

Revised Application Documentation: Revision made by NSDA_25 May 2015

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Retailers Association's Skill Council of India (RASCI)
703-704, Sagar Tech Plaza - A,
Andheri-Kurla Road,
Sakinaka Junction, Sakinaka,
Andheri (E), Mumbai-400 072

Name and contact details of individual dealing with the submission

Name: James A. Raphael

Position in the organisation: Chief Operating Officer & Sr. Vice President

Address if different from above

Same as above.

Tel number(s): +91 22 40058210-5

E-mail address: james.rafael@rasci.in

List of documents submitted in support of the Qualifications File

1. Sector Profiling
2. Occupational Map
3. Validation of Occupational Standards by Industry
4. Approval of QRC
5. Putting up the Occupational Standards in public view and declaration of Standard as NOS
6. Progression matrix
7. Protocol for Affiliation of Assessment Bodies and Assessment Framework
8. List of Companies which participated in the NOS development process including validation

QUALIFICATION FILE SUMMARY

Qualification Title	Store Ops Assistant		
Body/bodies which will assess candidates	RASCI affiliated Assessment Agency		
Body/bodies which will award the certificate for the qualification.	RASCI		
Body which will accredit providers to offer the qualification.	RASCI		
Occupation(s) to which the qualification gives access	Store Operation		
Proposed level of the qualification in the NSQF.	1 (Level one)		
Anticipated volume of training/learning required to complete the qualification.	200 hours		
Entry requirements / recommendations.	8th Standard Pass		
Progression from the qualification.	Cashier		
Planned arrangements for RPL.	RPL arrangements and policies are under development		
International Comparability	Not available		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
RAS / N0101 To receive goods into storage RAS / N0102 Delivery of Products RAS / N0103 To maintain required levels of stock RAS / N0104 To maintain adequate stocks levels for sale RAS / N0121 To maintain health and safety RAS / N0130 To create a positive image of self & organisation in the customers mind RAS / N0137 To work effectively in your team RAS / N0138 To work effectively in your organisation	Mandatory	200hrs	1

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here:

SECTION 1

ASSESSMENT

Name of assessment body:

If there will be more than one assessment body for this qualification, give details.

1. **Integrated Learning Solutions Pvt Ltd / Shoebox**
2. **Anant Learning & Development Pvt. Ltd.**
3. **Simplex Solutions**
4. **Assess People**
5. **Global Success Foundation**
6. **Edusharp Finishing School Private Limited**
7. **C&K Management Limited**
8. **Our Helping Hand**
9. **Trendsetters Skill Assessors Pvt Ltd**
10. **Independent Qualitative Assessors Guild - IQAG**
11. **Induslynk Training Services Pvt Ltd / Mettl**
12. **Sanskriti Skills Pvt Ltd**
13. **NSEiT**
14. **Virtual Education Trust**
15. **Test4India**
16. **Technable Solutions Pvt Ltd**
17. **Navriti Technologies**
18. **CoCubes Technologies Pvt Ltd**
19. **Exon Solutions Pvt Ltd.**
20. **Qustn Technologies Pvt Ltd.**
21. **Creaominds Technologies Pvt Ltd**
22. **Ayes Infotech Pvt Ltd**
23. **Grade Zone**
24. **Multi Skills Assessment Guild (MSAG)**
25. **India Skills Pvt Ltd**
26. **TalentBridge Technologies Pvt Ltd**
27. **Castle Rock Educational Society**
28. **Skill Training Assessment Management Partners (STAMP)**
29. **Eduworld Consultants Pvt Ltd**
30. **Corporate Star Consultants**
31. **Skills Mantra Edutech Consulting India Pvt Ltd**
32. **Federation of Indian Women Entrepreneurs**
33. **Ajoooni Skills India Pvt Ltd**
34. **Avanti Bai Lodhi Society**
35. **Mahatma Gandhi University**

Will the assessment body be responsible for RPL assessment?

Give details of how RPL assessment for the qualification will be carried out and quality assured.

RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack.

The process of RPL assessment is under development.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

The emphasis is on practical demonstration of skills and knowledge based on the performance

criteria. The assessment papers are developed by Subject Matter Experts (SME) available with the Assessment Agency as per the performance and assessment criteria mentioned in the Qualification Pack. The assessments papers are also checked for the various outcome based parameters such as quality, time taken, precision, tools & equipment requirement etc. The assessment sets are then reviewed by RASCI official for consistency.

The assessment results are backed by evidences collected by assessors.

- 1 The assessor needs to collect a copy of the attendance for the training done under the scheme. The attendance sheets are signed and stamped by the In charge / Head of the Training Centre.
- 2 The assessor needs to verify the authenticity of the candidate by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form.
- 3 The assessor needs to punch the trainee's roll number on all the test pieces.
- 4 The assessor can take a photograph of all the students along with the assessor standing in the middle and with the centre name/banner at the back as evidence.
- 5 The assessor also needs to carry a photo ID card.

The assessment agencies are instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as per the assessment criteria. Insert the required number of rows.

CRITERIA FOR ASSESSMENT OF TRAINEES

Store Ops Assistant

RAS/Q0101

Retailers Association's Skill Council of India (RASCI)

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessable Outcomes	Assessment Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
RAS / N0101 To receive goods into storage	PC1. Identify quantity and nature of goods to be received.	100	10	5	5
	PC2. Confirm appropriate storage space availability.		5	2.5	2.5
	PC3. Check and confirm that all equipment required for receipt and movement of goods is available and in good working order.		5	2.5	2.5
	PC4. Complete required paperwork, checking for accuracy and completeness.		10	5	5
	PC5. Ensure that the area for receiving goods is clean, tidy and free from obstruction and perils.		5	2.5	2.5
	PC6. Report any shortfall in space or malfunction with equipment to supervisor		5	2.5	2.5
	PC1. Check that all goods as detailed in the delivery note have been received.		5	2.5	2.5
	PC2. Record refusals accurately following organisational standard operating procedures.		10	5	5
	PC3. Accurately update stock control systems to reflect receipt of goods		5	2.5	2.5
	PC1. Confirm storage requirements and conditions for the incoming goods.		10	5	5
	PC2. Ensure appropriate handling procedures for perishable and non-perishable goods is in place.		10	5	5
	PC3. Follow all relevant legislation and organisation policies and procedures.		10	5	5
	PC4. Complete all administrative procedures to ensure appropriate rotation of goods.		10	5	5
	Total			100	100

Assessable Outcomes	Assessment Criteria	Total marks	Marks Allocation				
			Out of	Theory	Skills		
RAS / N0102 Delivery of Products	PC1. Check that you have all the products you are due to deliver.	100	5	2.5	2.5		
	PC2. Check you have the equipment and paperwork needed for the delivery.		5	2.5	2.5		
	PC3. Check that you have all the delivery details you need and that you know how to get to the delivery address.		5	2.5	2.5		
	PC4. Plan a schedule of deliveries which makes the best use of time and other resources.		5	2.5	2.5		
	PC5. Check that you have enough fuel for your delivery schedule and follow company procedures for getting more fuel if needed.		10	5	5		
	PC6. Transport products and equipment safely and securely.		5	2.5	2.5		
	PC7. Deliver products at the times agreed with the customer.		5	2.5	2.5		
	PC8. Take action in line with company procedures if you expect to arrive at the customer's premises early or late.		10	5	5		
	PC9. Follow company procedures for ensuring that deliveries are left only with individuals who may legally receive them.		10	5	5		
	PC10. Take action in line with company procedures if no one is available who can receive the delivery or if the customer rejects the delivery.		10	5	5		
	PC11. Unload orders safely and in ways which protect the orders from damage.		10	5	5		
	PC12. Treat the customer courteously throughout the delivery process.		10	5	5		
	PC13. Update records of delivery and non-delivery promptly and in line with company procedures.		10	5	5		
			Total	100	50	50	
RAS / N0103 To maintain required levels of stock	PC1. Check existing stock levels accurately and in line with instructions and company procedures.	100	10	5	5		
	PC2. Ask the right person for advice if instructions for checking stock are not clear.		5	2.5	2.5		
	PC3. Spot unsaleable stock and promptly tell the right person.		5	2.5	2.5		
	PC4. Check stock levels in ways that do not disturb other people any more than needed.		10	5	5		
	PC5. Update stock records accurately and in line with company procedures.		10	5	5		
	PC1. Follow instructions for positioning stock.		10	5	5		
	PC2. Promptly ask the right person for advice if instructions for positioning stock are not clear.		10	5	5		
	PC3. Handle stock in ways that protect your own and other people's safety.		10	5	5		
	PC4. Handle stock in ways that protect stock, equipment and premises from being damaged.		10	5	5		
	PC5. Fill shelves in ways that do not disturb other people any more than needed.		10	5	5		
	PC6. Promptly clean and tidy your work area when you have finished.		10	5	5		
			Total	100	50	50	
	RAS / N0104 To maintain		PC1. Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls	100	5	2.5	2.5

Assessable Outcomes	Assessment Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
adequate stocks levels for sale	in stock.				
	PC2. Check stock so that there will be enough time to replace stocks before they run out.		5	2.5	2.5
	PC3. Check stock levels at suitable intervals.		5	2.5	2.5
	PC4. Inform promptly when stock needs replacing.		5	2.5	2.5
	PC5. Notice when stock has passed its expiry date and promptly remove it from sale and update the stock control system.		10	5	5
	PC1. Order enough stock to maintain the correct levels promptly clean and tidy your work area when you have finished.		5	2.5	2.5
	PC2. Prepare stock for sale within the time allowed.		10	5	5
	PC3. Arrange for stock to be moved to the sales floor when it is needed.		10	5	5
	PC4. Rotate stock correctly and with the least possible disturbance to other people.		10	5	5
	PC5. Follow company procedures for getting rid of packaging waste.		10	5	5
	PC6. Update the stock control system promptly, accurately and completely.		5	2.5	2.5
	PC7. Notice changes in demand for stock and decide what stock levels are suitable.		10	5	5
	PC8. Suggest realistic changes and give reasons for your recommendations.		10	5	5
		Total		100	50
RAS / N0121 To maintain health and safety	PC1. Notice and correctly identify accidents and emergencies.		10	5	5
	PC2. Get help promptly and in the most suitable way.		10	5	5
	PC3. Follow company policy and procedures for preventing further injury while waiting for help to arrive.		5	2.5	2.5
	PC4. Act within the limits of your responsibility and authority when accidents and emergencies arise.		10	5	5
	PC5. Promptly follow instructions given by senior staff and the emergency services.		10	5	5
	PC1. Follow company procedures and legal requirements for reducing health and safety risks as far as possible while you work.		5	2.5	2.5
	PC2. Use safety equipment correctly and in the right situations.		5	2.5	2.5
	PC3. Get advice and help from the right people when you are concerned about your ability to work safely.		10	5	5
	PC1. Take suitable safety measures before lifting to protect yourself and other people.		10	5	5
	PC2. Use approved lifting and handling techniques.		5	2.5	2.5
	PC3. Check that any equipment you need to use is fit for use.		5	2.5	2.5
	PC4. Use lifting and handling equipment in line with company guidelines and manufacturers' instructions.		5	2.5	2.5
	PC5. Plan a safe and efficient route for moving goods.		5	2.5	2.5
	PC6. Make sure that you understand your responsibilities when you ask others to help in lifting and handling operations.		5	2.5	2.5
	100		5		
	Total		100	50	50

Assessable Outcomes	Assessment Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
RAS / N0130 To create a positive image of self & organisation in the customers mind	PC1. Meet your organisation's standards of appearance and behaviour.	100	5	2.5	2.5
	PC2. Greet your customer respectfully and in a friendly manner.		5	2.5	2.5
	PC3. Communicate with your customer in a way that makes them feel valued and respected.		5	2.5	2.5
	PC4. Identify and confirm your customer's expectations.		10	5	5
	PC5. Treat your customer courteously and helpfully at all times.		5	2.5	2.5
	PC6. Keep your customer informed and reassured.		5	2.5	2.5
	PC7. Adapt your behaviour to respond effectively to different customer behaviour.		5	2.5	2.5
	PC1. Respond promptly to a customer seeking assistance.		5	2.5	2.5
	PC2. Select the most appropriate way of communicating with your customer.		5	2.5	2.5
	PC3. Check with your customer that you have fully understood their expectations.		10	5	5
	PC4. Respond promptly and positively to your customers' questions and comments.		10	5	5
	PC5. Allow your customer time to consider your response and give further explanation when appropriate		5	2.5	2.5
	PC1. Quickly locate information that will help your customer.		10	5	5
	PC2. Give your customer the information they need about the services or products offered by your organisation.		5	2.5	2.5
	PC3. Recognise information that your customer might find complicated and check whether they fully understand.		5	2.5	2.5
	PC4. Explain clearly to your customers any reasons why their needs or expectations cannot be met.		5	2.5	2.5
			Total	100	50
RAS / N0137 To work effectively in your team	PC1. Display courteous and helpful behaviour at all times.	15	5	2.5	2.5
	PC2. Take opportunities to enhance the level of assistance offered to colleagues.		10	5	5
	PC3. Meet all reasonable requests for assistance within acceptable workplace timeframes.		5	2.5	2.5
	PC4. Complete allocated tasks as required.		5	2.5	2.5
	PC5. Seek assistance when difficulties arise.		5	2.5	2.5
	PC6. Use questioning techniques to clarify instructions or responsibilities.		5	2.5	2.5
	PC7. Identify and display a non-discriminatory attitude in all contacts with customers and other staff members		10	5	5
	PC1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.		5	2.5	2.5
	PC2. Follow personal hygiene procedures according to organisational policy		5	2.5	2.5
	PC1. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.		10	5	5

Assessable Outcomes	Assessment Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
	PC2. Interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying.		5	2.5	2.5
	PC3. Ask questions to seek and clarify workplace information.		10	5	5
	PC4. Plan and organise daily work routine within the scope of the job role.		10	5	5
	PC5. Prioritise and complete tasks according to required timeframes.		5	2.5	2.5
	PC6. Identify work and personal priorities and achieve a balance between competing priorities.		5	2.5	2.5
		Total	100	50	50
RAS / N0138 To work effectively in your organisation	PC1. Share work fairly with colleagues, taking account of your own and others' preferences, skills and time available.		5	2.5	2.5
	PC2. Make realistic commitments to colleagues and do what you have promised you will do.		10	5	5
	PC3. Let colleagues know promptly if you will not be able to do what you have promised and suggest suitable alternatives.		5	2.5	2.5
	PC4. Encourage and support colleagues when working conditions are difficult.		10	5	5
	PC5. Encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect.		10	5	5
	PC6. Follow the company's health and safety procedures as you work.		10	5	5
	PC1. Discuss and agree with the right people goals that are relevant, realistic and clear.		10	5	5
	PC2. Identify the knowledge and skills you will need to achieve your goals.		10	5	5
	PC3. Agree action points and deadlines that are realistic, taking account of your past learning experiences and the time and resources available for learning.		10	5	5
	PC4. Regularly check your progress and, when necessary, change the way you work.		10	5	5
	PC5. Ask for feedback on your progress from those in a position to give it, and use their feedback to improve your performance.		10	5	5
		Total	100	50	50

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

Feedback from industry was collected with respect to roles for which qualification packs development was to be prioritized.

What is the estimated uptake of this qualification and what is the basis of this estimate?

- Skills Gap analysis Reports for industry demand
- Training duration and current and potential capacity envisaged for potential supply
- An LMIS development initiative is being put in place to be more precise regarding the demand and supply

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work
- NSDC QRC team also confirmed the same

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- Feedback from the Industry and Industry Association
- Recommendation and suggestions from the Industry Player and Industry Association

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Summary of Direct Evidence:

Justify the NSQF level allocated to the QP by building upon the five descriptors of NSQF. Explain the reasons for allocating the level to the QP.

Generic NOS is/are linked to the overall authority attached to the job role.

Store Ops Assistant - RAS/Q0101					
Process Required	Professional Knowledge	Professional Skill	Core Skill	Responsibility	Level
The job holder need to follow the instruction as provided by the seniors, mostly the task executed by them does not requires any skill , therefore this is pegged on level 1.	The job holder is required to understand the instruction and terminology or jargons used to complete assigned task effectively, hence this is pegged at Level 1.	The job holder is expected to help other stakeholder like employee or customer in mundane activities for which no specific skills are required ; therefore this outcome is pegged at Level 1.	This Job role is entry profile in the retail industry. The job holder is placed at the bottom of hierarchy pyramid, he is expected to aid in the day to day mundane activities. The roles and responsibility is minimal ; hence this is pegged at level 1	This Job role is entry profile in the retail industry. The job holder is placed at the bottom of hierarchy pyramid. The roles and responsibility is to follow instruction which justifies the pegging of the QP at level 1; and not showcasing any kind of activity without constant instruction which is a requirement for Level 2.	1
Level 1	Level 1	Level 1	Level 1	Level 1	

OTHER EVIDENCE OF LEVEL [This need only be filled in where evidence other than primary outcomes was used to allocate a level] (Optional)

Summary of other evidence (if used):

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Horizontal and vertical mobility options are available.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here: