5	5	-	-
	Provide information on variants of product and supplies available in the store and enable customers to make informed purchase decisions.	5	5	-	-
	Enable customers to make choices appropriate with their product, supplies and brand preferences and complete their basket of purchases.	5	5	-	-
	Advise the customer, where allowed by store or business policy, to sample the product or supplies in the course of the purchase decision.	5	5	-	-
	Maintain prescribed levels of store, environmental and personal hygiene and ensure health and safety within the store environs and peripheral areas.	5	5	-	-
	Ensure that customers fulfil their purchase process smoothly from start to billing by minimizing waiting times at different stages of the process.	5	5	-	-
Total Marks		50	50	-	-

RAS/N0147 Process the sale of products	Confirm prices of product and supplies with customers and ensure customers are agreeable to the pricing, terms and the department's business policies.	7.5	7.5	-	-
	Confirm that customer is aware and agreeable to the modes of payment available at the department	7.5	7.5	-	-
	Process payment or credit in line with business policies and ensure accurate accounting of units of purchased product or supplies and the payments and credits processed.	7.5	7.5	-	-
	Ensure safe handling and movement of product and supplies off the racks and through to billing counters.	7.5	7.5	-	-
	Ensure appropriate and accurate processing and safe storage of payments, vouchers, records and receipts.	7.5	7.5	-	-
	Ensure proper functioning of departmental processes that lead to a sale and alert appropriate persons in case of a process malfunction or process failure.	5	5	-	-
	Conclude dealing with customers with appropriate and prescribed mannerisms.	7.5	7.5	-	-
	Total Marks	50	50	-	-
RAS/N0148 Maintain the availability of goods for sale to customers	Confirm the purchase of the display and any relevant requirements and standards and, where necessary, check them with the appropriate authority.	2	2	-	-
	Clearly explain to staff the purpose of the display and any relevant requirements and standards.	2	2	-	-
	Check that staff prepare the display area and put the display together in away that causes the least inconvenience to customers.	2	2	-	-
	Provide constructive feedback to staff on their performance.	2	2	-	-
	Provide opportunities for staff to check they understand the requirements and standards of the display.	2	2	-	-
	Check that the assembled display confirms to company requirements and standards.	2	2	-	-
	Obtain permission from the appropriate authority to modify or change the display.	2	2	-	-
	Monitor that information has been placed accurately and legally, and is chosen and positioned to promote sales effectively.	2	2	-	-
	Keep complete, accurate and up-to-date records of displays. Assess how effective displays are in retail environment	2	2	-	-
	Identify what standards the display should meet.	2	2	-	-
	Check displays against all the relevant standards to decide how effective they are.	2	2	-	-
	Encourage staff to make helpful comments and identify changes that may make the display more appealing to customers.	2	2	-	-

	Ask the right person for permission to make any changes that he/she cannot authorize himself/herself.	2	2	-	-
	Give staff clear instructions and encouragement so that they can make any changes needed to the display.	2	2	-	-
	Take prompt and suitable action to deal with any risks to security or health and safety that the assessment has revealed. Keep products available and maintain their quality in a retail environment	2	2	-	-
	Collect and record accurate information on price changes.	2	2	-	-
	Give accurate, up-to-date price information to the staff who need it.	2	2	-	-
	Regularly check price marking and promptly sort out any pricing problems.	2	2	-	-
	Make sure that stock replenishment plans are up-to-date and realistic.	2	2	-	-
	Deal with out of date or deteriorating stock in line with company policy and any relevant laws.	2	2	-	-
	Involve staff in spotting potential improvements to the way stock is organised and presented.	2	2	-	-
	Spot realistic and effective ways of improving how stock is organised and presented.	4	4	-	-
	Get permission from the right person, where necessary, to improve the way stock is organised and presented.	2	2	-	-
	Make sure that he/she maintains customer goodwill and staff morale while stock is being reorganized.	2	2	-	-
	Total Marks	50	50	-	-
RAS/N0150 Monitor and solve customer service problems	Respond positively to customer service problems following organisational guidelines.	5	5	-	-
	Solve customer service problems when you have sufficient authority.	2.5	2.5	-	-
	Work with others to solve customer service problems.	5	5	-	-
	Keep customers informed of the actions being taken.	2.5	2.5	-	-
	Checking if the customers are comfortable with the actions taken.	2.5	2.5	-	-
	Solve problems with service system and procedures.	5	5	-	-
	Inform coworkers of the steps taken to solve specific problems.	2.5	2.5	-	-
	Identify repeated customer service problems.	5	5	-	-
	Identify advantages and disadvantages of options for dealing with problems.	2.5	2.5	-	-
	Select the best option, balancing customers' and organisational needs.	2.5	2.5	-	-
	Obtain approval from sufficient authority to change guidelines to reduce a problem.	5	5	-	-
	Action the agreed solution.	2.5	2.5	-	-
	Keep customers positively involved in steps taken to solve problem.	5	5	-	-
	Monitor and adjust changes made.	2.5	2.5	-	-
	Total Marks	50	50	-	-

RAS/N0131 Supervise and Support Frontline Team Members	Use information collected on the performance of team members in any formal appraisal of performance.	5	5	-	-
	Recognise successful completion of significant pieces of work or work activities by team members and the overall team and update the manager.	5	5	-	-
	Identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance with team members.	2.5	2.5	-	-
	Monitor the team for conflict, identifying the cause(s) when it occurs and dealing with it promptly and effectively.	2.5	2.5	-	-
	Motivate team members to complete the work they have been allocated and provide, where requested and where possible, any additional support and/or resources to help completion.	5	5	-	-
	Support team members in identifying and dealing with problems and unforeseen events.	2.5	2.5	-	-
	Check the progress and quality of the work of team members on a regular and fair basis against the standard or level of expected performance and provide prompt and constructive feedback.	5	5	-	-
	Encourage team members to ask questions, make suggestions and seek clarification in relation to the work they have been allocated.	5	5	-	-
	Recognise and find out differences in expectations and working methods of any team members from a different country or culture and promote ways of working that take account of their expectations and maximize productivity.	2.5	2.5	-	-
	Brief team members on the work they have been allocated and the standard or level of expected performance.	5	5	-	-
	Allocate work to team members on a fair basis taking account of their skills, knowledge and understanding, experience and workloads and the opportunity for development.	2.5	2.5	-	-
	Plan how the team will undertake its work, identifying any priorities or critical activities and making best use of the available resources.	2.5	2.5	-	-
	Confirm the work required of the team with your manager and seek clarification, where necessary, on any outstanding points and issues.	5	5	-	-
	Total Marks	50	50	-	-
RAS/N0164 Utilise AI tools in Store Operations	Collaborate with IT and operations teams to ensure seamless deployment of AI solutions.	7	7	-	-
	Report actionable insights to improve customer experience and increase sales.	8	8	-	-
	Use AI-driven chatbots and virtual assistants to enhance customer service.	9	9	-	-
	Utilize AI devices to create personalized shopping experiences (e.g., smart mirrors, interactive displays).	9	9	-	-

	Train store staff on basics of AI in customer service and engagement tools.	8	8	-	-
	Report on the impact of AI on sales, customer satisfaction, and operational efficiency.	9	9	-	-
	Total Marks	50	50	-	-
RAS/N0231: Deliver customer service in online mode -V2	Follow organisational protocols to communicate with customers using digital communication tools	3	3	-	-
	Use appropriate styles and methods of communication within turnaround time specified in operating procedures of organisation	4	4	-	-
	Assess customer requirements for products and services and ensure that the customer demands are met within the limits of organizational policies and procedures	3	3	-	-
	Improve customer experience within the authority and responsibilities of self	3	3	-	-
	Use opportunities to promote customer loyalty during online interaction with customers	4	4	-	-
	Seek customer feedback, testimonials, and referrals during online interaction with the customers	4	4	-	-
	Use appropriate writing etiquettes when communicating with customers on email.	4	4	-	-
	Communicate recommendations to improve online customer service standards to relevant stakeholders within the organisation	4	4	-	-
	Identify the problems of the customers and provide support to resolve them	3	3	-	-
	Take appropriate action to avoid escalation of customer service problems within the online service standards of organisation	3	3	-	-
	Respond to the customers online on the complaints raised by them in alignment with online customer service standards of the organisation	3	3	-	-
	Identify complex customer service problems and refer them to relevant personnel	3	3	-	-
	Follow professional etiquettes while interacting with the customer online	3	3	-	-
	Take appropriate actions in alignment	3	3	-	-
	Refer recurring and potential customer service problems to relevant personnel within the organisation to avoid recurrence and customer dissatisfaction	3	3	-	-
	Total Marks	50	50	-	-
DGT/VSQ/N0102 Employability skills	Introduction to Employability Skills	1	1	-	-
	Constitutional values - Citizenship	1	1	-	-
	Becoming a Professional in the 21st Century	2	4	-	-
	Basic English skills	2	3	-	-
	Career development & goal setting	1	2	-	-
	Communication skills	2	2	-	-

	Diversity & inclusion	1	2	-	-
	Financial and Legal Literacy	2	3	-	-
	Essential digital skills	3	4	-	-
	Entrepreneurship	2	3	-	-
	Customer service	1	2	-	-
	Getting Ready for Apprenticeship & Jobs	2	3	-	-
	Total Marks	20	30	-	-
Grand Total		470	480	-	-

Annexure: Assessment Strategy

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

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

- Batches are assigned to the NCVET recognised RASCI empaneled Assessment Agencies(AA) for conducting all Government funded NSQF assessment on SIP and or email 7 days to 15 days in advance or based on the availability of the complete information received from the training entities on completion dates and receipt of assessment fee for assessment of the training batches.
- Assessment Agencies (AA) send the assessment confirmation to VTP/TC looping RASCI within 24 hours of receipt of information on assessment assignment from RASCI.
- Assessment agency reviews the assessment centre/ Training Centre (TC)/ VTP centre before the commencement of assessments against the prescribed infrastructure and equipment.
- Assessment agency deploys the certified Assessor or Certified Proctor for executing the assessment.
- The assessment will be conducted online on digital devices such as computers, Tabs, Laptops, Smart Phones either through web browser or apps having the ability to auto proctor and remote physical proctor the assessments.
- The candidate/ learner must possess the OJT completion certificate (**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/ Proctor arrives 1 hour before the commencement of assessments.

- Assessment agency confirms the commencement and conduct of assessments to the training entity and RASCI provided the Assessment centre/ TC/ VTP Centre for assessment complies to the infrastructure and equipment prescribed by RASCI for conduct of assessments.
- The assessment agency monitors and records the proceedings of the assessment on ground and will share the access of live feeding/ audit trails of the proceedings from its digital assessment platform.
- RASCI monitors/ audits the assessment process & records.
- **For Remote Online Assessments:** AA must follow and implement all the guidelines of RASCI for conducting remote online assessments.

2. Testing Environment:

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

3. Assessment Quality Assurance levels/Framework:

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

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

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- The attendance sheet signed by the candidates with the declaration certifying the validity of the candidate by the VTP/ TC Official/ Assessment Centre official with stamp/ seal and signature of the authorised signatory of VTP/TC/ Assessment Centre.
- Every candidate must produce their mandatory OJT Completion Certificate duly signed and stamped from the authorised signatory of the employer where the OJT was completed. The copy of the same must be collected and stored by the assessor/ proctor/ AA and submitted to RASCI/ AB on demand.
- Assessment attendance sheets co-certified by Assessor/ Proctor
- Training attendance records of the candidate, AEBAS attendance records wherever applicable.
- Feedback forms prescribed by RASCI on the assessment process from the assessed candidates.
- Group Photograph of the trainees, assessor and training centre officials with geotagging and time stamp.
- The soft copy of the answer sheets and or hard copies including marking sheet signed by the Assessor/ Proctor approved by authorised official of Assessment Agency with signature and stamp.
- Video recording and still photographs (minimum 5) of the entire assessment process of the batch supported by video recording and intermittent still photographs on the digital assessment platform of each candidate while she/ he is undergoing assessments.
- The credibility score report on the digital online assessment platform in alignment with RASCI SOP for assessment.
- A timestamped image of the candidate on the assessment platform including the image of the Govt. authorised identity card of the candidate must be made available once the candidate takes the assessment.
- A timestamped image of the candidate is available once the candidate takes the assessment.

- **Candidate Photograph/ ID photograph:** A candidate snapshot and his/her ID snapshot is being captured before the candidate is allowed to start the test.
- **Assessment Logs:** AA Maintains a detailed audit log of each assessment that is administered. Audit logs should be recoverable on requests from RASCI. Assessment audit log should include:
 - The time when the assessment is being started.
 - Flags in case an additional person is there
 - Flags in case candidate navigate away from the window.
 - Candidate away from the test window
 - Any other device spotted.
 - The time when the candidate finishes the test.
 - Question wise and NOS-wise summary of the attempt
 - Response sheets/ Answer sheets including the question paper.
 - All applicable other credibility scores including the above of the candidate.
- **For Remote Online Assessments:** AA must follow and implement all the guidelines under conducting remote online assessments.

5. Method of verification or validation of assessment processes:

- AA must provide the live feed access to RASCI through the appropriate digital infrastructure such as IP camera etc to seamlessly to remotely monitor the assessments happening at the Assessment centre/ VTP Centre/ TC.
- Surprise visit to the assessment location by RASCI authorised personnel and or agency including RASCI officials

6. Method for assessment documentation, archiving, and access

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