

QUALIFICATION FILE – Standalone NOS

Introduction to Retail Data Analytics

☒ Horizontal/Generic ☐ Vertical/Specialization

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

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

NCrF/NSQF Level: 4.5

Submitted By:

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Table of Contents

Section 1: Basic Details	3
Section 2: Training Related	6
Section 3: Assessment Related	6
Section 4: Evidence of the Need for the Standalone NOS.....	7
Section 5: Annexure & Supporting Documents Check List	8
Annexure: Evidence of Level	9
Annexure: Tools and Equipment (lab set-up)	13
Annexure: Industry Validations Summary	14
Annexure: Training Details	15
Annexure: Blended Learning	16
Annexure: Standalone NOS- Performance Criteria details.....	17
Annexure: Assessment Criteria	19
Annexure: Assessment Strategy	20
Annexure: Acronym and Glossary	25

Section 1: Basic Details

1.	NOS-Qualification Name	Introduction to Retail Data Analytics	
2.	Sector/s	Retail	
3.	Type of Qualification ☒ New ☐ Revised	NQR Code & version of the existing /previous qualification: <i>(change to previous, once approved)</i>	Qualification Name of the existing/previous version: <i>(previous, once approved)</i>
4.	National Qualification Register (NQR) Code & Version <i>(Will be issued after NSQC approval.)</i>	NG-4.5-OR-04252-2025-V1-RASCI	5. NCrF/NSQF Level: 4.5
6.	Brief Description of the Standalone NOS	This occupational standard focuses on essential competencies for effectively collecting, organizing, and analyzing retail data. Participants will learn to utilize tools such as POS systems and spreadsheets to validate data, analyze sales trends, and understand consumer behavior.	
7.	Eligibility Criteria for Entry for a Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience:	

		b. Age <Please specify age only in case of any legal restrictions>:																		
		<table border="1"> <thead> <tr> <th>S. No.</th><th>Academic/Skill Qualification (with Specialization - if applicable)</th><th>Relevant Experience (with Specialization - if applicable)</th></tr> </thead> <tbody> <tr> <td>1.</td><td>Completed or pursuing 1st year of 3 year/ 4-year UG or equivalent in Business Analytics or related fields (e.g., Data Science, Retail Management with Analytics specialization)</td><td>No Experience required</td></tr> <tr> <td>2.</td><td>12th Grade pass</td><td>1.5 year of relevant experience in retail operations (Proficiency in basic computer usage, including spreadsheets such as Excel)</td></tr> <tr> <td>3.</td><td>Previous relevant Qualification of NSQF Level 4</td><td>1.5-year relevant experience in retail operations.</td></tr> <tr> <td>4.</td><td>Previous relevant Qualification of NSQF Level 3.5</td><td>3-year relevant experience in retail operations.</td></tr> </tbody> </table>				S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)	1.	Completed or pursuing 1st year of 3 year/ 4-year UG or equivalent in Business Analytics or related fields (e.g., Data Science, Retail Management with Analytics specialization)	No Experience required	2.	12th Grade pass	1.5 year of relevant experience in retail operations (Proficiency in basic computer usage, including spreadsheets such as Excel)	3.	Previous relevant Qualification of NSQF Level 4	1.5-year relevant experience in retail operations.	4.	Previous relevant Qualification of NSQF Level 3.5	3-year relevant experience in retail operations.
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4.	Previous relevant Qualification of NSQF Level 3.5	3-year relevant experience in retail operations.																		
8.	Credits Assigned to this NOS-Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	04	9. Common Cost Norm Category (I/II/III) (wherever applicable): I																	
10.	Any Licensing Requirements for Undertaking Training on This Qualification (wherever applicable)	Not Applicable																		
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>Total (Hours)</th></tr> </thead> <tbody> <tr> <td>Classroom (offline)</td><td>-</td><td>20</td><td>20</td></tr> <tr> <td>Online</td><td>50</td><td>50</td><td>100</td></tr> </tbody> </table> (Refer Blended Learning Annexure for details)			Training Delivery Mode	Theory (Hours)	Practical (Hours)	Total (Hours)	Classroom (offline)	-	20	20	Online	50	50	100				
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12.	Assessment Criteria	<table border="1"> <thead> <tr> <th data-bbox="1039 229 1178 301">Theory (Marks)</th> <th data-bbox="1191 229 1330 301">Practical (Marks)</th> <th data-bbox="1344 229 1482 301">Project (Marks)</th> <th data-bbox="1496 229 1635 301">Viva (Marks)</th> <th data-bbox="1648 229 1787 301">Total (Marks)</th> <th data-bbox="1800 229 1982 301">Passing %age</th> </tr> </thead> <tbody> <tr> <td data-bbox="1039 301 1178 341">40</td> <td data-bbox="1191 301 1330 341">60</td> <td data-bbox="1344 301 1482 341">-</td> <td data-bbox="1496 301 1635 341">-</td> <td data-bbox="1648 301 1787 341">100</td> <td data-bbox="1800 301 1982 341">70</td> </tr> </tbody> </table>						Theory (Marks)	Practical (Marks)	Project (Marks)	Viva (Marks)	Total (Marks)	Passing %age	40	60	-	-	100	70
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40	60	-	-	100	70														
13.	Is the NOS Amenable to Persons with Disability	☒ Yes ☐ No If “Yes”, specify applicable type of Disability: Locomotor																	
14.	Progression Path After Attaining the Qualification, wherever applicable <i>(Please show Professional and Academic progression)</i>	NA																	
15.	How participation of women will be encouraged?	Offering flexible training schedules, Targeted outreach to promote participation in technology-driven roles, Gender-inclusivity awareness/ advocacy events and counselling																	
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																	
17.	Is similar NOS available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:																	
18.	Name and Contact Details 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																	
19.	Final Approval Date by NSQC: 08/05/2025	20. Validity Duration: 3 Years				21. Next Review Date: 08/05/2028													

Section 2: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	Graduate/Post-graduate in Retail Management, Business Analytics, or related field with minimum 3 years of experience in retail operations, with exposure to basic data analytics tools (Excel, CRM, POS systems and required expertise in basic data analytics, sales trend analysis, and customer feedback tools. 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 the relevant sector (in years) <i>(as per NCVET guidelines)</i>	ToT certified trainer with minimum 5 years of training experience in retail store operations, expertise required in basic data analytics, sales trend analysis, and customer feedback tools and certified in the qualification of Retail Store Manager RAS/Q0107.
3.	Tools and Equipment Required for the Training	☒ Yes ☐ No <i>(If "Yes", details to be provided in Annexure)</i>
4.	In Case of Revised NOS, details of Any Upskilling Required for Trainer	Not Applicable

Section 3: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Graduate/Post-graduate in Retail Management, Business Analytics, or related field with minimum 3 years of experience in assessing retail operations and data analytics, with relevant certifications in data analysis tools and strong understanding of retail operations, data management, and customer feedback mechanisms. 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 NCVET guidelines), (wherever applicable)</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 NCVET guidelines)</i>	Graduate and above with a minimum of 10 years of industry experience in retail store operations. assessing retail operations and data analytics, with relevant certifications in data analysis tools and strong understanding of retail operations, data management, and customer feedback mechanisms.
4.	Assessment Mode <i>(Specify the assessment mode)</i>	Theory will be conducted online and practical will be conducted offline on a digital assessment platform with comprehensive auditable trails.
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 the Need for the Standalone NOS

Provide Annexure/Supporting documents name.

1.	Government /Industry initiatives/ requirement (Yes/No): No
2.	Number of Industry validations provided: 22
3.	Estimated number of people to be trained: 1500
4.	Evidence of Concurrence/Consultation with Line/State Departments (In case of regulated sectors): Annexure Enclosed

Section 5: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf/NSQF descriptors <i>(Mandatory)</i>	Enclosed
2.	Annexure: List of tools and equipment relevant for NOS <i>(Mandatory, except in case of online course)</i>	Enclosed
3.	Annexure: Performance and Assessment Criteria <i>(Mandatory)</i>	Enclosed
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	Enclosed
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is Blended Learning)</i>	Not Applicable
6.	Annexure: Acronym and Glossary <i>(Optional)</i>	Enclosed
7.	Annexure/Supporting Document: Standalone NOS- Performance Criteria Details Annexure/Document with PC-wise detailing as per NOS format (Mandatory- Public view)	Enclosed
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	Enclosed

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	This NOS includes data collection and validation methods, basic analysis techniques to identify sales trends and consumer behavior, and generating actionable insights for product management and promotions. Proficiency in basic analytics tools like Excel and Google Sheets is essential for effective data interpretation.	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 skills required for this NOS includes data collection and validation using tools like POS systems and spreadsheets, as well as basic data analysis to identify sales trends. Additionally, they must be knowledgeable in ethical data handling practices and proficient in basic analytics tools such as Excel and Google Sheets for effective data interpretation.	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.	4.5

		• 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.	
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	The individual requires adaptability, self-motivation, analytical thinking for problem solving and a customer-focused mindset. communication skills are necessary for presenting insights to teams, along with effective time management. Additionally, ethical awareness regarding data privacy and a commitment to continuous learning are crucial for staying current in the retail data landscape.	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. • Has well informed practical understanding of the social, political and work environment. • Exercise self- management within the work contexts. • Emotional Intelligence	4.5

		• May have an entrepreneurial Mind-set for creating a start-up/ small business and its end to end management.	
Broad Learning Outcomes/Core Skill	Core Skills include skills in collecting, validating, and analyzing retail data, generating actionable insights for inventory and promotions, and creating clear reports for non-technical teams. It also covers ethical data handling and applying data-driven decisions to improve retail operations and customer	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	4.5

		• 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.	
Responsibility	The individual is responsible for analyzing sales trends and customer behavior to generate insights for product assortment, inventory management, pricing, and promotions. They must create clear reports, ensure ethical handling of customer data in line with privacy regulations, and apply data-driven decisions to optimize retail operations and customer engagement.	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. • 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	4.5

Annexure: Tools and Equipment (lab set-up)

List of Tools and Equipment

Batch Size: 20

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Spreadsheets	Excel/Google Sheets	20 licenses
2.	POS system with sample transaction data		2 machines
3.	CRM software		2 accounts
4.	Sample consumer and sales datasets		20 data sets
5.	Case studies on retail consumer behavior		5 case studies
6.	Survey software	(Google Forms/SurveyMonkey)	20 licenses
7.	Google Analytics		1 account with 20 users
8.	Customer feedback templates		20 computers
9.	Inventory management software		20 licenses
10.	Customer segmentation tools		20 computers with data sets
11.	Promotional analysis templates		20 sets
12.	PowerPoint or similar presentation software		20 computers
13.	Basic data visualization tools		20 computers
14.	Encryption software		1 system
15.	Data privacy policy templates		20 copies
16.	Risk assessment tools		20 licenses

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. 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@abfrel.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	300	100	3
2025-26	550	150	4
2026-27	650	200	4

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 NOS	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	00:100
2	☐ Imparting Soft Skills, Life Skills and Employability Skills /Mentorship to Learners		
3	☒ Showing Practical Demonstrations to the learners	Laptops, wi-fi connectivity, LCD projector or screen sharing tools (for demo recordings/live sessions) Spreadsheets, CRM software, POS simulation tools, Survey Tools, Google Analytics, Customer segmentation & promotional tools, PowerPoint or equivalent presentation software, Basic data visualization tools	40:60
4	☒ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	Laptops, wi-fi connectivity, LCD projector or screen sharing tools (for demo recordings/live sessions) Spreadsheets, CRM software, POS simulation tools, Survey Tools, Google Analytics, Customer segmentation & promotional tools, PowerPoint or equivalent presentation software, Basic data visualization tools	40:60
5	☐ Tutorials/ Assignments/ Drill/ Practice	Not applicable	Not Applicable
6	☒ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	Refer to Annexure: Assessment Strategy	
7	☐ On the Job Training (OJT)/ Project Work Internship/ Candidate Training	Not applicable	Not Applicable

Annexure: Standalone NOS- Performance Criteria details

1. Description: *This occupational standard focuses on essential competencies for effectively collecting, organizing, and analyzing retail data. Participants will learn to utilize tools such as POS systems and spreadsheets to validate data, analyze sales trends, and understand consumer behavior.*

2. Scope:

The scope covers the following:

- Effectively collect, organize, and analyze retail data.
- Generate actionable insights for product assortment, inventory management, and promotions.
- Ensure ethical handling of customer data.

3. Elements and Performance Criteria

PC1: Collect, organize, and validate retail data using tools like POS systems, spreadsheets, and customer databases.

PC2: Analyze sales trends, consumer purchase behavior, and regional preferences using basic data analysis techniques.

PC3: Generate actionable insights from retail data to support decisions related to product assortment, inventory management, and promotions.

PC4: Use customer feedback, surveys, and qualitative data to refine consumer insights and identify areas for improvement in retail services or products.

PC5: Develop simple reports and visualizations using data to communicate insights effectively to non-technical teams.

PC6: Apply data-driven decision-making to optimize retail operations, including pricing strategies and customer engagement.

PC7: Ensure ethical handling of customer data by adhering to data privacy and security regulations.

PC8: Use basic data analytics tools (e.g., Excel, Google Sheets) to organize and interpret retail sales and customer interaction data.

Knowledge and Understanding (KU):

The individual on the job needs to know and understand:

- KU1:** Understand different types of retail data such as sales, customer behavior, inventory, and their sources (e.g., POS systems, CRM).
- KU2:** Know basic data analysis concepts such as averages, trends, growth rates, and how they apply to retail decision-making.
- KU3:** Familiarize with tools like Google Analytics and survey platforms to collect and analyze customer feedback and digital interactions.
- KU4:** Understand how to create simple formulas, graphs, and charts to represent sales data and consumer trends.
- KU5:** Recognize the importance of data-driven decision-making in improving product assortment, pricing, promotions, and overall business performance.
- KU6:** Understand basic privacy laws (e.g., GDPR) and ethical practices in handling and storing customer data.
- KU7:** Know the role of consumer insights in developing personalized marketing strategies and improving customer retention.
- KU8:** Learn how data visualization enhances communication by presenting complex information in simple, actionable formats.

Generic Skills (GS):

User/individual on the job needs to know how to:

- GS1:** Communicate effectively with teams to present data insights in a non-technical manner.
- GS2:** Use critical thinking and problem-solving skills to apply data insights in retail decision-making processes.
- GS3:** Develop proficiency in basic analytical tools like Excel, POS systems, and CRM systems to gather and analyze data.
- GS4:** Display attention to detail when organizing and validating data for accuracy and consistency.
- GS5:** Exhibit collaboration skills by working with cross-functional teams (e.g., marketing, operations) to apply consumer insights effectively.
- GS6:** Show adaptability in learning new retail data tools and technologies as needed.

Annexure: Assessment Criteria

Detailed PC-wise assessment criteria and assessment marks for the NOS are as follows:

S. No.	Assessment Criteria for Performance Criteria	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC1	Collect, organize, and validate retail data using tools like POS systems, spreadsheets, and customer databases.	5	7.5	-	-
PC2	Analyze sales trends, consumer purchase behavior, and regional preferences using basic data analysis techniques.	5	7.5	-	-
PC3	Generate actionable insights from retail data to support decisions related to product assortment, inventory management, and promotions.	5	7.5	-	-
PC4	Use customer feedback, surveys, and qualitative data to refine consumer insights and identify areas for improvement in retail services or products.	5	7.5	-	-
PC5	Develop simple reports and visualizations using data to communicate insights effectively to non-technical teams.	5	7.5	-	-
PC6	Apply data-driven decision-making to optimize retail operations, including pricing strategies and customer engagement.	5	7.5	-	-
PC7	Ensure ethical handling of customer data by adhering to data privacy and security regulations.	5	7.5	-	-
PC8	Use basic data analytics tools (e.g., Excel, Google Sheets) to organize and interpret retail sales and customer interaction data	5	7.5	-	-
Total Marks		40	60	-	-

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/ or real time task/ activity in a simulated work environment. 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 rubric based scoring based on case study / scenario-based / Real time task-based activity 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.
- The Assessment Agency must ensure the Assessor 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 comply 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:** Not Applicable to this Qualification

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework

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.