NSQF QUALIFICATION FILE
Approved in 8th NCVET Meeting, 27th May, 2021

NCVET Code
2021/RET/RASCI/04289

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

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List of documents submitted in support of the Qualifications File

1. Qualifications Pack
2. Industry Validations letters
3. Industry Endorsement tracker
4. Integrated Occupational Map
5. Summary Sheet
6. Sector Profiling

Model Curriculum to be added which will include the following:

- **Indicative list of tools/equipment to conduct the training**
- **Trainers qualification**
- **Lesson Plan**
- **Distribution of training duration into theory/practical/OJT component**

SUMMARY

1	**Qualification Title :** Retail Store Manager	
2	**Qualification Code, if any :** RAS/Q0107	
3	**NCO code and occupation:**NCO-2015/1420.0200; Store Operations	
4	**Nature and purpose of the qualification (Please specify whether qualification is short term or long term)**	Nature of the qualification – Short Term The main purpose of the qualification - to equip a candidate with skills to manage the overall operations of the store - to upgrade and recognise the skills of people already in work

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5	**Body/bodies which will award the qualification**	Retailers Association's Skill Council of India (RASCI)
6	**Body which will accredit providers to offer courses leading to the qualification**	Retailers Association's Skill Council of India (RASCI)
7	**Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy)**	As per the revised notification received from NSDC, the training partner affiliation process will now be centralised and routed via Skill Management and Accreditation of Training Centres (SMART) portal. For accreditation and affiliation of your training centre/centres, we request you to refer the below link: http://smartnsdc.org/
8	**Occupation(s) to which the qualification gives access**	Store Operations
9	**Job description of the occupation**	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 'topline' and 'bottomline' 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.
10	**Licensing requirements**	N/A
11	**Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)**	No licensing or statutory approvals required for the training.
12	**Level of the qualification in the NSQF**	Level 7

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13	**Anticipated volume of training/learning required to complete the qualification**	350 hours
14	**Indicative list of training tools required to deliver this qualification**	Display Racks (Gondolas); Productdetailers/specifications/catalogue; qualification Display/boards/standees; Calculator; Stockalmirah with dummy products stocked as per FIFO method; Point of Sale (POS) terminal; Bar code scanner; VM elements (Mannequins - Full/Half Bust, Danglers, Wobblers, Hangers, Fixtures, banners, POS Display - LED Lightbox, Signage Board; Offer /Policy Signage); Shopping basket/cart; Dummy fire extinguishers; Dummy stock and inventory management system (software/physical register/Inventory tracker in .xls) to demonstrate inventory management; Sample Retail SOP manual covering do's & don'ts in a store; HR manual - in store induction training; Code of conduct; Sample contact list of key internal and external stakeholders; Fake note detecting machine with note samples; Customer feedback forms; Attendance register; Sample employee appraisal form; Cash till for cash reconciliation & Bank deposits; Sample store profit & loss Statements/ledger book for maintaining accounts; Sample script for team briefing; Sample statutory compliance documents such as shops & establishments certificate
15	**Entry requirements and/or recommendations and minimum age**	12th Standard Pass and 4 years of experience in store operations in a supervisory role **OR** ITI Pass (2 Years after 10th Standard) and4 years of experience in store operations in a supervisory role
16	**Progression from the qualification (Please show Professional and academic progression)**	Cluster Manager/Area Manager
17	**Arrangements for the Recognition of Prior learning (RPL)**	The RPL process will be aligned to RPL guidelines comprising of below steps: 1. Mobilization process to be undertaken by Agency identified

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		by SSC as per scheme guidelines 2. Counselling & Pre-screening of candidates to be conducted as per SSC defined pre-screening criteria 3. Orientation of enrolled candidates by certified Trainers as per scheme guidelines 4. Final Assessment to be conducted by certified assessors of SSC affiliated Assessment Agency 5. Certification to be done as per scheme Guidelines by SSC
18	**International comparability**	NA

	Date of planned review of the qualification.	26 May 2024	
20	**Formal structure of the qualification** **Mandatory Components**		
	Title of component and identification code/NOSs/Learning outcomes	**Estimated (learning hours)**	**Level**
	RAS/N0152 Optimize inventory to ensure maximum availability of stocks and minimized losses	46	7
	RAS/N0153 Implement standard operating procedures, process and policy at the store while ensuring timely and accurate reporting	46	7
	RAS/N0154 Manage sales and service delivery to increase store profitability	46	7
	RAS/N0155 Check and confirm adherence to visual merchandising plans	46	7
	RAS/N0156 Manage overall safety, security and hygiene of the store	28	7
	RAS/N0157 Implement promotions and special events at the store	46	7
	RAS/N0158 Manage human resources at the store through manpower planning, recruitment, training and performance management	46	7
	RAS/N0159 Conduct price benchmarking and market study of competition	46	7

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	Sub Total (A)	**350**	
	Optional Components		
	Title and identification code of component.	**Estimated (learning hours)**	**Level**
	Nil	**Nil**	**Nil**
	Sub Total (B)	**0**	
	Total (A+B)	**350**	

SECTION 1
ASSESSMENT

21	**Body/Bodies which will carry out assessment:** RASCI affiliated assessing agencies having NSQF certified assessors
22	**How will RPL assessment be managed and who will carry it out?** The assessment will be carried out in line with the Assessment criteria defined by SSC and would be conducted by NSQF certified assessor of Assessment Agency empanelled with SSC. RPL assessments would either be conducted at worksite / RPL Camps / accredited Training Centres as per RPL Guidelines. The Assessment would have theory as well as practical components to assess the knowledge and existing skills / competence of candidates in an non – intrusive environment with comprehensive auditable trails.
23	**Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.** **Body/Bodies which will carry out assessment:** RASCI affiliated assessing agencies having NSQF certified assessors Assessment will be done by SSC-affiliated assessment agencies. The assessors will be trained & certified by SSC through Training of Assessors program. The emphasis will be on practical demonstration of skills and knowledge based on the performance criteria. The assessment papers are developed by Subject Matter Experts (SME) within the SSC with regular enhancement on need basis, as per the performance and assessment criteria mentioned in the Qualification Pack. The assessment 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 SSC official for consistency. The assessment will be done based on the assessment plan which contains the following information: • What will be assessed: the competency based on each NOS; Theory and Practical

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components of the QP-NOS

- How assessment will be done: methods of assessment such as online/offline through:
    - Written Test (Web proctoring/Paper pencil/Tab based): Written test will be Multiple Choice Questions (MCQ) based.
        - In case of availability of internet connectivity, the test will be hosted on web (online).
        - In case of absence of internet connectivity, the test will be administered in offline mode (on digital device) or via paper-pencil / pen
    - Viva voce / Practical: This will be situation based multiple choice question test which will be conducted in an online digital assessment platform where the learner will be required to answer to situational questions
- When the assessment will be done as per dates indicated by respective partner after the completion of the training programme.
- Where the assessment will be done: At Training centres of the Training Partners or designated testing centres.
  The assessments can also be held in a remotely / auto proctored manner on a digital AI enabled device at the candidate's location. This mode will be applicable only if the scheme guidelines permit.

The assessment results are backed by evidence 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 candidates 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 his/her photo ID card.
6. 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.
7. If the assessments are conducted online on a digital platform the logs of the candidate along with the verified photo identity card can be considered as a valid attendance for the assessment.

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

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Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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ASSESSMENT EVIDENCE

Complete a grid for each component as listed in "Formal structure of the qualification" in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e. Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

Title of Component: Retail Store Manager

Outcomestobeassessed/NOSstobeassessed	Assessmentcriteriafortheoutcome
1.RAS/N0152 (Optimize inventorytoensure maximum availabilityof stocks and minimized losses)	PC1. maintain,conformandimplementthe following as perseasonalityand market trends: a. stock levels like average stock level, re-orderlevel b. inventorybudgets
	PC2.recordand control thefollowing: a.ageing of products b.vendor norms about stocks/returnand damages c.credit period offered byvendors d.price cover policyoffered byvendorsreverse logistics policies ofthe organisationviz-a-viz
	PC3. maintainaccurate records ofstocksbought and sold
	PC4.recordcosts during stock movements
	PC5.develop team understanding ofstock managementsystems beingfollowed byorganisation
	PC6.controlshrinkage/pilferage of productsto minimize losses
	PC7. maintainrecordsonshrinkage/pilferageof products
	PC8.establisha timelyand well-coordinatedstock take process
	PC9. maintain accurateerecording and transmission of data
	PC10.determine recording andre-checking of variances
	PC11. analysestock-takedata asrequired by organisation
	PC12.ensuresafety andwell-being ofteam involved in stock-take

standard operating procedures, processesand policies atthe storewhile ensuring timelyand accurate reporting)	PC1.implement processes in alignment tostore policy
	PC2.describerelevantstore policies/guidelines to the team
	PC3.cooperate andcollaborate with authorities to conductstoreaudits as required
	PC4.understandall non-complianceissues andwork towards resolvingthe same
	PC5.sign off all legal contracts in alignment to statutoryrequirements
	PC6.sign off and honour all termsand conditions in employee contracts
	PC7.describeto the team theimportance of records tobe maintained
	PC8.describetheimportance ofaccurateand error-free collection,preservation and transmission ofdata
	PC9.conduct checks andaudits toensure qualityof datafor records
3.RAS/N0154 (Manage salesand service deliveryto increasestore profitability)	PC1.understandand implementpolicies relatedto store upkeep and maintenance
	PC2.ensure storeupkeep and maintenance ofall equipmentinlinewith policy
	PC3.ensuretimelychecks and repairs of all store equipment
	PC4.describeto the team aboutoperating and maintaining storeequipment
	PC5. train the team toidentifykeyrepeat customers and developcustomerretention strategies to build brandloyalty
	PC6.implementstrategies togenerate additional footfalls
	PC7.build relationships withnewand existing customers to augmentbusinessand brandreputation
	PC8. train and work with team to implementcustomer engagementinitiatives toenhancecustomer satisfaction
	PC9.establishamechanism forcollectingfeedback fromcustomersfor further improvement of service
	PC10.developrobustpost-salesservices to build brandloyaltyandcustomer satisfaction
	PC11.establish asystem for addressalof escalations and analyse the cause of escalations to prevent recurrence
	PC12.setsalestargets and develop a strategyfor achievingthe targets

	PC13.communicatesales targetsand planstoteam and motivate team to achieve the targets
	PC14.determine requisite resourcesrequired tobe ableto perform optimallyto achieve targets
4.RAS/N0155 (Checkand confirm adherence to visual merchandisingplans)	PC1.establish conformance to retail processes like stock rotation,adjacency principlesandproductdisplaynorms
	PC2. train staffon concept ofplanogrammingits effectiveimplementation
	PC3.confirm thatdisplayof productsisaligned to updatedstoreplanogram
	PC4.supportcompany officialsforcarryingout necessaryaudits andchecks
	PC5.impart training to teamon: a.guidelinesfor store layout b.guidelinesfordisplay of merchandiseand promotion elements(brandandcategory wise)
	PC6.negotiatewith vendors onspacing requirements of thestore as againstthe vendor plans
	PC7.negotiate withvendor to arrive ata profitable revenueunderstandingasagainst space allocation
	PC8.confirmvendors' compliance tovisual merchandising guidelines
5.RAS/N0156 (Manage overall safety, securityand hygiene ofthe store)	PC1.explainstorepolicyandprocedures in regards tohealth,hygiene andsafetyclearlyand accurately
	PC2.organise trainingatregular intervals onhealth, hygiene andsafety
	PC3.provide access to team members on relevant store policies
	PC4.provideclear andaccurateinformation on identified hazardsandrisk control procedurestoteam members
	PC5.resolve issuesraised bystaff in alignmentwith store policies
	PC6.establish resource requirementstoensure safe lifting orshifting and manual handling techniquesare appliedbystaff
	PC7.establish resource requirementstohandlestore emergenciesin the prescribed frequency
	PC8.establishand maintainreporting procedures to facilitatecommunication and recording ofdetails of safety-relatedincidents

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	PC9.create awareness on'Prevention of Sexual Harassment' and enforce adherence to policy
	PC10.organise mock fire andsafetydrills atregular intervals
	PC11.adhere to personalgrooming standards for self as well as team
	PC12.ensuremanagement ofandconformationto store securityprocedures
	PC13.ensuretrainingofteam to handle emergencies
	PC14.ensureimplementation of securitymeasures in caseof emergencies
	PC15.cooperate with officials incarryingout all auditsandchecks
	PC16. establish resource requirementstoensure equipmentismaintainedandstored safely
	PC17.establish and maintainprocedures forrisk assessmentand integratewith systems ofwork
	PC18.ensureavailabilityoftrainedstaffto handle financialprocesses
	PC19.ensureadherence tosecurityprocedures with respecttoidentification ofauthorities and implementation offinancial processes
6.RAS/N0157 (Implement promotions and special events at thestore)	PC1.developstrategies todrive promotions and special events
	PC2.develop team competence in effective implementation of in-store promotions
	PC3.collectand preserve promotion-relateddatafor future analysis andworking
	PC4.implement organisational processes on collection and transmissionofpromotion related information and data
	PC5.conduct data analysis as required byhead officeand sharerelevant feedback
	PC6.understandthe promotion anditsrequirements completely
	PC7.explainpromotion torelevantteam members thoroughlyandcollaborate to identifyrequired resources
	PC8.providerequiredresourcesto team foreffective implementation of promotion
7.RAS/N0158 (Lead and manage the team for	PC1.analyse current and projected volume and type ofwork tobeundertaken

developing storecapability)	PC2.determinestaff recruitment needs and compare with store performanceplans
	PC3.identifycosteffective channels of manpower sourcingand interview effectivelytorecruit quality manpower
	PC4. followHR policies tosupportrecruitment ofstaff
	PC5.identifyfuturemanpower requirements based on projected storeplans
	PC6.establishandfostereffective andopen communication channels with storestaff
	PC7.guidestaff regarding individualand team's roles andresponsibilities
	PC8.setperformance expectationsin line with organisational policies
	PC9.delegate accountabilityandauthorityto the teambasedonindividual strengths
	PC10.consult with team membersand share feedback whenever required
	PC11. eliminate biasandensure equal opportunityto all staff
	PC12.foster effective team collaboration and take a leadership roleto resolveintra-teamconflict
	PC13.followand establish self-grooming &hygiene practicesinline with store policyforself and team
	PC14.establish andcommunicate the goalsand objectives ofroles inlinewith organisationalpolicies
	PC15.provide supporttoindividuals and teams to enhance performance and achievement of organisational goalsandthe effective completion of work requirements
	PC16.provide ongoingpersonal advice, coaching and mentoringto staff to buildskilland team performance
	PC17.conduct performance appraisalsaccording to the organisation's standard procedures
	PC18.define anddiscusscareerpaths with team members to ensuremotivation and enhanceretention
	PC19.identifytrainingneeds to improve performance
	PC20.manage poorperformancein linewith organisational standards,policies andprocedures, andlegal requirements

price benchmarkingand marketstudyofcompetition)	PC1. Identifyand describe all policies relatedto collection of market data
	PC2.identifyteam membersfor collection of market information
	PC3. train team members in criticalactivities involvingmarket study
	PC4.ensure collection ofrelevant dataand analysis ofthe same toidentifyproductline performance
	PC5.communicate allanalysis data toheadofficeon the basisof collected market data
	PC6.provideinput tothe merchandising/category teams on best pricesoffered bycompetition
Meansofassessment1	Knowledge assessments through written examination and viva voce
Meansofassessment2 Add boxes as required.	Practical assessments through demonstration in the simulated / real time working environment
Pass/Fail To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment	

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SECTION 2
25. EVIDENCE OF LEVEL

OPTION B

Title/Name of qualification/component:Retail Store Manager		Level: 7	
NSQF Domain	**Key requirements of the job role**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
Process	Retail Store Manager is responsible for managing the overall operations of the store and ensure its profitability. He/she is responsible to control operational expenses and ensure the growth of 'topline' and 'bottomline' set by the organisation	The job holder is responsible for managing the overall operations of the store and ensure its profitability. This requires command of wide ranging specialised theoretical and practical skill, involving variable routine and non-routine context. Also, this role being supervisory in nature, qualifies as a level 7 role. For example, this individual is responsible for supervising and directing the store staff, taking staffing decisions, ensuring product availability, managing competitiveness in the market, 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.	7

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Title/Name of qualification/component:Retail Store Manager		Level: 7	
NSQF Domain	**Key requirements of the job role**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
		The above job requires command of wide ranging theoretical and practical skill, involving variable routine and non-routine context	
Professional knowledge	The individual on the job needs to know and understand: Standard Operating Procedures, processes and policies of the store, concepts like marketing and sales, inventory management, customer experience management, visual merchandising, people management, store safety, security and hygiene standards.	The job holder is expected to have wide ranging, factual and theoretical knowledge in broad contextswithin his/her field of work. For example, the job holder is expected to have knowledge of how to optimize inventory to ensure maximum availability of stocks. He/she is expected to have knowledge of Standard Operating Procedures, policies and processes with respect to store operations. He/she should be adept with the concept of customer experience and sales management. Marketing and its application in the form of events and promotions is a key knowledge requirement for this job role. He/she is also expected to have knowledge of team management, group dynamics to build store capability. Since all the above mentioned are wide ranging, factual and theoretical in nature, the role qualifies for Level 7.	7

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Title/Name of qualification/component:Retail Store Manager		Level: 7	
NSQF Domain	**Key requirements of the job role**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
Professional skill	The job holder is required to have professional skills required 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 tolead and manage the team for building store capability. 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)	The job holder is expected to demonstrate wide range of cognitive and practical skills required to generate solutions. For instance, the job holder is expected to plan the staffing needs of the store, identify cost effective channels for sourcing of manpower, interview and select manpower in line with HR policies, create apositive work environment, train and develop staff to build store capability. All these activities mostly require cognitive and practical skills, hence qualifying the role for Level 7.	7
Core skill	The individual is expected to have strong communication skills (written and oral). He/she should have strong presentation skills, business acumen, sound understanding of social environment, knowledge of equipment and products & services the organization offers	The job holder is expected to exhibit sound written and oral communication skills, presentation skills, mathematical skills and social skills. Considering these outcomes, the job holder can be placed at level 7. For example, the job holder is expected to read policies, processes, and developmental reports.	7

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Title/Name of qualification/component:Retail Store Manager		Level: 7	
NSQF Domain	**Key requirements of the job role**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
		He/she should be able to draft emails, create process documents and reports, record interview assessments and appraisals. He/she should be able to compute store targets, profit and loss, etc., collect and present information to management and other stakeholders.	
Responsibility	The individual is responsible for output of group anddevelopment. 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.	The job holder is responsible for output of the team and its development. This individual is responsible for controlling operational expenses and ensure the growth of 'topline' and 'bottomline' set by the organisation. This individual is responsible for ensuring product availability, maintaining visual merchandising standards, and ensuring customer satisfaction while adhering to the business and store processes. He/she is responsible for leading and managing the team to develop store capability. Hence, this role qualifies for Level 7. It comprises of supervisory activities.	7

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SECTION 3

EVIDENCE OF NEED

26. What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?

	Basis	In case of SSC	In case of other Awarding Bodies (Institutes under Central Ministries and states departments)
	Need of the qualification	As per the report of IBEF(*India Brand Equity Foundation (**IBEF**) is a Trust established by the Department of Commerce, Ministry of Commerce and Industry, Government of India*) released in November 2020,the retail sector in India is emerging as one of the largest sectors in the economy. Retail market in India is projected to grow from an estimated US$ 672 billion in 2017 to US$ 1,200 billion in 2021F and 1,750 billion by 2026. India will become a favourable market for retailers in all the formats on the back of a large young adult consumer base, increasing disposable incomes and relaxed FDI norm. There is an existing as well as an emerging need to build leadership capability to manage the overall operations of the stores which are and would be institutionalized because of demand gap and skill gap. Therefore, would be thereby, creating a need for skilling individuals to take up responsibility of Store Managers. Evidence of the qualification is also supported by validations.	The Submitting Body would produce any reputable and reliable research reports, such as labour market information reports; occupational mapping or similar research carried out by Ministry/State/Any other authentic source forecasting the demand for the proposed qualification
	Industry Relevance	The SSC would undertake validation of the job roles with actual end-user industry where such employment are going to be generated and absorbed instead of generic validation of industry. The SSC would submit the endorsements from users/intended users of the qualification clearly supporting or otherwise the need for trained people against specific job role.(The industry validation	The Submitting Body would submit the list of industry participation while preparation of the curriculum/ course content of the qualifications. These could include minutes of the meeting/ reports of these consultations

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		format to be used)	
	Usage of qualification	The SSC would submit details of the employment generated (wherever applicable) and realised by virtue of training in the Qualifications of the sector earlier submitted for NSQF alignment. In case of unorganized sector, case studies or evidence may be given.	The submitting body would submit the details of trained and proposed qualification (if an existing qualification is being proposed for NSQF alignment) Information about the success of the qualification should be given (eg. uptake figures, examples of use in recruitment and placement rates (if known) should be given. However, many of the bodies that do not have placement tracking mechanism established in place would provide necessary endorsements by the state/ ministry stating that a tracking mechanism would be institutionalized and placement records shall be provided annually or later , depending on length of qualification.
	Estimated uptake	Year 1- 500 Year 2 - 1000 Year 3 – 2000 Through RPL for Existing manpower, B. Voc& Degree Apprenticeship programmes.	
27	**Recommendation**	**from the concerned Line Ministry of the**	
	Government/Regulatory Body. To be supported by documentary evidences		
28	**What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification.** The qualification discussed above is checked for any duplication across sectors. Given the qualification is niche to retail sector,there is no duplication or pre-existing similar qualifications.		

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29	**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? Specify the review process here** The impact study after the pilot execution by Training Partner will further reinforce the need and demand for the QP. Comments, feedback and suggestions will be collected through interaction with industry for the deliverables and competencies required for the job role. The same will be compiled and justifiable changes will be incorporated in the next/updated version of the QP. This QP is set to be reviewed on 26th May 2024.

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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SECTION 4
EVIDENCE OF PROGRESSION

30	**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?** ***Show the career map here to reflect the clear progression*** 1. Discussing the growth trajectory within each occupation after studying organisational charts of various industry players across small, medium and large-scale organizations. 2. Exploring various lateral career opportunities for the discussed qualification 3. Ensuring that there is a clear role up in terms of performance criteria, qualification, experience and skill requirement from lower NSQF Level to higher levels in the hierarchy. Please refer to attached career path as per annexure 1 which clearly defines the career path.

Please attach most relevant and recent documents giving further information about any of the topics above.
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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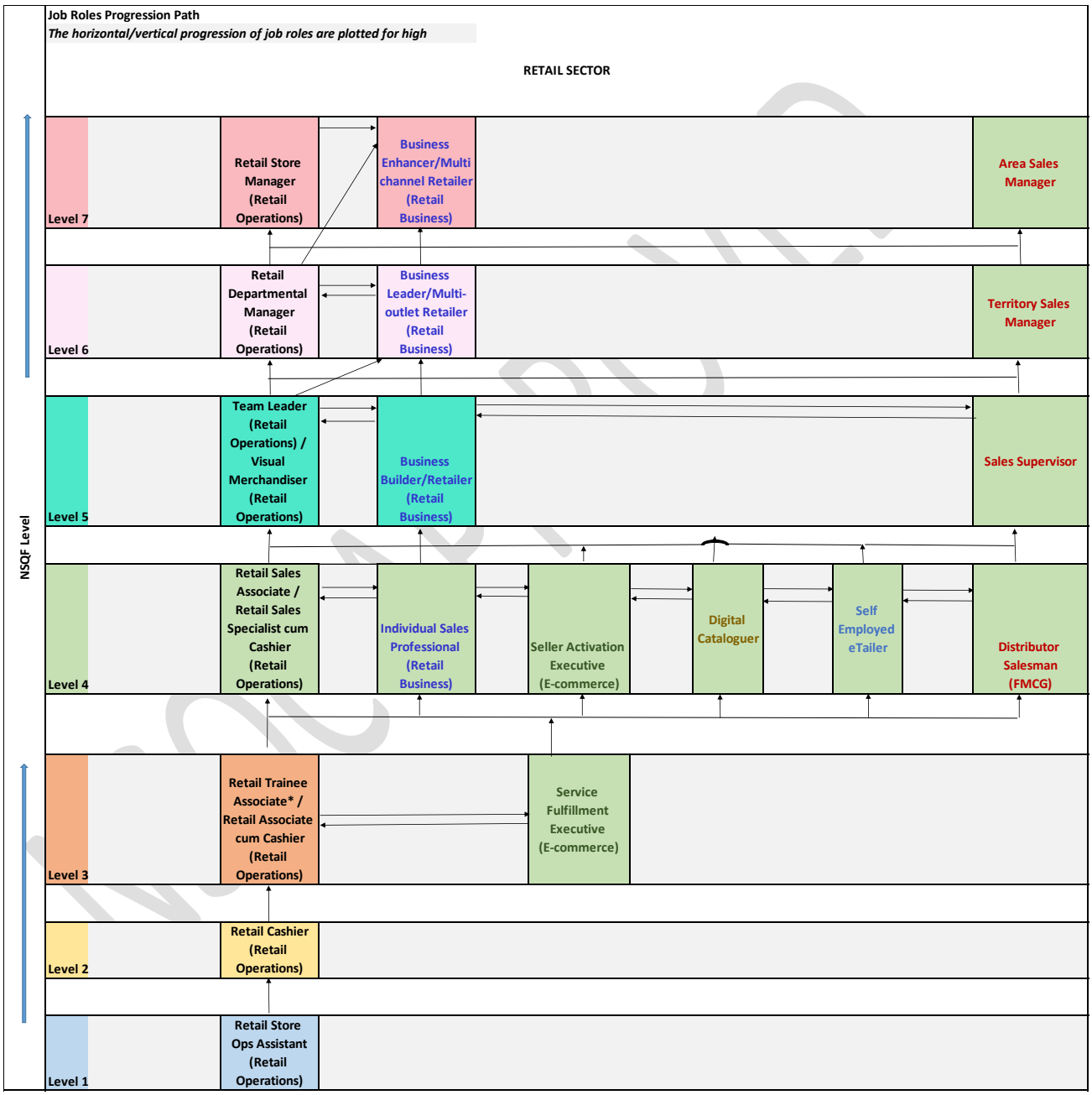
Career Map of Retail Store Manager - Annexure 1

Annexure 1: Career Map

Career Map



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Vertical Progression

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Annexures enclosed:

a. **Annexure 1- Qualifications Pack**
b. **Annexure 2- Industry Validations letters**
c. **Annexure 3- Industry Validation tracker**
d. **Annexure 4- Integrated Occupational Map**
e. **Annexure 5- Summary Sheet**