



QUALIFICATION FILE

Retail Store Manager

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: 7

Submitted By:

Retailers Association's Skill Council of India

A-703/704, Sagar Tech Plaza,

7th floor, Andheri Kurla Road,

Sakinaka, Andheri (east), Mumbai – 400 072

Tel: +91-22-40058210-5

Table of Contents

Section 1: Basic Details	3
Section 2: Module Summary	6
NOS/s of Qualifications.....	6
Mandatory NOS/s:	6
Elective NOS/s:	7
Optional NOS/s:	7
Assessment - Minimum Qualifying Percentage	8
Section 3: Training Related.....	8
Section 4: Assessment Related.....	10
Section 5: Evidence of the need for the Qualification.....	10
Section 6: Annexure & Supporting Documents Check List.....	11
Annexure: Evidence of Level	11
Annexure: Tools and Equipment (Lab Set-Up)	14
Annexure: Industry Validations Summary.....	16
Annexure: Training & Employment Details	17
Annexure: Blended Learning	19
Annexure: Detailed Assessment Criteria	20
Annexure: Assessment Strategy	25
Annexure: Acronym and Glossary	29

Section 1: Basic Details

1.	Qualification Name	Retail Store Manager	
2.	Sector/s	Retail	
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: 2021/RET/RASCI/04289: Version 2.0 (Change to previous, once approved)	Qualification Name of existing/previous version: Business Enhancer/Multichannel Retailer
4.	a. OEM Name b. Qualification Name (Wherever applicable)	Not Applicable	
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)		6. NCrF/NSQF Level: 7
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate	
8.	Brief Description of the Qualification	Individuals in this role manage the overall operations of the store and ensure its profitability. Thus, this individual is responsible to control operational expenses and ensure the growth of 'top-line' and 'bottom-line' set by the organisation. Individual in this position is responsible for supervising and directing the store staff, taking staffing decisions, ensuring product availability, maintaining visual merchandising standards, ensuring customer satisfaction, optimising the store's financial performance and managing safety and security of the store while adhering to the business and store processes.	

9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	<p>a. Entry Qualification & Relevant Experience:</p> <table border="1" data-bbox="1034 181 2024 718"> <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> <ul style="list-style-type: none"> Pursuing PhD Pursuing 2nd year of 2 year PG after 4 year UG program </td> <td>No Experience Required</td> </tr> <tr> <td>2.</td> <td>Completed 3-year UG degree</td> <td>3 year of relevant experience</td> </tr> <tr> <td>3.</td> <td>Completed 4 year UG degree with Honours/ Honours with research</td> <td>2 year of relevant experience</td> </tr> <tr> <td>4.</td> <td>Previous relevant Qualification of NSQF Level 6.5</td> <td>1.5 years of relevant experience</td> </tr> <tr> <td>5.</td> <td>Previous relevant Qualification of NSQF Level 6</td> <td>3 years of relevant experience</td> </tr> </tbody> </table> <p>b. Age: <Please specify age only in case of any legal restrictions></p>						S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	<ul style="list-style-type: none"> Pursuing PhD Pursuing 2nd year of 2 year PG after 4 year UG program 	No Experience Required	2.	Completed 3-year UG degree	3 year of relevant experience	3.	Completed 4 year UG degree with Honours/ Honours with research	2 year of relevant experience	4.	Previous relevant Qualification of NSQF Level 6.5	1.5 years of relevant experience	5.	Previous relevant Qualification of NSQF Level 6	3 years of relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																							
1.	<ul style="list-style-type: none"> Pursuing PhD Pursuing 2nd year of 2 year PG after 4 year UG program 	No Experience Required																							
2.	Completed 3-year UG degree	3 year of relevant experience																							
3.	Completed 4 year UG degree with Honours/ Honours with research	2 year of relevant experience																							
4.	Previous relevant Qualification of NSQF Level 6.5	1.5 years of relevant experience																							
5.	Previous relevant Qualification of NSQF Level 6	3 years of relevant experience																							
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	22	11. Common Cost Norm Category (I/II/III) (wherever applicable): II																						
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	Not Applicable																							
13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<p><input checked="" type="checkbox"/>Offline <input type="checkbox"/>Online <input checked="" type="checkbox"/>Blended</p> <table border="1" data-bbox="952 1109 2051 1276"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>240</td> <td>360</td> <td>NA</td> <td>60</td> <td>660</td> </tr> <tr> <td>Online</td> <td>120</td> <td>360</td> <td>NA</td> <td>60</td> <td>540</td> </tr> </tbody> </table> <p>(Refer Blended Learning Annexure for details)</p>					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	240	360	NA	60	660	Online	120	360	NA	60	540	
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																				
Classroom (offline)	240	360	NA	60	660																				
Online	120	360	NA	60	540																				
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/1420.0200																							

15.	Progression path after attaining the qualification (<i>Please show Professional and Academic progression</i>)	Cluster Head / Area Head /Zonal Head	
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Not Applicable	
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:	
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If “Yes”, specify applicable type of Disability:	
19.	How Participation of Women will be Encouraged	Through women’s organisations for social welfare, Higher and General education institutes, designated NGOs for Women’s Welfare & Development	
20.	Are Greening/ Environment Sustainability Aspects Covered (<i>Specify the NOS/Module which covers it</i>)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
22.	Name and Contact Details of Submitting / Awarding Body SPOC (<i>In case of CS or MS, provide details of both Lead AB & Supporting ABs</i>)	Name: Mr. James Raphael Email: james.rafael@rasci.in Contact No: +91 22 40058210-5; Ext. 17 Website: https://www.rasci.in	
23.	Final Approval Date by NSQC: 27/05/2021	24. Validity Duration: 3 years	25. Next Review Date: 27/05/2024

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-Practical **OJT**-On the Job **Man.**-Mandatory **Training Rec.**-Recommended **Proj.** -Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/N SQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Optimize inventory to ensure maximum availability of stocks and minimized losses.	RAS/N0152	Core	7	3	30	50	0	10	90	50	50	NA	NA	100	12
2.	Implement standard operating procedures, process and policy at the store while ensuring timely and accurate reporting.	RAS/N0153	Core	7	3	32	52	0	6	90	50	50	NA	NA	100	12
3.	Manage sales and service delivery to increase store profitability.	RAS/N0154	Core	7	3	30	52	0	8	90	50	50	NA	NA	100	12
4.	Check and confirm adherence to visual merchandising plans	RAS/N0155	Core	7	3	40	42	0	8	90	50	50	NA	NA	100	12
5.	Manage overall safety, security and hygiene of the store	RAS/N0156	Non-Core	7	1	12	14	0	4	30	50	50	NA	NA	100	10
6.	Implement promotions and special events at the store	RAS/N0157	Core	7	2	20	32	0	8	60	50	50	NA	NA	100	12
7.	Manage human resources at the store through manpower planning, recruitment, training and performance management	RAS/N0158	Core	7	2	20	32	0	8	60	50	50	NA	NA	100	12

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/N SQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
8.	Conduct price benchmarking and market study of competition	RAS/N0159	Core	7	2	20	32	0	8	60	50	50	NA	NA	100	12
9.	Employability Skills	DGT/VSQ/N0103	Non-Core	5	3	36	54	NA	0	90	20	30	NA	NA	50	6
Duration (in Hours) / Total Marks																
					22	240	360	0	60	660	420	430	NA	NA	850	100

Elective NOS/s:

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

Optional NOS/s:

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

Assessment - Minimum Qualifying Percentage

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

Minimum Pass Percentage – Aggregate at qualification level: 70 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: ___% (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	<ul style="list-style-type: none"> • Diploma (Retail Operations/ Retail Management) with 5 years of experience in Retail Store Operations or Sales including minimum 2 years of supervisory experience. • Graduate (In any Field) with 5 years of experience in Retail Store Operations or Sales including minimum 2 years of supervisory experience <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Diploma (Retail Operations/ Retail Management) with 5 years of experience in Retail Store Operations or Sales including minimum 2 years of supervisory training experience (who has trained team leaders and above or has functioned as a master trainer) • Graduate (In any Field) with 5 years of experience in Retail Store Operations or Sales including minimum 2 years of supervisory training experience (who has trained team leaders and above or has functioned as a master trainer) <p>Platform Certification: 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%</p>
2.	Trainer's Qualification and experience for Employability skills	<ul style="list-style-type: none"> • MBA/ BBA / Any Graduate/ Diploma in any discipline with Two years' experience. (Must have studied English/ Communication Skills and Basic Computer at 12th / Diploma level and above) • Graduate in any discipline with 2 years of Training Experience • Certified current EEE trainers with 155 hours from Management SSC (MEPSC) • Certified Trainer in Qualification Pack: Trainer (MEP/Q0102) <p>Prospective ES trainer should:</p> <ul style="list-style-type: none"> • have good communication skills • be well versed in English • have digital skills • have attention to detail • be adaptable

3.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	<ul style="list-style-type: none"> • have willingness to learn • Diploma with minimum of 5 years if relevant training experience and minimum 5 years of relevant sectorial experience OR • Graduate with minimum of 5 years if relevant training experience and minimum 3 years of relevant sectorial experience OR • Postgraduate with minimum of 5 years if relevant training experience and minimum 2 years of relevant sectorial experience
4.	Master Trainers Qualification and Experience for Employability Skills	<ul style="list-style-type: none"> • Graduate in any discipline with 3 years in Employability Skills curriculum training experience with an interest to train as well as orient other peer trainers • Certified Master Trainer in Qualification Pack: Master Trainer (MEP/Q2602) with 3 years of experience in EEE training of Management SSC (MEPSC) (155 hours) <p>Prospective ES Master trainer should:</p> <ul style="list-style-type: none"> • have good communication skills • be well versed in English • have basic digital skills • have attention to detail • be adaptable • have willingness to learn • be able to grasp concepts fast and is creative with teaching practices and likes sharing back their learning with others
5.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>(If "Yes", details to be provided in Annexure)</i>
6.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	Certification as Trainer in Employability Skills

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	<ul style="list-style-type: none"> • Diploma (Retail Operations/ Retail Management) with 5 years of experience in Retail Store Operations or Sales including minimum 2 years of supervisory experience. • Graduate (In any Field) with 5 years of experience in Retail Store Operations or Sales including minimum 2 years of supervisory experience. <li style="text-align: center;">OR • Diploma (Retail Operations/ Retail Management) with 5 years of experience in Retail Store Operations or Sales including minimum 2 years of supervisory training experience (who has trained team leaders and above or has functioned as a master trainer) • Graduate (In any Field) with 5 years of experience in Retail Store Operations or Sales including minimum 2 years of supervisory training experience (who has trained team leaders and above or has functioned as a master trainer) <p>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" with minimum score of 80%</p>
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	12th grade pass with 2 years of experience in exam invigilation including minimum 1 year exam proctoring experience on a digital assessment platform.
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	<ul style="list-style-type: none"> • Diploma with minimum of 5 years if relevant training/ supervisory experience and minimum 5 years of relevant sectorial experience OR • Graduate with minimum of 5 years if relevant training/ supervisory experience and minimum 3 years of relevant sectorial experience OR • Postgraduate with minimum of 5 years if relevant training/ supervisory experience and minimum 2 years of relevant sectorial experience
4.	Assessment Mode (Specify the assessment mode)	By certified assessor on online physically proctored/ remote proctored digital assessment platform with comprehensive auditable trails
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): Yes
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 08
5.	Estimated nos. of persons to be trained and employed: 1470
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: NO If “No”, why: The qualification is a revised version after addition of employability skills and OJT for the already existing valid NQR Qualification with NQR code 2021/RET/RASCI/04289 which already has concurrence from the line ministry and was submitted during the erstwhile NSQC meeting.

Note: The qualification is a revised version after addition of employability skills and OJT for the already existing valid NQR Qualification with NQR code \ 2021/RET/RASCI/04289 which has the requisite number of industry validations.

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	<i>Enclosed</i>
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Enclosed</i>
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Enclosed</i>
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	<i>Enclosed</i>
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is “Blended Learning”)</i>	<i>Enclosed</i>
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>Not applicable</i>
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	<i>Enclosed</i>
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	<i>Enclosed</i>
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	<i>Enclosed</i>
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	<i>Enclosed</i>
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	<i>Enclosed</i>
12.	Any other document you wish to submit:	

Annexure: Evidence of Level

NCrf/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrf/NSQF level descriptor	NCrf/NSQF Level
-----------------------------	----------------------------------------------------------------	---------------------------------------------------------------------	-----------------

Professional Theoretical Knowledge/Process	<p>The job holder is required to have professional skills required for performing the job, which include implementation of standard operating procedures, advanced customer acquisition tools and strategies. The individual must be technically competent to use various IT based applications including one such as SAP, business analytical tools and ensure right decisions are made to project manage the business assignments whilst leading the store team from front within the ambit of organisational processes and procedures. For example the individual is expected to:</p> <ul style="list-style-type: none"> • Optimize inventory to ensure maximum availability of stocks and minimized losses. • Implement standard operating procedures, process and policy at the store while ensuring timely and accurate reporting. • Manage sales and service delivery to increase store profitability 	<p>The individual is required to:</p> <ul style="list-style-type: none"> • Possess advanced knowledge including processes, methods, and techniques about the organised retail business. • Have a critical understanding of the emerging developments in all the subsectors of retail. • Understands technological advancements and usage and applies it in one or more specific areas of business. • Have knowledge required for performing complex, specialized tasks including those relating to training, coaching and mentoring including research and development. • Undertake self-study and initiatives for self-development and advancement of skills; demonstrates intellectual independence, analytical rigor and good communication. 	7
Professional and Technical Skills/ Expertise/ Professional Knowledge	<p>The role holder is required to have professional skills for performing the job, which includes decision making, planning and organising, customer centricity, analytical thinking, critical thinking and problem solving. For example, the job holder is expected to lead and manage the team for building store capability and capacity. He/she is required to take business and people decisions, delegate tasks to team members to ensure completion of work efficiently and keep team motivated at the same time, analyse situations, data and reports, identify problems immediately and take up solutions quickly to resolve delays, think through the problem, evaluate the possible solution(s) and adopt an optimum/best possible solution(s)</p>	<p>The individual is required to:</p> <ul style="list-style-type: none"> • Have highly specialized professional and technical skills required for performing and accomplishing the complex tasks in the given discipline/ area of specialization. • Have the cognitive and technical skills required for generating original ideas, conceptualizing, designing, and implementing innovative solutions. • Have the skills to lead the change management process • Have Project Management Skills • Have skills required for transdisciplinary application of skills to innovatively solve a problem. • Have Leadership and effective decision-making skills. • able to develop innovative evidence-based practical solutions to complex and unpredictable situations and problems. • Have Social Intelligence 	7
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	<p>The individual needs to demonstrate the required skills to achieve business outcomes such as</p> <ul style="list-style-type: none"> • Manage sales and service delivery to increase store profitability • Check and confirm adherence to visual merchandising plans Manage overall safety, security and hygiene of the store • Implement promotions and special events at the store • Manage human resources at the store through manpower planning, recruitment, training and performance management . 	<p>The individual is required to:</p> <ul style="list-style-type: none"> • Have the Highest levels of soft-skills and competencies including Social intelligence, Cognitive load management, Cross-cultural competency. • Have Specialized higher order skills including creative and persuasive communication, critical thinking and problem solving skills. • Emotional Intelligence, analytical rigor, good communication and innovation skills; Strategic and forward-looking ideation capabilities • Organization and Time Management 	7

	<ul style="list-style-type: none"> Conduct price benchmarking and market study of competition <p>To achieve these one must have good oral and written communication skills whilst working in harmony with the internal and external stakeholders to maintain good customer relationship for maximization of the business as an entrepreneur.</p>	<ul style="list-style-type: none"> Creative thinking and Innovation Adapting to the future of work and responding to the demands of the fast pace of technological developments and innovations that drive shift in skill needs relating to work and professional practices. Exercising given authority, innovation, autonomy, professional integrity, and sustained commitment to the development of new ideas, business models, and processes including research and development.at the forefront of work or study contexts. Understands and appreciates full constitutional, humanistic, ethical, and moral values in workplace/ personal life, global and local citizenship, Leadership skills to motivate people for achieving, personal and organizational goals for growth. Pursuit of excellence 	
Broad Learning Outcomes/Core Skill	<p>The individual is expected to be working on the field and hence with less or no supervision most of the times. The role holder is expected to handle situations of exceptions with customer and resolve them by choosing best of the solutions however within the guidelines/ standard operating procedures defined by the organisation.</p> <p>The individual is required to demonstrate analytical skills in improvement of services based on SOPs if found not suitable during delivery of the service to the customer.</p> <p>The individual in this job role whilst adhering to health and safety guidelines at work needs to demonstrate expertise in delivery of quality service to the customers with accuracy and speed without compromising the ethical standards and operating procedures defined by the organisation.</p>	<ul style="list-style-type: none"> The individual is required to: Demonstrates comprehensive, cognitive, theoretical knowledge and practical skills to develop creative and viable solutions to practical problems. Exhibits ability to use appropriate statistical and other analytical tools and techniques for analysis of data collected. Critical understanding of the subject, demonstrating mastery and innovation, completion of substantial research and dissertation (where applicable). Skills to evaluate the evidence; identify logical flaws and risks in the arguments of others; analyze and synthesize data from a variety of sources; draw conclusions and support them with evidence and examples, while addressing/ accommodating opposing viewpoints; make judgements and take appropriate decisions Processes information for decision making and planning Undertakes technical appraisal and reviews and takes corrective actions. Applies the acquired advanced technical knowledge of a specialized field to solve a problem. Applies knowledge and leadership skills to manage people and resources for achieving organizational goals. 	7
Responsibility	The individual is responsible for completing complex routine tasks without supervision and intervention, however, must	<ul style="list-style-type: none"> The individual is required to: Responsible for development of self and other staff members. 	7

	<p>be able to demonstrate co-working skills in group / team whilst acquiring mastery on the routine job and tasks.</p> <p>Retail Store Manager is responsible for the overall management of the store to ensure its profitability. He/she is responsible for supervising and directing the store staff, taking staffing decisions, optimising the store's financial performance and managing safety and security of the store.</p>	<ul style="list-style-type: none"> • Responsible for vision and strategic thinking in a given field/ environment/ market. • Responsible for organizational growth and development • Responsible for decision making in complex technical activities/ tasks involving unpredictable work/study situations, generate original responses to complicated and unpredictable problems and situations. • Exercising personal responsibility for output of own work as well as for group/team outputs • Data based decision making in complex situations/ work environment. • Appraisal and review of the financial and HR resources Crisis Manager • Takes decisions across functions requiring the exercise of responsibility to find solutions to specific problems work/ vocation, or professional practice. 	
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
--------	-----------------------	---------------	-----------------------------------

1	Gondolas	Size 3' X 1.5' X 5, Non Branded	2
2	Product detailers/specifications/catalogue	Dummy detailers, Non Branded	20
3	Display/boards/standees	Size 3' X 3' ; 2' X 6', Non Branded	3
4	Calculator	Casio or equivalent	2
5	Stock almirah with dummy products stocked as per FIFO method	Size 3' X 2' X 6', Godrej or equivalent	1
6	Point of Sale (POS) terminal	Multibranded	1
7	Bar code scanner	Multibranded	1
8	Mannequins (Full & Half Bust)	Multibranded	3
9	Danglers, Wobblers, Hangers,	17 each	17
10	POS Display (LED Lightbox)	Multibranded	1
11	Signage Board	Customised	2
12	Banners /Posters	Customised	2
13	Offers /Policy Signage	Customised	10
14	Shopping basket/cart	60L capacity, Non Branded	1
15	Dummy fire extinguishers	Cease Fire or equivalent	1
16	Dummy stock and inventory management system (software/physical register/Inventory tracker in .xls) to demonstrate inventory management	Multibranded	30
17	Sample Retail SOP manual covering do's & don'ts in a store	Customised	2
18	HR manual - in store induction training	Customised	2
19	Code of conduct (sample)	Customised	2
20	Sample contact list of key internal and external stakeholders	Customised	5
21	Fake note detecting machine with note samples	Multibranded	1
22	Customer feedback forms	Customised	15
23	Attendance register	Customised	2
24	Sample employee appraisal form	Customised	15
25	Cash till for cash reconciliation & Bank deposits	Non Branded	2
26	Sample store profit & loss Statements/ledger book for maintaining accounts	Customised	15
27	Sample script for team briefing	Customised	15
28	Sample statutory compliance documents such as shops & establishments certificate	Customised	20

29	Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below)		As required
30	UPS		As required
31	Scanner cum Printer		As required
32	Computer Tables		As required
33	Computer Chairs		As required
34	LCD Projector		As required
35	White Board 1200mm x 900mm		As required

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. LCD Projector
2. Desktop / Laptop computer with internet connections
3. white board and white board marker
4. pen & notepad
5. Participant Handbook
6. Faculty Guide
7. Presentation deck

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	Nature's Basket Limited	Zaki Shah	Head – Store HR Operations	Maharashtra	9004907223	zaki.shah@rpsg.in	-

2	ShoppersStop Ltd.	Aniruddha Mahajan	Customer Care Associate & AVP – Human Resources	Maharashtra	8291205499	Aniruddha.Mahajan@shoppersstop.com	-
3	Siyaram Silk mill Limited	Aishwarya Sonvane	Executive HR	Maharashtra	022268330700	aishwarya.sonavane@oxemberg.com	-
4	Spencer's Retail Limited	Dhruv Dubey	GM-HR	Kolkata	(033)24871211	dhruv.dubey@rpsg.in	-
5	Titan Company Limited	Sabharatnam Narayanan	Head- Retail Training	Karnataka	9902544115	narayanans@titan.co.in	-
6	Supermarket Grocery Supplies Pvt. Ltd.	Kavita Bagwe	Sr Manager - HR	Maharashtra	9619791692	kavita.bagwe@bigbasket.com	-
7	Lifestyle International Pvt Ltd , Max Retail Division (Land Mark Group India)	P Anand Ram	AVP Retail operations	Kerala	8606998283	Peddiraju.anandram@landmarkgroup.in	-
8	Infiniti Retail Limited	Robin Sharma	Head-L&OD	Maharashtra	7738384471	robin.sharma@croma.com	-

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-24	350	245	140	98	NA	NA

2024-25	500	350	200	140	NA	NA
2025-26	650	455	260	180	NA	NA

Note: Tentative projection for next 3 Years

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

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
1.0	2019-20	302	289	289	-	-	-	-	-	-	-	-	-
1.0	2020-21	642	622	566	-	-	-	-	-	-	-	-	-
2.0	2021-22	955	907	819	-	-	-	-	-	-	-	-	-

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

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

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

Content availability for previous versions of qualifications:

Participant Handbook Facilitator Guide Digital Content Qualification Handbook Any Other:

Languages in which Content is available: English

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

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	<input checked="" type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	<ul style="list-style-type: none"> • Books/ e-books, • Presentations, • Reference Material • eContent • Video/ Virtual classroom sessions 	0:100
2	<input checked="" type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> • Self-Learning Videos • Video/ Virtual classroom sessions 	50:50
3	<input checked="" type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> • Self-Learning Videos • Drill & Practice in Virtual classroom sessions 	60:40
4	<input checked="" type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> • Video/ Virtual Video Sessions for roleplays 	70:30
5	<input checked="" type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> • Online Question Bank • Mobile Quick test app • MCQ based tests 	0:100
6	<input checked="" type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> • Digital assessment platforms for online assessments with auto proctoring and physical proctoring ability 	0:100
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	Not Applicable	

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
RAS/N0152 Optimize inventory to ensure maximum availability of stocks and minimized losses.	Maintain, conform and implement the following as per seasonality and market trends: a. Stock levels like average stock level, re-order level b. Inventory budgets c. Purchase procedures	5	5	-	-
	Record and control the following: a. Ageing of products b. Vendor norms about stocks/return and damages c. Credit period offered by vendors d. Price cover policy offered by vendors e. Reverse logistics policies of the organisation viz-a-viz vendors' policies	5	5	-	-
	Maintain accurate records of stocks bought and sold	4	4	-	-
	Record costs during stock movements	4	4	-	-
	Develop team understanding of stock management systems being followed by organisation	4	4	-	-
	Control shrinkage/pilferage of products to minimize losses	4	4	-	-
	Maintain records on shrinkage/pilferage of products	4	4	-	-
	Establish a timely and well-coordinated stock take process	4	4	-	-
	Maintain accurate recording and transmission of data	4	4		
	Determine recording and re-checking of variances	4	4		
	Analyse stock-take data as required by organisation	4	4		
	Ensure safety and well-being of team involved in stock-take	4	4		
Total marks	50	50	-	-	
RAS/N0153 Implement standard operating procedures, process and policy at the store while ensuring timely and accurate reporting.	Implement processes in alignment to store policy	6	6	-	-
	Describe relevant store policies/guidelines to the team	6	6	-	-
	Cooperate and collaborate with authorities to conduct store audits as required	6	6	-	-
	Understand all non- compliance issues and work towards resolving the same	6	6	-	-
	Sign off all legal contracts in alignment to statutory requirements	5	5	-	-
	Sign off and honour all terms and conditions in employee contracts	5	5	-	-
	Describe to the team the importance of records to be maintained	5	5	-	-
	Describe the importance of accurate and error-free collection, preservation and transmission of data	5	5	-	-
	Conduct checks and audits to ensure quality of data for records	6	6	-	-
	Total marks	50	50	-	-

RAS/N0154 Manage sales and service delivery to increase store profitability.	Understand and implement policies related to store upkeep and maintenance	4	4	-	-
	Ensure store upkeep and maintenance of all equipment in line with policy	4	4	-	-
	Ensure timely checks and repairs of all store equipment	4	4	-	-
	Describe to the team about operating and maintaining store equipment	4	4	-	-
	Train the team to identify key repeat customers and develop customer retention strategies to build brand loyalty	4	4	-	-
	Implement strategies to generate additional footfalls	4	4	-	-
	Build relationships with new and existing customers to augment business and brand reputation	4	4	-	-
	Train and work with team to implement customer engagement initiatives to enhance customer satisfaction	4	4	-	-
	Establish a mechanism for collecting feedback from customers for further improvement of service	3	3	-	-
	Develop robust post-sales services to build brand loyalty and customer satisfaction	3	3	-	-
	Establish a system for addressal of escalations and analyse the cause of escalations to prevent recurrence	3	3	-	-
	Set sales targets and develop a strategy for achieving the targets	3	3	-	-
	Communicate sales targets and plans to team and motivate team to achieve the targets	3	3	-	-
	Determine requisite resources required to be able to perform optimally to achieve targets	3	3	-	-
	Total marks	50	50	-	-
RAS/N0155 Check and confirm adherence to visual merchandising plans	Establish conformance to retail processes like stock rotation, adjacency principles and product display norms	7	7	-	-
	Train staff on concept of planogramming and its effective implementation	7	7	-	-
	Confirm that display of products is aligned to updated store planogram	6	6	-	-
	Support company officials for carrying out necessary audits and checks	6	6	-	-
	Impart training to team on: a. Guidelines for store lay out b. Guidelines for display of merchandise and promotion elements (brand and category wise)c. Guidelines for executing promotional events	6	6	-	-
	Negotiate with vendors on spacing requirements of the store as against the vendor plans	6	6	-	-
	Negotiate with vendor to arrive at a profitable revenue understanding as against space allocation	6	6	-	-
	Confirm vendors' compliance to visual merchandising guidelines	6	6	-	-
	Total marks	50	50	-	-

RAS/N0156 Manage overall safety, security and hygiene of the store	Explain store policy and procedures in regards to health, hygiene and safety clearly and accurately	3	3	-	-
	Organise training at regular intervals on health, hygiene and safety	3	3	-	-
	Provide access to team members on relevant store policies	3	3	-	-
	Provide clear and accurate information on identified hazards and risk control procedures to team members	3	3	-	-
	Resolve issues raised by staff in alignment with store policies	3	3	-	-
	Establish resource requirements to ensure safe lifting or shifting and manual handling techniques are applied by staff	3	3	-	-
	Establish resource requirements to handle store emergencies in the prescribed frequency	3	3	-	-
	Establish and maintain reporting procedures to facilitate communication and recording of details of safety-related incidents	3	3	-	-
	Create awareness on 'Prevention of Sexual Harassment' and enforce adherence to policy	3	3	-	-
	Organise mock fire and safety drills at regular intervals	3	3	-	-
	Adhere to personal grooming standards for self as well as team	3	3	-	-
	Ensure management of and conformation to store security procedures	3	3	-	-
	Ensure training of team to handle emergencies	2	2	-	-
	Ensure implementation of security measures in case of emergencies	2	2	-	-
	Cooperate with officials in carrying out all audits and checks	2	2	-	-
	Establish resource requirements to ensure equipment is maintained and stored safely	2	2	-	-
	Establish and maintain procedures for risk assessment and integrate with systems of work	2	2	-	-
	Ensure availability of trained staff to handle financial processes	2	2	-	-
Ensure adherence to security procedures with respect to identification of authorities and implementation of financial processes	2	2	-	-	
Total marks	50	50	-	-	
RAS/N0157 Implement promotions and special events at the store	Develop strategies to drive promotions and special events	7	7	-	-
	Develop team competence in effective implementation of in-store promotions	7	7	-	-
	Collect and preserve promotion-related data for future analysis and working	6	6	-	-
	Implement organisational processes on collection and transmission of promotion related information and data	7	7	-	-
	Conduct data analysis as required by head office and share relevant feedback	6	6	-	-
	Understand the promotion and its requirements completely	6	6	-	-

	Explain promotion to relevant team members thoroughly and collaborate to identify required resources	6	6	-	-
	Provide required resources to team for effective implementation of promotion	5	5	-	-
	Total marks	50	50	-	-
RAS/N0158 Manage human resources at the store through manpower planning, recruitment, training and performance management	Analyse current and projected volume and type of work to be undertaken	4	4	-	-
	Determine staff recruitment needs and compare with store performance plans	4	4	-	-
	Identify cost effective channels of manpower sourcing and interview effectively to recruit quality manpower	4	4	-	-
	Follow human resource policies to support recruitment of staff	2	2	-	-
	Identify future manpower requirements based on projected store plans	2	2	-	-
	Establish and foster effective and open communication channels with store staff	2	2	-	-
	Guide staff regarding individual and team's roles and responsibilities	2	2	-	-
	Set performance expectations in line with organisational policies	4	4	-	-
	Delegate accountability and authority to the team based on individual strengths	2	2	-	-
	Consult with team members and share feedback whenever required	2	2	-	-
	Eliminate bias and ensure equal opportunity to all staff	2	2	-	-
	Foster effective team collaboration and take a leadership role to resolve intra-team conflict	2	2	-	-
	Follow and establish self-grooming & hygiene practices in line with store policy for self and team	2	2	-	-
	Establish and communicate the goals and objectives of roles in line with organisational policies	3	3	-	-
	Provide support to individuals and teams to enhance performance and achievement of organisational goals and completion of work requirements	2	2	-	-
	Provide ongoing personal advice, coaching and mentoring to staff to build skill and team performance	2	2	-	-
	Conduct performance appraisals according to the organisation's standard procedures	2	2	-	-
	Define and discuss career paths with team members to ensure motivation and enhance retention	2	2	-	-
	Identify training needs to improve performance	3	3	-	-
	Manage poor performance in line with organisational standards, policies and procedures, and legal requirements	2	2	-	-
	Total marks	50	50	-	-
RAS/N0159	Identify and describe all policies related to collection of market data	9	9	-	-

Conduct price benchmarking and market study of competition	Identify team members for collection of market information	6	6	-	-
	Train team members in critical activities involving market study	9	9	-	-
	Ensure collection of relevant data and analysis of the same to identify product line performance	9	9	-	-
	Communicate all analysis data to head office on the basis of collected market data	9	9	-	-
	Provide input to the merchandising /category teams on best prices offered by competitors	8	8	-	-
	Total Marks	50	50	-	-
DGT/VSQ/N0103 Employability skills	Introduction to Employability Skills	1	1	-	-
	Constitutional values - Citizenship	1	1	-	-
	Becoming a Professional in the 21st Century	1	3	-	-
	Basic English Skills	3	4	-	-
	Career Development & Goal Setting	1	2	-	-
	Communication Skills	2	2	-	-
	Diversity and Inclusion	1	1	-	-
	Financial and Legal Literacy	2	3	-	-
	Essential Digital Skills	3	5	-	-
	Entrepreneurship	2	3	-	-
	Customer Service	1	2	-	-
	Getting ready for apprenticeship & Jobs	2	3	-	-
	Total Marks	20	30	-	-
Grand Total	420	430	-	-	

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.

Assessment System Overview:

- Batches are assigned to the NCVET recognized 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 for executing the assessment. A qualified proctor is recommended to accompany the certified assessor.
- The assessment will be conducted online on digital devices such as computers, Tabs, Laptops, Smart Phones either through web browser or apps having the ability to auto proctor and remote physical proctor the assessments.
- The candidate/ learner must possess the OJT completion certificate (**If OJT is mandatory for the qualification**) duly signed and stamped by the authorised signatory on the letter head of the employer where the OJT was imparted. The candidates/ learners without the OJT completion certificate must not be allowed to undertake the assessments (**If OJT is mandatory for the qualification**).
- **Theory Assessment (Online):** Theory assessments will be Multiple Choice Questions (MCQ) based.
- **Practical:** This test will be administered by and under the supervision of a certified assessor. The candidates/ learner will be assessed based on their performance against the rubrics/ observation checklist. The practical assessment will consist of case study or scenario-based Viva Voce, Role Play, or Demonstration. The learner will be graded/ marked on a digital assessment platform. Based on the grade/ marks provided by the assessor, the digital assessment platform automatically determines the results. The entire intervention must be video recorded as evidence and made available to the AB as and when demanded. The AA is required to store comprehensive auditable trails as per the SOP of the AB.
- **A certified assessor is mandatory** for this qualification as the practical assessments are conducted through case study / scenario-based Viva Voce/ Role Play/ Demonstration on digital platform with comprehensive auditable trails under the supervision of qualified/ certified assessor. The results are auto determined by the digital assessment platform based on the grading provided by the certified assessor.
- Assessment Agency must ensure the Assessor and Proctor arrives 1 hour before the commencement of assessments.

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

2. Testing Environment:

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

3. Assessment Quality Assurance levels/Framework:

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

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

4. Types of evidence or evidence-gathering protocol:

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

- Every candidate must produce their OJT Completion Certificate (**if OJT is mandatory for the qualification**) duly signed and stamped from the authorised signatory of the employer where the OJT was completed. A copy of the same must be collected and stored by the assessor/ proctor/ AA and submitted to RASCI/ AB on demand (**if OJT is mandatory for the qualification**).
- **Candidate Photograph/ ID photograph:** A candidate snapshot and his/her ID snapshot is being captured before the candidate is allowed to start the test.
- **Assessment Logs:** AA Maintains a detailed audit log of each assessment that is administered. Audit logs should be recoverable on requests from RASCI. Assessment audit log should include:
 - The time when the assessment is being started.
 - Flags in case an additional person is there
 - Flags in case candidate navigate away from the window.
 - Candidate away from the test window
 - Any other device spotted.
 - The time when the candidate finishes the test.
 - Question wise and NOS-wise summary of the attempt
 - Response sheets/ Answer sheets including the question paper.
 - All applicable other credibility scores including the above of the candidate.
- **For Remote Online Assessments:** AA must follow and implement all the guidelines under conducting remote online assessments.

5. Method of verification or validation of assessment processes:

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

6. Method for assessment documentation, archiving, and access

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