



Chemist- Retail Pharmacy

QUALIFICATION FILE

☒ 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: 5

Submitted By:

Life Sciences Sector Skill Development Council

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Section 1: Basic Details

1.	Qualification Name	Chemist- Retail Pharmacy							
1.	Sector/s	Life Sciences							
2.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: QM-05-LS-00256-2023-V1.1-LSSSDC	Chemist- Retail Pharmacy Option: 1. Regulated Business Operations						
3.	a. OEM Name b. Qualification Name (Wherever applicable)	NA							
4.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG-5-LS-04426-2025-V2-LSSSDC	5. NCrf/NSQF Level: 5						
6.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate							
7.	Brief Description of the Qualification	Chemist - Retail Pharmacy is responsible for supporting pharmacy operations by ensuring valid prescription processing, accurate order fulfilment, and effective customer interaction in compliance with regulatory standards. The role involves managing sales transactions, maintaining proper drug storage with cold chain and expiry monitoring, and handling inventory efficiently. The job holder is also expected to uphold the pharmacy 's professional image, promote responsible use of medicines, and contribute to pharmacovigilance and safe handling of controlled substances, while understanding the basics of retail operations within the Life Sciences industry.							
8.	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>Pursuing 2nd year of Diploma in Pharmacy *Post approval from Pharmacy Council of India</td> <td></td> </tr> </tbody> </table> b. Age: As Per Government Norms		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	Pursuing 2nd year of Diploma in Pharmacy *Post approval from Pharmacy Council of India	
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9.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	17.0	10. Common Cost Norm Category (I/II/III) (wherever applicable): II																																											
11.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																																												
12.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	☒ Offline ☐ Online ☒ Blended																																												
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		(Refer Blended Learning Annexure for details)																																												
13.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/3213.0100 NCO-2015/3213.9900 Supply Chain Management																																												
14.	Progression path after attaining the qualification	Not Available																																												
15.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	English and Hindi																																												
16.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:																																												
17.	Is the Job Role Amenable to Persons with Disability	☐ Yes ☒ No If "Yes", specify applicable type of Disability:																																												

18.	How Participation of Women will be Encouraged	Policy measures are needed to promote the inclusion of educated and working women, especially in Science and technology fields, where only 14% of women are hired among micro, small, and medium enterprises despite comprising 43% of Science and technology graduates. The conscious efforts are made by LSSSDC to sensitize organizations and hiring manager for bring Women employees on board by LSSSDC through Industry Associations and Large MNCs on governing Board and have received positive responses and assurance from most of employers in life sciences sector to bring Min. 30% share of Women employees and apprentices in the given occupation and job role. LSSSDC shall also be driving a Diversity and Inclusivity Program with Indian Pharmaceutical Alliance for catalysing the efforts	
19.	Are Greening/ Environment Sustainability Aspects Covered	☒ Yes ☐ No LFS/N0674	
20.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☐ Yes ☐ No Colleges ☒ Yes ☐ No	
21.	Name and Contact Details of Submitting / Awarding Body SPOC	Name: Mrs. Shivi Chaudhary Email: shivi.chaudhary@lsssd.in Contact No.: + 91 11 41042407/ 408, +91 9315747189 Website: https://www.lsssd.in/	
22.	Final Approval Date by NSQC: 29 September 2025	23. Validity Duration: 3 Year	24. Next Review Date : 29 September 2028

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 Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT - Ma n.	OJT- Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Compulsory NOS Introduction to life Sciences Sector and basics of Retail Pharmacy	LFS/N0674 , v1	Core	Level-5	1	8	22	-	-	30	40	30	15	15	100	10
2.	Compulsory NOS Perform Inventory Management and Replenishment in a Retail Pharmacy	LFS/N0661 , v2	Core	Level-5	3	10	20	60	-	90	30	40	15	15	100	15
3.	Compulsory NOS Maintain Regulatory-Compliant Drug Storage Through Systematic Layout Planning, Expiry Management, and Cold Chain Monitoring	LFS/N0668 v2.0	Core	Level - 5	2	15	15	30	-	60	25	50	10	15	100	15
4.	Compulsory NOS Ensure Valid Prescription Processing, Customer Need Assessment, and Accurate Order Fulfilment as per Regulatory Standards	LFS/N0664 ,V2	Core	Level-5	3	25	25	40	-	90	35	45	10	10	100	15
5.	Compulsory NOS Processing the sales transactions in cash or credit at point of sale	LFS/N0660 , v2.0	Core	Level-5	3	15	20	55	-	90	30	45	13	12	100	15
6.	Compulsory NOS Perform Pharmacovigilance, Promote Responsible Antibiotic	LFS/N0666 , v2.0	Core	Level-5	2	15	15	30	-	60	30	50	10	10	100	10

S. No	NOS Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT - Ma n.	OJT- Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
	Use, and Ensure Safe Handling of Controlled Substances															
7.	Compulsory NOS Comply EHS Rules and Sanitization Protocol at Retail Pharmacy in Compliance with Good Storage Area Practices	LFS/N0675 v1.0	Core	Level-5	1	5	10	15	-	30	30	50	10	10	100	10
8.	Employability Skills (60 Hours)	DGT/VSQ/ N0102		Level 4	2	30	30	0	-	60	20	30	0	0	50	10
Duration (in Hours) / Total Marks					17	123	157	230	-	510	240	340	83	87	750	100

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: 70 % (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)	Graduate in Sciences (B. Pharma/D.Pharma) with 6 years of Relevant Industry Experience with specialization in retail pharmacy operation OR Postgraduate in Sciences (M. Pharma) with 4 years of Relevant Industry Experience with specialization in retail pharmacy operation OR
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		At least four years of teaching and/or research experience in a relevant academic or research position (Assistant Professor/ Associate Professor/ Professor) with Recognition of Prior Learning Certification in “Chemist - Retail Pharmacy” mapped to QP: “LFS/Q0615, v2.0” post completion of Faculty Development Program of LSSSDC And Certified for Job Role: “Chemist - Retail Pharmacy” mapped to QP: “LFS/Q0615, v2.0” with minimum accepted score of 80%. Recommended that the Trainer is certified for the Job Role: “Trainer (VET and Skills)”, mapped to the Qualification Pack: “MEP/2601, v2.0” with minimum score of 80%.
2.	Master Trainer’s Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Graduate in Sciences (B. Pharma/ D. Pharma) with 8 years of Relevant Industry Experience with specialization in retail pharmacy operation OR Postgraduate in Sciences (M. Pharma) with 4 years of Relevant Industry Experience with specialization in retail pharmacy operation OR At least 6 years of teaching and/or research experience in a relevant academic or research position (Assistant Professor/ Associate Professor/ Professor) with Recognition of Prior Learning Certification in “Chemist - Retail Pharmacy” mapped to QP: “LFS/Q0615, v2.0” post completion of Faculty Development Program of LSSSDC And Certified for Job Role: “Chemist - Retail Pharmacy” mapped to QP: “LFS/Q0615, v2.0” with minimum accepted score of 80%. Recommended that the Trainer is certified for the Job Role: “Trainer (VET and Skills)”, mapped to the Qualification Pack: “MEP/2602, v3.0” with minimum score of 80%.
3.	Tools and Equipment Required for Training	☐ Yes ☐ No (If “Yes”, details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	Upskilling is required as per the modification

Section 4: Assessment Related

1.	Assessor’s Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Graduate in Sciences (B. Pharma/ D. Pharma) with 5 years of Relevant Industry Experience in retail pharmacy operation and 2 years of experience on the job assessment/ Training experience/ Vocational assessment/ Academic assessment OR
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		Postgraduate in Sciences (M. Pharma) with 3 years of Relevant Industry Experience in retail pharmacy operation and 2 years of experience on the job assessment/ Training experience/ Vocational assessment/ Academic assessment Certified for Job Role -“Chemist - Retail Pharmacy ” mapped to QP: “LFS/Q0615, v2.0” with minimum accepted score of 80%. Recommended that the Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, v2.0” with minimum score of 80%.
2.	Proctor’s Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Graduate in Sciences (B. Pharma/D.Pharma) with 5 years of Relevant Industry Experience in retail pharmacy operation and 2 years of experience on the job assessment/ Training experience/ Vocational assessment/ Academic assessment OR Postgraduate in Sciences (M. Pharma) with 3 years of Relevant Industry Experience in retail pharmacy operation and 2 years of experience on the job assessment/ Training experience/ Vocational assessment/ Academic assessment OR At least four 4 years of teaching and/or research experience in a relevant academic or research position (Assistant Professor/ Associate Professor/ Professor) with Recognition of Prior Learning Certification in “Chemist - Retail Pharmacy” mapped to QP: “LFS/Q0615, v2.0”. post completion of Faculty Development Program of LSSSDC and 1 years of experience on the job assessment/ Training experience/ Vocational assessment/ Academic assessment And Certified for Job Role -“Chemist - Retail Pharmacy” mapped to QP: “LFS/Q0615, v2.0” with minimum accepted score of 80%.
3.	Lead Assessor’s/Proctor’s Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Graduate in Sciences (B. Pharma/D.Pharma) with 12 years of Relevant Industry Experience in retail pharmacy operation and 2 years of experience on the job assessment/ Training experience/ Vocational assessment/ Academic assessment OR Postgraduate in Sciences (M. Pharma) with 5 years of Relevant Industry Experience in retail pharmacy operation and 2 years of experience on the job assessment/ Training experience/ Vocational assessment/ Academic assessment And

		Certified for Job Role - “Chemist - Retail Pharmacy” mapped to QP: “LFS/Q0615, v2.0” with minimum accepted score of 80%.
		Recommended that the Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2702, v3.0” with minimum score of 80%.
4.	Assessment Mode (<i>Specify the assessment mode</i>)	Online and offline
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 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): No
3.	Government /Industry initiatives/ requirement (Yes/No): No
4.	Number of Industry validation provided: 7
5.	Estimated nos. of persons to be trained and employed: 6000
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: If “No”, why:

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>)	Yes
2.	Annexure: List of tools and equipment relevant for qualification (<i>Mandatory, except in case of online course</i>)	Yes
3.	Annexure: Detailed Assessment Criteria (<i>Mandatory</i>)	Yes
4.	Annexure: Assessment Strategy (<i>Mandatory</i>)	Yes
5.	Annexure: Blended Learning (<i>Mandatory, in case selected Mode of delivery is “Blended Learning”</i>)	Yes

6.	Annexure: Multiple Entry-Exit Details (<i>Mandatory, in case qualification has multiple Entry-Exit</i>)	NA
7.	Annexure: Acronym and Glossary (<i>Optional</i>)	Yes
8.	Supporting Document: Model Curriculum (<i>Mandatory – Public view</i>)	Yes
9.	Supporting Document: Career Progression (<i>Mandatory - Public view</i>)	Yes
10.	Supporting Document: Occupational Map (<i>Mandatory</i>)	Yes
11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	Yes
12.	Any other document you wish to submit:	Yes

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	Few of the job elements, expected to be performed by Chemist – Retail Pharmacy are: • Reporting quality issues and test results • Recording and documentation • Coordination with the supervisor • Coordination with functional teams • Coordination with cross-functional teams and other stakeholders • Sensitivity towards all genders and people with disability • Sanitation activities before the start of work • Sanitation activities during work • Sanitation activities after completion of work • Follow health and hygiene protocols	Chemist – Retail Pharmacy performs the role of a pharmacist in the retail pharmacy outlet with well-developed skills as per regulatory requirements. The Job role holder also ensures that the storage and dispensing of the medicines are done in accordance with laid down procedures with clear choice of procedures in familiar context as the person shall be a registered pharmacist and from Pharmacy education background	5

	• Follow safety and security procedures • Follow emergency procedures • Supervise Non-conforming waste material • Prepare daily plan and allocate resources • Storage and dispensing • Sale of Drug Products • Set up enterprise and perform entrepreneurial activities • Maintenance of accounts and ledgers • Infrastructure related documentation • Supply Chain related documentation • Documentation for sales & marketing • Quality audit and client/regulatory inspections related documentation		
Professional and Technical Skills/ Expertise/ Professional Knowledge	Few of the job elements, expected to be performed by Chemist – Retail Pharmacy are: • Reporting quality issues and test results • Recording and documentation • Coordination with the supervisor • Coordination with functional teams • Coordination with cross-functional teams and other stakeholders • Sensitivity towards all genders and people with disability • Sanitation activities before the start of work • Sanitation activities during work • Sanitation activities after completion of work • Follow health and hygiene protocols • Follow safety and security procedures • Follow emergency procedures • Sale of Drug Products	Chemist – Retail Pharmacy needs to have the factual knowledge of facts, principles, processes and general concepts related to Good Good Storage Practices as well has been educated on legal and regulatory compliances. Chemist-Retail Pharmacy is also aware of code of conduct and standards of pharmacist's practices laid by State Pharmacy Councils as well as Pharmacy Council of India.	5

	• Set up enterprise and perform entrepreneurial activities • Maintenance of accounts and ledgers • Infrastructure related documentation • Supply Chain related documentation • Documentation for sales & marketing • Quality audit and client/regulatory inspections related documentation		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Few of the job elements, expected to be performed by Chemist – Retail Pharmacy are: • Reporting quality issues and test results • Recording and documentation • Coordination with the supervisor • Coordination with functional teams • Coordination with cross-functional teams and other stakeholders • Sensitivity towards all genders and people with disability • Sanitation activities before the start of work • Sanitation activities during work • Sanitation activities after completion of work • Follow health and hygiene protocols • Follow safety and security procedures • Follow emergency procedures • Sale of Drug Products • Set up enterprise and perform entrepreneurial activities • Maintenance of accounts and ledgers • Infrastructure related documentation • Supply Chain related documentation • Documentation for sales & marketing	To perform the tasks of Chemist – Retail Pharmacy the job holder utilizes professional skills like good communication and interpersonal skills, good analytical, reasoning skills, attention to details, critical thinking, and excellent organizational skills. For routine job activities and tasks the Chemist – Retail Pharmacy uses the planning and organizing skills. The job holder demonstrates analytical and critical thinking skills while performing role of community pharmacist in case of an entrepreneur in community pharmacy stores	5

	Quality audit and client/regulatory inspections related documentation		
Broad Learning Outcomes/Core Skill	Few of the job elements, expected to be performed by Chemist – Retail Pharmacy are: - Inspecting the storage area - Prepare daily plan and allocate resources - Prepare daily plan and allocate resources - Storage and dispensing - Sale of Drug Products - Set up enterprise and perform entrepreneurial activities - Maintenance of accounts and ledgers - Infrastructure related documentation - Supply Chain related documentation - Documentation for sales & marketing - Quality audit and client/regulatory inspections related documentation	To perform the tasks, Chemist – Retail Pharmacy uses mathematical and accounting skills. For the purpose of interaction with a customer and understanding of the purchase requirement as well as prescription provided by doctor, he/she uses skills for collecting information, and verbal communication and reading skills. For reporting and documentation proposed, he/she applies the basics of supply chain management skills and accounting skills. For coordination related tasks and ensuring a successful business venture as per legal and regulatory requirements, the job holder is expected to have a basic understanding of the social-political and natural environment at the place of work/ organization.	5
Responsibility	Few of the job elements, expected to be performed by Chemist – Retail Pharmacy are: - Reporting quality issues and test results - Recording and documentation - Coordination with the supervisor - Coordination with functional teams - Coordination with cross-functional teams and other stakeholders - Sensitivity towards all genders and people with disability - Follow health and hygiene protocols - Follow safety and security procedures - Follow emergency procedures - Supervise Non-conforming waste material - Prepare daily plan and allocate resources	Chemist – Retail Pharmacy has responsibility for his/her work and learning and guides associate –retail pharmacy operations and other cross functional Teams. As the role can also have opportunities of entrepreneurship, as an entrepreneur, he/she holds responsibility for own work and learning and some responsibility for other's work and learning	5

	• Supervise receiving and dispatch operations • Inspecting the warehouse storing in the storage area • Storage and dispensing • Sale of Drug Products • Set up enterprise and perform entrepreneurial activities • Maintenance of accounts and ledgers • Infrastructure related documentation • Supply Chain related documentation • Documentation for sales & marketing • Quality audit and client/regulatory inspections related documentation		
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Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size:

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Color-coded waste bin bag		
2.	Color-coded waste container		
3.	SOP (Warehouse operations, Inspection of goods)		
4.	Role plays		
5.	Equipments used for material movement		
6.	Flip charts		
7.	Cleaning agents (soap/alconox etc.)		
8.	Glassware for cleaning		
9.	Half Face Mask		
10.	Gloves(Nitrile, {Heat, acid, chemical} resistant, washing etc..)		
11.	PPE		
12.	Printouts of WHO guidelines		
13.	Flashcards of signages		

14.	CO2 type Fire Extinguisher		
15.	Personal Protective Equipments and Gowning material		

Classroom Aids

The aids required to conduct sessions in the classroom are:

- 1.
2. Marker Pen
3. Computer or Laptop attached to LCD projector.
4. Computer speaker
5. Pencil

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.	Karnataka State Pharmacy Council	Dr Salma Khanam	coordinator		9886044075	sKhanam@gmail.com	
2.	SHELCEL Biozeen Technologies Pvt Ltd	Dr Christina Rosy	Manager Training		9003810345	Christina.rj@biozeen.com	
3.	Indian Medical Store	Kaisar Mohd.	Pharmacist		9845435374		
4.	MAJUSHREE TECHNOPACK LIMITED	KISHORE	HR MANAGER	Visakhapatnam	9581199200	Kishore.karrimanjushreeindia@gmail.com	
5.	CMS Lab India Private Limited	Guntuku Jagadeeswara Rao	Managing Director	Visakhapatnam	8919168131	jdguntuku@gmail.com	
6.	Synaptics Labs Pvt Ltd	M BHARATH	SENIOR MANAGER	Visakhapatnam	7569279497	hr@synapticslabs.com	
7.	VLR FACILITATORS	JAYASHREE	HR	Hyderabad	8247212205	jayashreem@gmail.com	

	PRIVATE LIMITED						
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NSQC Approved

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
2025-2026	1000	-	-	-	-	-
2026-2027	2000	-	-	-	-	-
2027-2028	3000	-	-	-	-	-

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
Version 1	FY22-23	3	3	3									
Version 1	FY23-24	20	0	0									
Version 1	FY24-25	657	558	522									
Version 1	FY25-26	37	0	0									

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-4.0-CSCM RPL SSC in Industry Premise
2. NAPS

Content availability for previous versions of qualifications:

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

Languages in which Content is available: English

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

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	LMS Portal- LSSSDC Daksh Portal will be utilized with online content/virtual lectures	50:50
2	☐ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	LMS Portal- LSSSDC Daksh Portal will be utilized with online content/virtual lectures	50:50
3	☐ Showing Practical Demonstrations to the learners	Skill labs	100:00
4	☐ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	Skill Labs	100:00
5	☐ Tutorials/ Assignments/ Drill/ Practice	LMS Portal- LSSSDC Daksh Portal will be utilized with online content/virtual lectures / Field Visits	50:50
6	☐ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	Parakh	00:100
7	☐ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	Offline	00:100

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
1. LFS/N0674 v1.0: Introduction to Life Sciences sector and basics of retail pharmacy	Introduction to Life Sciences Sector	10	9	5	5
	PC1. describe the key sectors and value chain of the Life Sciences industry in Indian and global context.				
	PC2. list applicable regulations and good practices such as GMP, GLP, and GDP relevant to pharmacy operations.				
	PC3. list key responsibilities and duties of a Chemist Retail Pharmacist.				
	Basic of retail Pharmacy	20	15	5	5
	PC4. Explain the difference between OTC, prescription, controlled, and Schedule H/X drugs.				
	PC5. identify brand name, generic name, expiry date, and batch number from packaging.				
	PC6. interpret basic components of a prescription including dosage form, frequency, and route of administration.				
	PC7. demonstrate correct storage of drugs as per label instructions and regulatory norms.				
	PC8. respond appropriately to scenarios such as prescription denial or customer confusion.				
	Environment Sustainability	10	6	5	5
	PC9. list energy conservation practices relevant to pharmacy operations.				
	PC10. identify actions that optimize electricity and equipment usage during daily operations.				
	PC11. follow practices that reduce water wastage, chemical spills, and air pollution.				
	PC12. segregate waste into recyclable, non-recyclable, and hazardous categories.				
	PC13. use appropriate color-coded containers for waste collection and disposal.				
	PC14. prepare and follow a waste management checklist for daily pharmacy operations.				
	Total	40	30	15	15
2. LFS/N0661 v2.0: Perform Inventory Management and Replenishment in a Retail Pharmacy	Inventory Monitoring and Reorder Level Setting	10	10	5	5
	PC1. Use stock control software or tools to assess current inventory levels, set reorder thresholds, and identify gaps against minimum stock requirements.				
	PC2. Track product consumption patterns using historical sales data and seasonal trends to anticipate demand fluctuations.				
	PC3. Review and adjust reorder levels periodically based on updated consumption data, stock movement frequency, and shelf life.				

	PC4. Monitor expiry dates regularly and ensure timely removal of near-expiry or unsaleable stock; update records accordingly.				
	PC5. Flag low-stock alerts early to ensure replenishment without stockouts or delays in patient service.				
	<i>Stock Replenishment and Buffer Stock Management</i>	10	20	05	05
	PC6. Maintain buffer stock for fast-moving and life-saving medications, guided by company policy and past sales records.				
	PC7. Raise purchase requisitions based on reorder level breaches, buffer stock depletion, and supplier lead times.				
	PC8. Coordinate with approved vendors or suppliers to ensure timely delivery and maintain continuity of inventory.				
	PC9. Cross-check incoming stock against invoices, batch numbers, expiry dates, and purchase orders before updating inventory records.				
	<i>Documentation and Safety Compliance</i>	10	10	05	05
	PC10. Handle stock safely to avoid product damage, contamination, or disruption to daily operations.				
	PC11. Keep the storage and sales area clean and organized responsibly per SOPs.				
	PC12. Maintain up-to-date and accurate records of stock adjustments, transfers, replenishments, and disposals in the inventory system.				
	PC13. Escalate recurring stock issues, such as frequent shortages, supplier delays, or inaccurate deliveries, to the inventory or purchasing manager with recommendations.				
	NOS Total	30	40	15	15
3. LFS/N0668 Ver 2.0: Maintain Regulatory-Compliant Drug Storage Through Systematic Layout Planning, Expiry Management, and Cold Chain Monitoring	<i>Organize Storage Space Using Approved Shelf Layouts</i>	7	14	2.5	4
	PC1. Arrange drug products as per defined shelf layout plans, ensuring proper segregation based on dosage forms, therapeutic classes, and storage conditions.				
	PC2. Label all shelves clearly to indicate drug category, storage temperature range, and hazard classifications where applicable.				
	PC3. Ensure restricted-access drugs (e.g., narcotics, psychotropics) are stored in designated, locked sections of the storage area.				
	PC4. Maintain adequate spacing between stock units to allow airflow and prevent cross-contamination.				
	PC5. Periodically review and update shelf layouts to accommodate new inventory, expired goods removal, or revised compliance guidelines.				
	<i>Implement FIFO/FEFO for Efficient Inventory Rotation</i>	7	12	3	4

	PC6. Apply First-In-First-Out (FIFO) for non-perishable or general drug products to ensure older stock is dispensed before newer stock.				
	PC7. Follow First-Expiry-First-Out (FEFO) for drugs with short shelf lives, ensuring products nearing expiry are prioritized for use or flagged.				
	PC8. Check and document batch numbers and expiry dates during every inward entry and physical stock audit.				
	PC9. Train staff on visual identification of expiry risk items and assign responsibility for regular expiry monitoring.				
	PC10. Ensure expired or short-expiry goods are separated immediately and marked for disposal as per SOPs.				
	<i>Monitor and Document Temperature for Sensitive Stock</i>	6	15	3	4.5
	PC11. Store temperature-sensitive products (e.g., vaccines, biologics, insulin) in temperature-controlled environments as per label instructions.				
	PC12. Use calibrated thermometers, data loggers, or automated monitoring systems to track storage conditions.				
	PC13. Record minimum and maximum temperatures at least twice daily, and maintain these logs for audit compliance.				
	PC14. Investigate and report any deviation from specified temperature ranges immediately, following cold chain breach protocols.				
	PC15. Ensure alternate storage arrangements (e.g., backup refrigeration) are in place during power outages or equipment failures.				
	<i>Utilize Software Tools in pharmacy</i>	5	9	1.5	2.5
	PC16. Generate and process sales bills accurately using the retail pharmacy software, including item entry by name, category, or barcode.				
	PC17. Record inward stock entries by updating batch numbers, expiry dates, and invoice details in the software				
	PC18. Track low stock levels, short-expiry items, and expired medicines using software alerts and dashboards				
	NOS TOTAL	25	50	10	15
4. LFS/N0664 (v2.0): Ensure Valid Prescription Processing, Customer Need Assessment, and Accurate Order Fulfilment as per Regulatory Standards	<i>Prescription Validation and Customer Need Assessment</i>	8	10	2.5	2.5
	PC1. identify customer needs by asking relevant and compliant questions regarding symptoms or prescription requirements.				
	PC2. identify the goods that will meet customers needs and check with customers that these are satisfactory.				
	PC3. Verify the validity of prescriptions, including the prescriber's details, drug schedule category, date, dosage, and duration, as per applicable legal standards.				

PC4. Ensure that the prescribed drugs are permitted for dispensing and are not expired, forged, or falling under restricted supply without proper authorization.				
PC5. give customers clear, accurate and complete information about the availability of goods and the terms of supply.				
<i>Schedule Drug Handling and Regulatory Compliance</i>	7	11	2	2
PC6. Identify whether requested drugs fall under Schedule H, H1, X, or other restricted categories and follow proper protocols before processing.				
PC7. Maintain documentation such as prescription copies and pharmacist's verification records for scheduled drugs, as per statutory norms.				
PC8. prepare accurate, clear and complete information about the order & pass this information to people responsible for fulfilment.				
PC9. Inform customers about potential side effects, dosage, contraindications, and regulatory restrictions, particularly for scheduled substances.				
<i>E-Order Processing and Fulfilment</i>	8	8	2	2
PC10. Accurately input customer orders into the e-order system, ensuring product selection aligns with prescription details and stock availability.				
PC11. Follow legal and organizational procedures to verify customer identity, especially for online orders involving prescription and scheduled medicines.				
PC12. Provide real-time updates on order status, dispatch, and expected delivery through the e-order management system.				
PC13. Communicate promptly and clearly with customers if ordered products are unavailable or if the delivery timeline changes.				
<i>Compliance Documentation and Data Security</i>	4	6	1	1
PC14. Generate and maintain compliance documentation, including prescription logs, batch numbers, and invoice details, for audits and inspections.				
PC15. Share order-related and prescription data only with authorized personnel and ensure secure digital and/or physical storage of customer records.				
<i>Operations During Constrained/Epidemic Situation</i>	8	10	2.5	2.5
PC16. Demonstrate correct donning and doffing of PPE (gloves, masks, aprons, face shields) as per hygiene and safety protocols.				
PC17. Sanitize high-contact pharmacy surfaces and equipment using appropriate disinfectants and follow standard operating procedures.				

	PC18. Communicate empathetically and safely with symptomatic or anxious customers, ensuring physical distancing and PPE use.				
	PC19. Respond calmly and effectively during high-pressure scenarios such as stockouts, panic buying, or long queues through role-play simulations.				
	PC20. Maintain and follow a hygiene and safety checklist for customer-facing activities during epidemic situations in line with public health advisories.				
	NOS Total	35	45	10	10
5. LFS/N0660 (v2.0): Processing the sales transactions in cash or credit at point of sale	<i>Operate Point-of-Sale (POS) Systems and Manage Credit Transactions</i>	7	13	4	3.5
	PC1. follow company guidelines for setting customer credit limits.				
	PC2. check customer accounts accurately and at suitable intervals to check that payments are up to date.				
	PC3. Use the POS system efficiently to initiate, process, and complete customer transactions in cash, card, or digital modes.				
	PC4. Monitor credit transactions at regular intervals and ensure timely follow-up on pending or missed payments.				
	PC5. Identify instances where credit limits are exceeded and report them promptly to designated personnel.				
	PC6. Document and report the outcomes of actions taken to manage customer credit breaches to the concerned authority.				
	<i>Handle Cash, Digital Payments, and Insurance Billing</i>	9	12	3.5	3.5
	PC7. Validate all incoming payments, including cash, card, UPI, and insurance reimbursements, ensuring accuracy and legitimacy.				
	PC8. Record all transactions promptly in the POS system, including breakdowns by payment mode and GST charges.				
	PC9. Verify and document patient insurance details for billing, claim generation, and reconciliation as per regulatory norms.				
	PC10. Identify and resolve common transaction-related issues such as payment mismatches, declined cards, or billing discrepancies.				
	PC11. Escalate unresolved or complex payment issues to the concerned authority without delay.				
	PC12. Ensure all collected cash is counted, stored securely, and deposited in accordance with organizational SOPs.				
	<i>Process Refunds and Reconcile Transactions</i>	7	8	2.5	2
	PC13. Validate refund requests against sales records, return conditions, and payment method, ensuring GST adjustments are correctly made.				
	PC14. Process refunds accurately through the POS system using the original mode of payment and document the reason for return.				

	PC15. Regularly reconcile customer accounts for accuracy in charges, credits, insurance settlements, and GST compliance.				
	PC16. Identify and address inconsistencies in account records, and report issues beyond one's authority or control to the appropriate supervisor.				
	<i>Coordination with colleague and relevant stakeholders</i>	7	12	3	3
	PC17. Effectively interact with internal team members (e.g., billing staff, pharmacist) and external parties (e.g., suppliers, delivery agents, auditors) to ensure smooth daily operations.				
	PC18. Accurately report incidents like stock mismatches, customer complaints, expired medicines, or equipment malfunctions to the manager using proper tools and formats.				
	PC19. Demonstrate emotional control, respectful communication, and professionalism when handling high-pressure situations, conflicts, or routine team interactions.				
	PC20. Work cooperatively to manage prescription orders, restock inventory, handle peak-hour loads, and resolve common challenges like stock shortages or billing issues.				
	PC21. Support audit preparations by maintaining proper documentation and responding appropriately during inspections.				
	PC22. Follow manager instructions during emergencies such as theft, fire, or system failures.				
	NOS Total	30	45	13	12
6. LFS/N0666 v2.0 : Perform Pharmacovigilance, Promote Responsible Antibiotic Use, and Ensure Safe Handling of Controlled Substances	<i>Pharmacovigilance and Drug Safety</i>	10	20	4	4
	PC1. identify types of adverse drug reactions (ADRs) and describe their common causes.				
	PC2. describe the structure and function of national pharmacovigilance systems (e.g., PvPI).				
	PC3. explain international ADR databases and reporting tools like VigiFlow and VigiBase.				
	PC4. accurately complete a mock ADR reporting form using sample data.				
	PC5. demonstrate submission of an ADR report to PvPI using a demo form or digital tool.				
	PC6. maintain patient confidentiality and follow data handling procedures during ADR reporting.				
	<i>Antimicrobial Resistance (AMR) and Antibiotic Stewardship</i>	10	10	3	3
	PC7. describe the causes of antimicrobial resistance (AMR) and its impact on treatment outcomes.				

	PC8. classify antibiotics using WHO AWARE classification: Access, Watch, and Reserve.				
	PC9. demonstrate patient education on safe and rational use of antibiotics.				
	PC10. sort and categorize antibiotics from a given list under AWARE categories.				
	PC11. prepare an awareness poster or leaflet highlighting antibiotic misuse and AMR risks.				
	<i>Substance Abuse and Controlled Drug Handling</i>	10	20	3	3
	PC12. identify behavioural and physical signs of substance abuse in patients.				
	PC13. describe the pharmacist's responsibilities in early intervention, counselling, and referrals for substance abuse.				
	PC14. explain regulations for safe storage, dispensing, and disposal of narcotics and Schedule H/ X drugs.				
	PC15. demonstrate correct procedures for disposal of expired or unused narcotics.				
	PC16. design and display educational material on drug abuse prevention and rehabilitation resources.				
	NOS Total	30	50	10	10
7.LFS/N0675, Ver 1.0: Comply EHS Rules and sanitization protocol at retail pharmacy in Compliance with Good Storage Area Practices	<i>Compliance with health, hygiene, and safety protocols</i>	6	10	2	2
	PC1. Adhere to company and legal health, hygiene, and safety procedures for retail pharmacy.	-	-	-	-
	PC2. Maintain grooming standards and personal hygiene as per organizational guidelines.	-	-	-	-
	PC3. Monitor and document daily housekeeping and cleaning tasks in the pharmacy.	-	-	-	-
	PC4. Conduct safety awareness activities for pharmacy staff and customers.	-	-	-	-
	<i>workplace hazards and emergencies</i>	6	10	2	2
	PC5. Recognize fire hazards, medical risks, theft indicators, and other potential emergencies.	-	-	-	-
	PC6. Initiate appropriate emergency response actions such as raising alarms or notifying the manager.	-	-	-	-
	PC7. Participate in scheduled mock drills for fire, lockdowns, and earthquake preparedness.	-	-	-	-
	PC8. Escalate incidents such as equipment malfunction or safety breaches to responsible authorities.	-	-	-	-
	<i>safe and compliant storage practices</i>	6	11	2	2
	PC9. Apply proper segregation, labeling, and storage methods for medicines and pharmacy equipment.	-	-	-	-
	PC10. Follow Good Storage Practices (GSP) and 5S methodology to organize the storage area.	-	-	-	-
	PC11. Conduct routine inspection of refrigeration and ventilation systems for compliance.	-	-	-	-

	PC12. Document temperature logs and ensure maintenance of cold chain for sensitive products.	-	-	-	-
	Manage waste and expired items responsibly	5	7	1.5	1.5
	PC13. Identify and segregate biomedical waste, expired medicines, and hazardous materials.				
	PC14. Adhere to prescribed biomedical waste disposal protocols and maintain related records.				
	PC15. Communicate clearly with vendors or agencies responsible for waste collection.				
	workplace security and legal compliance	7	12	2.5	2.5
	PC16. Implement store-level security protocols to prevent loss or damage of inventory.				
	PC17. Support audits and inspections by maintaining and presenting required documents.				
	PC18. Follow POSH (Sexual Harassment of Women at Workplace) Act guidelines at the pharmacy.	-	-	-	-
	PC19. Maintain confidentiality of customer records and prescription data.	-	-	-	-
	PC20. Use PPE correctly and encourage staff to follow SOPs during all tasks.				
	Total Marks	30	50	10	10
9.DGT/VSQ/N0102 V1.0: Employability Skills (60 Hours)	Introduction to Employability Skills	1	1	-	-
	PC1. Identify employability skills required for jobs in various industries				
	PC2. identify and explore learning and employability portals				
	Constitutional values – Citizenship	1	1	-	-
	PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.				
	PC4. follow environmentally sustainable practices				
	Becoming a Professional in the 21st Century	2	4	-	-
	PC5. recognize the significance of 21st Century Skills for employment				
	PC6. practice the 21st Century Skills such as Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life				
	Basic English Skills	2	3	-	-
	PC7. use basic English for everyday conversation in different contexts, in person and over the telephone				
	PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English				
	PC9. write short messages, notes, letters, e-mails etc. in English				
	Career Development & Goal Setting	1	2	-	-
	PC10. understand the difference between job and career				

PC11. prepare a career development plan with short- and long-term goals, based on aptitude				
Communication Skills	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings				
PC13. work collaboratively with others in a team				
Diversity & Inclusion	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD				
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act				
Financial and Legal Literacy	2	3	-	-
PC16. select financial institutions, products and services as per requirement				
PC17. carry out offline and online financial transactions, safely and securely				
PC18. identify common components of salary and compute income, expenses, taxes, investments etc				
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation				
Essential Digital Skills	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely				
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively				
PC22. use basic features of word processor, spreadsheets, and presentations				
Entrepreneurship	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research				
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion				
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity				
Customer Service	1	2	-	-
PC26. identify different types of customers				
PC27. identify and respond to customer requests and needs in a professional manner.				
PC28. follow appropriate hygiene and grooming standards				
Getting ready for apprenticeship & Jobs	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)				
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively				
PC31. apply to identified job openings using offline /online methods as per requirement				
PC32. answer questions politely, with clarity and confidence, during recruitment and selection				

	PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements				
	NOS Total	20	30	-	-
Grand Total		240	340	83	87

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.

1. Assessment System Overview:

The assessment for the Training will be conducted toward the end of the training duration. The assessment of the qualification shall be carried out by NCVET approved assessment agencies empanelled by LSSSDC after a defined evaluation process. For Execution of the assessment for training for the qualification, LSSSDC will be engaging more than one NCVET approved assessment agency/ body.

1.1 Criteria of selection of assessment body/agency:

The assessment body/agency is selected based on:

- Prior experience and understanding of Life Sciences or similar sector.
- Experience in conducting assessments for similar job roles.
- Manpower and Technical capabilities.
- Geographical reach
- Existing Network in the Life Sciences Sector
- Agencies internal policies to maintain standards, quality & professional Integrity
- Agencies policy and practices in assessor management
- NCVET approval

1.2 Assessment tool development for assessment of Training:

For the Training assessment, the assessment instrument development is done by the selected assessment body with close monitoring and support of LSSSDC at every stage.

1.2.1 Digital Written test for knowledge assessment:

Scope – Is used to test the knowledge component of the Qualification/ Micro Credential/ NOS.

Tools –computer or tab based online or offline.

Method – objective type questions, match the columns, fill in the blanks, tick the odd man out, choose the correct option, choose the best answer, True or false, Identify the object, tool or machinery, arrange in proper sequence, case study, scenario-based responses.

Analysis – Question paper is divided into sections. Each Section intends to assess a particular knowledge field of the trainee. Thus, section-wise calculation of marks gives a clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.

1.2.2 Digital Written test for skill assessment:

Scope – Is used to test primarily the Skill component of the Qualification/ Micro Credential/ NOS. Trainee's expertise in handling and managing the situation is tested.

Tools – computer or tab based online or offline questions

Method – A situation is narrated or created in the question posed to the trainee and he is asked objective type questions to select the correct reaction to the situation. The selected situations are based on real situations.

Analysis – Question paper is divided into sections. Each Section intends to assess a particular skill field of the trainee. Thus, section-wise calculation of marks gives a clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.

1.3 Steps for assessment tool development:

- The selection of assessment tool(s) is done as per the assessment criteria prescribed in Qualification/ Micro Credential/ NOS.
- For Chemist - Retail Pharmacy assessment, a blueprint of the question paper is part of the assessment tool for training in manufacturing Operations.
- Development of layout of Question paper is such that the entire PCs (Performance Criteria) of that Qualification/ Micro Credential/ NOS are covered.
- Score per question maps with the weightage given to that PC, in the assessment criteria, and the level of difficulty of the question.
- An expert from industry is selected who is called "Subject Matter Expert" (SME). This SME must have over 13-15 years of experience in the industry in Supply Chain Operations occupation.
- SME is screened and approved by LSSSDC. He/she is oriented by both LSSSDC and Assessment agency on – creating question Bank, level of questions, end the desired outcome of the assessment.

1.4 Execution of Training Assessment/ RPL Assessment:

- Once the assessment date for training is decided with common agreement of Industry/ Vocational Training Centre and LSSSDC, LSSSDC allocates the batch to an NCVET approved and LSSSDC empanelled assessment body/agency.
- Assessment agency ensures
 - the availability of required infrastructure
 - the availability of validated assessment tools for the assessment of training for the assigned qualification
 - the availability of assessor as per assessor eligibility criteria of the qualification
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys LSSSDC certified assessor for executing the assessment
- LSSSDC monitors the assessment process & records
- The assessment is executed in two possible ways depending on the choice of the industry:

1.4.1 Tab based assessment using physical proctoring

1.4.2 Smartphone-based assessment using e-proctoring

1.4.1 Tab-based assessment using physical proctoring

- A representative from the Assessment agency is present on the day of assessment to executing the assessment at the venue in case of physical proctoring.
- The assessment agency representative carries an identity card and letter from the council authorizing to conduct the assessment.
- Assessment agency representative ensures the authenticity of Trainee's identity by verifying the documents (any document issued by GOI, such as Ration card, Aadhaar Card, Driving License, Passport, Election card, etc)
- The assessment agency representative maintains the records of attendance, verified documents, and tablet instruments used in the assessment.
- Assessment agency representative collects evidence of the assessment in the best possible way (videos, pictures, voice recordings, etc)
- Assessment agency representative transfers the assessment scores from tab to assessment agency server, using a secure, encrypted web-based program.
- The assessment agency after processing the results and putting them in standard format hands over to LSSSDC within 7 days of assessment.

1.4.2 Smartphone-based assessment using e-proctoring

- All trainees enrolled in the batch due for assessment, are registered on an assessment tool application using their unique mobile number and e-mail ID along with a Govt. ID issued proof.
- An assessment link is sent to the mail ID of each trainee with a defined expiry date of the link.
- Trainee at any location can click on the link using his/her smartphone or a web camera-enabled computer system
- Using the unique credentials and Govt ID number, the trainee logs in for the start of assessment and completes the assessment.
- The authenticity of Trainee's identity is done by assessment application by verifying the documents (any document issued by GOI, such as Ration card, Aadhaar Card, Driving License, Passport, election card, etc.) and a live photo capture
- A live video of the candidate during the assessment is captured to collect the evidence of the assessment
- Once the assessment is complete, the assessment application automatically assessment scores to the assessment agency server, using a secure, encrypted web-based program.
- The assessment agency after processing the results and putting them in standard format hands over to LSSSDC within 7 days of assessment.

2. Testing Environment:

- The Centre/ location of the assessment is pre decided and geo tagged in case of physical assessment
- The assessment of LSSSDC qualifications is 99% done in digital environment while 1% pen and paper is used ONLY in business exigencies
- Based on the size of batch the assessment duration/ no. of required assessors is decided to ensure detailed assessment without any negative impact on quality of assessment

- The system driven automated assessment management system ensures uniform time allocation to each student, unique logins for each student and automated randomization of questions for developing multiple sets of question paper for single batch.
- Identity check of the student is mandated

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) of Assessment Agency are verified by the other SME of LSSSDC
- All Questions are mapped to the specified assessment criteria
- Assessor eligibility criteria are structured to ensure quality and knowledge credentials of an assessor like-wise the trainer's quality and knowledge credentials.
- Eligible Assessor must be certified by LSSSDC for the respective and relevant qualification
- The tools used for assessment are validated for relevance and feasibility for skill assessment of the qualification in consideration

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- ID Proof of the students
- Educational qualification of students
- Certificate of Trainer
- In case of Physical assessment, geotagged photographs of the students undergoing assessment
- While students are undergoing assessment on the digital assessment platform the system captures random photos of the student which is audited by LSSSDC

5. Method of verification or validation:

- Surprise visit to the assessment location
- ID Proof of the students for identity verification
- Educational qualification verification of students for validation of entry level criteria
- Certificate of Trainer to verify the credential of vocational educator
- Random photos taken by the digital system are verified during audit by the assessment team

6. Method for assessment documentation, archiving, and access

- Hard copies and digital copies (whichever is applicable) of the assessment evidences are stored with assessment agency team for 5 years
- Assessment transcripts are stored in the server space of assessment agency for 5 years

- Assessment question banks and validation records are stored with assessment agency and LSSSDC digitally
- Assessment records are archived with assessment agency archive server after 5 years for another 5 years
- Access of assessment records are controlled with restricted access to concerned department and stakeholders and is shared on demand after due approval of Head of Assessment and Certification-LSSSDC

7. On the Job Training Assessment (applicable for OJT/ Apprenticeship):

1. Each module/ NOS will be assessed separately.
2. The candidate must score minimum percentage as per assessment criteria laid out in qualification in each module to successfully complete the OJT exam.
3. Tools of OJT Assessment that will be used for assessing whether the candidate is having desired skills and competence, including Soft Skills effectively:
 - Videos of Trainees during OJT (wherever possible)
 - Observation based mark sheet from Supervisor or OJT examiner
 - Simulated question paper
 - XR practice module analytics wherever possible
4. Assessment of each Module will ensure that the candidate is able to:
 - Meet minimum performance criteria of the expected outcome/ skill set for each module/ NOS
 - Understand and know the required concepts and its application at workplace
 - Has gained the required employability skills

Annexure: Acronym and Glossary

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