

QUALIFICATION FILE – Micro Credentials

Customer Engagement for Environmental Sustainability

☒ Public ☐ Private

☒ Upskilling ☐ Dual/Flexi Qualification ☒ For ToT ☒ For ToA

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

NCrF/NSQF Level: 4.0

Submitted By:

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Section 1: Basic Details

1.	Micro Credential-Qualification Name	Customer Engagement for Environmental Sustainability																
2.	Sector/s	Retail																
3.	National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval.)	NM-04-OR-04258-2025-V1-RASCI	4. NCrF/NSQF Level: 4.0															
5.	Brief Description of the Micro Credential	This Micro credential describes the performance criteria, knowledge and understanding including generic skills required to share the sustainability initiatives done by the business with their customers and providing them an opportunity to do their part to protect the environment This OS applies to personnel in the organization when they interact with customers at every opportunity and specifically the Retail Management Team and Retail Associates who are based in the store who have direct interaction with the customers. They operate under different levels of supervision from others based on the role and can make decisions or provide suggestion for making operational changes & decisions based on their roles.																
6.	Eligibility Criteria for Entry for Students/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience <table><tr><th>S. No.</th><th>Academic/Skill Qualification (with specialization- if applicable)</th><th>Relevant Experience (with specialization- if applicable)</th></tr><tr><td>1</td><td>12th grade pass or pursuing</td><td>No experience required.</td></tr><tr><td>2</td><td>10th grade pass with two years of any combination of NTC/NAC/CITS or equivalent.</td><td></td></tr><tr><td>3</td><td>Previous relevant Qualification of NSQF Level 3.5</td><td>1.5-year relevant experience in retail operations.</td></tr><tr><td>4</td><td>Previous relevant Qualification of NSQF Level 3.0</td><td>3-year relevant experience in retail operations.</td></tr></table>		S. No.	Academic/Skill Qualification (with specialization- if applicable)	Relevant Experience (with specialization- if applicable)	1	12th grade pass or pursuing	No experience required.	2	10th grade pass with two years of any combination of NTC/NAC/CITS or equivalent.		3	Previous relevant Qualification of NSQF Level 3.5	1.5-year relevant experience in retail operations.	4	Previous relevant Qualification of NSQF Level 3.0	3-year relevant experience in retail operations.
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3	Previous relevant Qualification of NSQF Level 3.5	1.5-year relevant experience in retail operations.																
4	Previous relevant Qualification of NSQF Level 3.0	3-year relevant experience in retail operations.																

		b. Age <Please specify age only in case of any legal restrictions>:																		
7.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	0.5	8. Common Cost Norm Category (I/II/III) (wherever applicable): II																	
9.	Any Licensing Requirements/ Pre-requisites for Undertaking Training (wherever applicable)	Not Applicable																		
10.	Expected Outcomes of the Micro Credential	Terminal learning outcomes are: - Communicate need for environmental sustainability - Reducing Impact & Protecting Environment - Sustainability Compliance in Customer Engagement - Monitoring & Reporting Environmental Sustainability Performance																		
11.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	☐ Offline Only ☒ Online Only ☐ Blended <table border="1"> <thead> <tr> <th>Training Delivery Mode</th><th>Theory (Hours)</th><th>Practical (Hours)</th><th colspan="2">Total (Hours)</th></tr> </thead> <tbody> <tr> <td>Classroom (offline)</td><td>-</td><td>-</td><td colspan="2">-</td></tr> <tr> <td>Online</td><td>10</td><td>05</td><td colspan="2">15</td></tr> </tbody> </table> (Refer Blended Learning Annexure for Details)				Training Delivery Mode	Theory (Hours)	Practical (Hours)	Total (Hours)		Classroom (offline)	-	-	-		Online	10	05	15	
Training Delivery Mode	Theory (Hours)	Practical (Hours)	Total (Hours)																	
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12.	Assessment Criteria	<table border="1"> <thead> <tr> <th>Theory (Marks)</th><th>Practical (Marks)</th><th>Project (Marks)</th><th>Viva (Marks)</th><th>Total (Marks)</th><th>Passing %age</th></tr> </thead> <tbody> <tr> <td>50</td><td>50</td><td>-</td><td>-</td><td>100</td><td>70%</td></tr> </tbody> </table>				Theory (Marks)	Practical (Marks)	Project (Marks)	Viva (Marks)	Total (Marks)	Passing %age	50	50	-	-	100	70%			
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50	50	-	-	100	70%															
13.	Is the Qualification Amenable to Persons with Disability	☒ Yes ☐ No If “Yes”, specify applicable type of Disability: Locomotor disability, Speech & Hearing impaired and low vision.																		
14.	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																		
15.	Other Indian Languages in which the Micro Credential will be implemented.	N.A																		

16.	Is similar Micro Credential Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:	
17.	Name and Contact Details Submitting / Awarding Body SPOC	Name: Ms. Amruta Khodke Email: amruta.khodke@rasci.in Contact No.: +91 22 40058210-5; Ext. 17 Website: https://www.rasci.in	
18.	NSQC Approval Date: 08/05/2025	19. Validity Duration: 3 Years	20. Next Review Date: 08/05/2028

Section 2: Training Related

1.	Trainer's Qualification and experience in relevant sector (in years) (as per requirement and NCVET guidelines)	Diploma/ Graduate in Retail operations or Retail Management with 5 years of experience in practicing sustainability in product sourcing. Area of Experience - sourcing Processes, understanding retail, knowledge of general environmental sustainability, vendor management. OR Diploma/ Graduate in Retail operations or Retail Management with 5 years of teaching experience in sustainability practices for graduate/diploma students. Area of Experience – Sourcing Processes, understanding retail, knowledge of general environmental sustainability, vendor management. Platform Certification: Recommended that the Trainer is certified for the Job Role: “Trainer (VET and skills)”, mapped to the Qualification Pack: “MEP/Q2601, v2.0”. The minimum accepted score is 80%.
2.	Master Trainer's Qualification and experience in relevant sector (in years) (as per requirement and NCVET guidelines)	ToT certified trainer with minimum 5 years of training experience in store operations, upskilled and certified in the qualification of Deputy Manager (Retail Store Department) RAS/Q0106.
3.	Tools and Equipment Required for Training	☒ Yes ☐ No (If “Yes”, details to be provided in Annexure)

Section 3: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) <i>(as per requirement and NCVET guidelines)</i>	Diploma/ Graduate in Retail operations or Retail Management with 5 years of experience in practicing sustainability in product sourcing. Area of Experience - sourcing Processes, understanding retail, knowledge of general environmental sustainability, vendor management. OR Diploma/ Graduate in Retail operations or Retail Management with 5 years of teaching experience in sustainability practices for graduate/diploma students. Area of Experience – Sourcing Processes, understanding retail, knowledge of general environmental sustainability, vendor management. Platform Certification: Recommended that the Assessor is certified for the Job Role: “Assessor (VET and skills)”, mapped to the Qualification Pack: “MEP/Q2701, v2.0”. The minimum accepted score is 80%.
2.	Proctor's Qualification and experience in relevant sector (in years) <i>(as per requirement and NCVET guidelines)</i>	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) <i>(as per requirement and NCVET guidelines)</i>	Graduate and above with a minimum of 10 years of industry experience in retail store operations.
4.	Assessment Mode <i>(Specify the assessment mode)</i>	Mode: ☒ Online Only ☐ Offline Only ☐ Blended
5.	Tools and Equipment Required for Assessment	☒ Same as for training ☐ Yes ☒ No <i>(details to be provided in Annexure-if it is different for Assessment)</i>

Section 4: Evidence of Need of the Micro Credential

As per the NCVET Guidelines for evidence of need, provide the required Annexure/Supporting documents.

1.	Government /Industry initiatives/ requirement (Yes/No): No
2.	Number of Industry validations provided: 22
3.	Estimated number of people to be trained: 800

NSQC APPROVED

Section 5: Annexure Check List

Specify Annexure Number and Name.

1.	Annexure: NCrf/NSQF level justification based on NCrf Level/NSQF descriptors <i>(Mandatory)</i>	Enclosed
2.	Annexure: Learning Outcomes and Assessment Criteria <i>(Mandatory)</i>	Enclosed
3.	Annexure: Assessment Strategy <i>(Mandatory)</i>	Enclosed
4.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory – Except in case of online course)</i>	Enclosed
5.	Annexure: Blended Learning <i>(Mandatory in case selected mode of delivery is “Blended Learning”)</i>	NA
6.	Annexure: Acronym and Glossary <i>(Optional)</i>	NA

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 is responsible to study, research and consult experts to acquire professional knowledge to formalize strategy for sustainable work practices in Retail operations. This requires the individual to acquire and or have knowledge on the developments/ advancements in sustainability both technologically as well as organically in the retail operations ecosystem right from sourcing, supply chain and storage and sale of goods. The individual being at the leadership level and or senior management level is responsible to ensure adherence to statutory compliances towards protection of the environment including design and conceptualization of operating procedures for sustainable retail operations and determination of Key performance Indicators which requires the role holder to possess knowledge on techniques to blend operational strategy with compliance whilst ensuring compliance at all levels of retail operations within the organisation	- Possess specialized knowledge of procedures employed in both routine and non-routine contexts. - Possess specialized operational knowledge and understanding of the work. - Have complete knowledge of concept of time required for delivery; and Quality for a range of issues. - Have knowledge of collecting and interpreting the available information, drawing conclusions & communicating the same. - Understand the financial and feasibility aspect of various work/ solutions options	4.0
Professional and Technical Skills/ Expertise/ Professional Knowledge	The individual is responsible to take cues from the global best practices and acquire relevant certifications such as LEED to manage the change process in strategising and implementation of sustainable retail operations for the entire organisation or the business vertical. Whilst doing so, the role holder is expected to demonstrate effective leadership and decision-making skills including the skills required to plan and review the implementation of specialized projects pertaining to sustainable operations such as alternate source of energy, reduction of plastic usage by engaging internal & external stake holders including customers in optimisation of resources leading to	- Possess specialized professional and technical skills; displays clarity of professional knowledge and technical skills in broad range of activities/ tasks. - Apply the required knowledge for successfully implementing or applying techniques/ processes in a specific field/ job role - Have ability to gain, and where relevant apply a range of knowledge, skills and understanding.	4.0

	sustainability. The role holder must have the ability to conceptualize, design and plan whilst monitor the performance of the projects by using the Key Performance Indicators (KPIs) and thus would require having cognitive and technical skills.	- Clearly identify the relevant tools; and has advanced knowledge of materials in most routine/ nonroutine contexts. - Possess the required operational skills for the work/ job. - Be skilled to deliver job/ work with the required precision and in the estimated timelines. - Have capabilities of carrying out a choice of processes and procedures within the range of familiar / unfamiliar contexts.	
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	As a leader and a or a member of senior management the role holder needs to demonstrate ability work under pressure whilst exhibiting cognitive abilities and persuasion skills to drive the team to implement sustainable practices to achieve performance excellence amongst the teams. The role holder needs to be highly analytical with demonstrated abilities to innovate and convert the Sustainable Development Goals and associated strategies into action statements and communicate them to the implementation team. As one of the torch bearers for the organisation the individual needs to demonstrate behaviors that concatenate with abilities such as critical-thinking, problem-solving, effective management of time and adaption of new technologies and advancements in the associated area of work whilst displaying highest quotient of emotional intelligence to manage the social diversity of the teams and stakeholders.	- Have much broader Employability Skills including understanding of career planning, digital skills, financial and legal literacy. - Have Good Communication skills, both oral and written. - Have Initiative and Leadership Abilities - Have Advanced literacy and Numeracy skills - Have good skills for self-employment and entrepreneurship skills/ entrepreneurial Mind-set which may potentially create job for more persons (say 3 to 5) - Have Skills for accurate workshop/ mathematical calculation and estimations, and understanding of arithmetic and algebraic principles. - Comfortably use most of the basic digital tools, has clear understanding of Financial and Digital literacy, Aadhaar	4.0

		• and Mobile, uses digital payments etc. with proficiency • Have good understanding of Constitutional values & Citizenship, inclusion and Diversity. Have very Good understanding of social political and work environment	
Broad Learning Outcomes/Core Skill	The role holder needs to be able to role out the implementation plan and strategies to the lowest level of the organisation in a percolative manner to achieve - • optimisation of resources for sustainability • recycling and reuse of resources, products etc. • responsible and collaborative marketing of products and services and ensure net zero targets. • compliance with organisational principles and statutory compliances	• Carry out a specialized job/ work/ tasks in a familiar/ un-familiar, predictable/ unpredictable, routine/ non-routine, situation of multiple options/ choices. • Focus on range of application of standard and non-standard procedures and somewhat complex operations in production/ services. • Identify the problems and a wider possible range of solutions with pros and cons in production/ services • Perform complex tasks by himself without much instructions and supervision. • Apply related occupational safety & general hygiene norms and environmental aspects. • Have end to end clear understanding of development, production, quality parameters, and delivery and marketing processes. • Apply range of well -developed technical skills with clarity of activities involving clear choices within familiar contexts	4.0

		- Has knowledge and is able to continuously improve processes which the individual uses for concerned job roles - Have information of associated Risks with related job roles - Use discretion and judgement over a range of known responses to familiar problems.	
Responsibility	The role holder is responsible for : - Planning , Designing, delegated implementation of strategies , review & evaluation of performance against the KPIs. - Research, study adopt and implement technologies and advancements aligned with best global best practices in sustainability. - Continuous improvements to achieve Sustainable Development Goals. - Ensure Training and compliance of the workforce.	- Take complete responsibility for delivery and quality of own work and output as also the subordinates. - Share responsibility for the group tasks. - Work as a highly skilled master technician - Perform all non-standard procedures and non-routine tasks with confidence.	4.0

Annexure: Learning Outcomes and Assessment Criteria

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

S. No.	Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC 1.	Promote knowledge about environmental sustainability and sustainability initiatives done by the business through regular communication, social media and in-store messaging	10	10	-	-
PC 2.	Encourage participation in World Awareness Days of Environment	10	10	-	-
PC 3.	Provide options for carbon-offsetting to reduce their carbon footprint	10	10	-	-
PC 4.	Promote charity donations to support agencies/ngos involved in protection of the environment	08	08	-	-
PC 5.	Ensure all compliances are met in every area of operations	06	06	-	-
PC 6.	Determine key performance indicators (kpis) and evaluation parameters	06	06	-	-
Total Marks		50	50	-	-

Annexure: Assessment Strategy

Specify the assessment strategy and plan to evaluate the Candidate on the required competencies of the qualification.

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.
- **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 the 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.
- **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 constant seamless access being provided to RASCI by AA. The hard copies of the same need to be maintained by AAs and given access to RASCI on demand.

On the Job: Not Applicable to this Qualification

Annexure: Tools and Equipment

List of Tools and Equipment

Batch Size:

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	Projector	3000 Lumens, HDMI compatible	1
2	Whiteboard / Flip Chart	6 ft x 4 ft	2
3	Markers (Dry Erase)	Assorted colors, non-toxic	10
4	Printer	Color printer, A4 size	1
5	Scanning Equipment	Barcode scanner	3
6	Case Study	Retail sustainability case studies (printed or digital)	30 (1 per learner)
7	Monitoring Tracker	Pre-formatted Excel or paper-based sheet to track progress	30 (1 per learner)
8	Feasibility Analysis Report Template	Standardized template for evaluating sustainable alternatives (printed/digital)	30 (1 per learner)
9	Reporting Format template	Pre-designed format to document findings (printed/digital)	30 (1 per learner)

Classroom Aids:

The aids required to conduct sessions in the classroom are:

1. LCD Projector
2. Desktop / Laptop computer with internet connections
3. Whiteboard and whiteboard marker
4. Pen & notepad
5. Presentation deck

Annexure: Industry Validations Summary

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	Titan	Sabharatnam Narayanan	Head -Retail Training	Bengaluru	992025444115	narayanans@titan.co.in	-
2	Shoppers Stop	Aniruddha Mahajan	Deputy VP HR operations	Maharashtra	022-42497000	aniruddha.mahajan@shoppersstop.com	-
3	Pay nearby	Anand kumar Bajaj	Director	Maharashtra	7738947773	anand@paynearby.in	-
4	Big basket	Kavita Bagwe	Regional HR – Head Mumbai	Maharashtra	9619791692	Kavita.bagwe@bigbasket.com	-
5	Max – landmark Group	Dinesh Kumar	Senior Manager	Bengaluru	77609970816	dinesh.kumar@landmarkgroup.in	-
6	BIBA	Sushanta Majumdar	Manager - HR	Gurugram	9830857006	Majumdar@bibaindia.com	-
7	Medplus	D.Hari hara Rao	Head-HR	Hyderabad	8888051127	harid@medplusindia.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	Joyalukkas	Joseph Christo	DGM HR & Admin	Kerala	9447767916	christo@joyalukkas.com	-
19	ABFRL	Suresh Shanbagh	Sr General Manager HR	Mumbai	8652533236	suresh.shanbagh@abfrl.adityabirla.com	-
20	RJ corp	Tavleen Nayal	AGM-HR	New Delhi	9582339496	tavleen.nayal@rjcorpretail.com	-
21	Croma	Robin Sharma	HRBP	Mumbai	7738384471	robin.sharma@croma.com	-
22	Viveks	Vasumathi Kalyanaraghavan	Manager- HR & Admin	Chennai	9566151348	vasumathi.k@viveks.com	-

Annexure: Training Details

Training Projections:

Year	Estimated Training # of Total Candidates	Estimated training # of Women	Estimated training # of People with Disability
2024-25	400	100	40
2025-26	600	250	100
2026-27	1000	450	250

Data to be provided year-wise for next 3 years.

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	LCD, Projector, Laptop, MSOffice Suite, Flipchart, whiteboard, Markers, wi-fi connectivity	0:100
2	☐ Imparting Soft Skills, Life Skills and Employability Skills /Mentorship to Learners		
3	☒ Showing Practical Demonstrations to the learners	Video Conferencing Tool - Zoom / Google Meet / Microsoft Teams (for live sessions, role plays, Q&A), PowerPoint for visual presentations, poster making, Learning Management System (LMS)	0:100
4	☒ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	Video Conferencing Tool - Zoom / Google Meet / Microsoft Teams (for live sessions, role plays, Q&A), PowerPoint for visual presentations, poster making, Learning Management System (LMS)	0:100
5	☐ Tutorials/ Assignments/ Drill/ Practice	Not applicable	Not applicable
6	☒ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	Online assessment	0:100
7	☐ On the Job Training (OJT)/ Project Work Internship	Not applicable	Not applicable

Annexure: Acronym and Glossary

Acronym

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

Glossary

Term	Description
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities based on their main economic function, product, service or technology.