Model Curriculum

QP Name: Retail Store Operations Assistant

QP Code: RAS/Q0101

QP Version: 3.0

NSQF Level: 2

Model Curriculum Version: 1.0

Table of Contents

Training Parameters

Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
Country	India
NSQF Level	2
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4321.0501
Minimum Educational Qualification and Experience	8th Grade pass
Pre-Requisite License or Training	NIL
Minimum Job Entry Age	14 years
Last Reviewed On	22/10/2024
Next Review Date	22/10/2027
NSQC Approval Date	22/10/2024
QP Version	3.0
Model Curriculum Creation Date	04/01/2023
Model Curriculum Valid Up to Date	22/10/2027
Model Curriculum Version	1.0
Minimum Duration of the Course	330 hours
Maximum Duration of the Course	330 hours

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Receive and store goods in retail operations
- Prepare Products for Dispatch or Delivery
- Maintain required levels of stock in back store and Distribution Centre
- Monitor and replenish stock on display for sale at retail store
- Implement sustainability practices in store Operations
- Maintain health and safety
- Employability Skills

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	**00:00**	**00:00**			**00:00**
Introduction to Retail	00:00	00:00			00:00
RAS/N0101: Receive and store goods in retail operations NSQF Level: 2	**20:00**	**25:00**	**15:00**		**60:00**
Overview of Store Operations	10:00	05:00			15:00
Receive and Store Goods	10:00	20:00	15:00		45:00
RAS/N0168: Prepare Products for Dispatch or Delivery NSQF Level: 2	**30:00**	**40:00**	**20:00**		**90:00**
Prepare products for delivery	30:00	40:00	20:00		90:00
RAS/N0103: Maintain required levels of stock in back store and Distribution Centre NSQF Level: 2 **RAS/N0104: Monitor and replenish stock on display for sale at retail store NSQF Level: 2**	**40:00**	**50:00**	**30:00**		**120:00**
Manage Stocks	40:00	50:00	30:00		120:00
RAS/N0121: Maintain Health and Safety - v2 NSQF Level: 3	**10:00**	**15:00**	**05:00**		**30:00**
Health and Safety in Retail Sector	10:00	15:00	05:00		30:00

DGT/VSQ/N0101: Employability Skills NSQF Level: 2	12:00	18:00			30:00
Introduction to Employability Skills	00:30	00:30			01:00
Constitutional values - Citizenship	00:30	00:30			01:00
Becoming a Professional in the 21st Century	00:30	00:30			01:00
Basic English Skills	01:00	01:00			02:00
Communication Skills	01:30	02:30			04:00
Diversity & Inclusion	00:30	00:30			01:00
Financial and Legal Literacy	01:30	02:30			04:00
Essential Digital Skills	01:00	02:00			03:00
Entrepreneurship	02:30	04:30			07:00
Customer Service	01:30	02:30			04:00
Getting ready for apprenticeship & Jobs	01:00	01:00			01:00
Total Duration	**112:00**	**148:00**	**70:00**		**330:00**

Module Details

Module 1: Introduction to Retail

Bridge Module

Terminal Outcomes:

- Outline the evolution of retail in India
- Distinguish between traditional and modern retailing in India
- Identify the elements involved in retail supply chain

Duration: 00:00	*Duration: 00:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Outline the current scenario of the retailing sector in India. - List the factors that lead to growth of retailing sector in India - Compare traditional and modern retail sector in India. - Discuss the roles and responsibilities of Retail Store Ops Assistant - Illustrate different retail formats. - Describe the role of various departments and functions in a modern retailing operation. - Discuss about supply chain management	
Classroom Aids	
LCD Projector, Laptop/Computer with internet, White Board, Flip Chart, Markers	
Tools, Equipment and Other Requirements	
Posters and charts for describing the retail sector	

Module 2: Overview of Store Operations

Mapped to RAS/N0101

Terminal Outcomes:

- List the functions involved in store operations.
- Identify the key product categories present in the store.

Duration: 10:00	*Duration: 05:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- State the meaning and significance of store operations. - List the functions involved in store operations. - Describe the staff responsibilities towards post store opening activities. - List the important registers maintained in the store.	- Show how to use stock control register to identify current stock levels and shortfalls. - Dramatize a scenario where you thoroughly inspect all necessary equipment to ensure they are in proper working condition for the receipt and movement of goods. - Roleplay a situation to report any shortfall in space or malfunction with equipment to supervisor. - Demonstrate the process of updating stock control register to reflect receipt of goods.
Classroom Aids	
LCD Projector, Laptop/Computer with internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards	
Tools, Equipment and Other Requirements	
Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags, VM elements (Mannequins - Full/Half Bust, Danglers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)	

Module 3: Receive and Store Goods

Mapped to RAS/N0101

Terminal Outcomes:

- Explain the key policies of receiving and storing the goods.
- Describe the measures taken to maintain the quality of the stock.

Duration: 10:00	*Duration: 20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the stages involved in receiving and unloading of goods. - List the key product categories present in the store. - Discuss ways to confirm appropriate storage space availability. - Discuss about the storage requirements and standard storage conditions for the incoming goods. - List the requirements for maintaining security and safety during delivery and storage.	- Demonstrate the steps of conducting proper checks of the area for receiving goods. - Demonstrate the steps involved in the sequencing and docking process. - Show how to confirm all goods listed on the delivery note have been properly received. - Demonstrate the steps to record refusals accurately following organizational standard operating procedures. - Demonstrate steps to complete stock rotation. - Demonstrate handling procedures for perishable and non-perishable goods.
Classroom Aids	
LCD Projector, Laptop/Computer with internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards	
Tools, Equipment and Other Requirements	
Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Dummy Products (Products with ad -on accessories	
such as mobile handsets with ear phones etc.) with barcode, specifications, price tags, VM elements (Mannequins - Full/Half Bust, Danglers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)	

Module 4: Prepare products for delivery

Mapped to RAS/N0168

Terminal Outcomes:

- Accurately pick products according to customer orders and pick lists, ensuring correct quantity, type, and condition, while addressing any inventory or order discrepancies.
- Efficiently and safely pack products as required, ensuring proper protection for transport and organized storage or dispatch.
- Accurately label products with all necessary information, including SKU, quantity, and special handling instructions, ensuring consistency and traceability throughout the inventory management process.

Duration: 30:00	Duration: 40:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the principles and best practices for accurately picking products according to customer orders and pick lists. - State the importance of ensuring the correct quantity, type, and condition of products, and determine strategies to address inventory or order discrepancies. - List the techniques and guidelines for efficiently and safely packing products. - Discuss the requirements for providing proper protection during transport and maintaining organized storage or dispatch procedures. - Outline the correct methods for labeling products with necessary information such as SKU, quantity, and special handling instructions. - Discuss the role of consistent labeling in ensuring traceability and accuracy within inventory management processes.	- Demonstrate accurate product picking according to customer orders and pick lists, ensuring the correct quantity, type, and condition. - Dramatise a scenario to identify and resolve discrepancies in inventory or orders during the picking process. - Demonstrate efficient and safe packing techniques, ensuring products are adequately protected for transport and properly organized for storage or dispatch. - Demonstrate appropriate packing techniques based on product type and handling requirements. - Demonstrate accurate labeling of products with all required information, including SKU, quantity, and special handling instructions.

Classroom Aids

LCD Projector, Laptop/Computer with internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards

Tools, Equipment and Other Requirements

Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags, VM elements (Mannequins - Full/Half Bust, Danglers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)

Module 5: Manage Stocks

Mapped to RAS/N0103 & Mapped to RAS/N0104

Terminal Outcomes:

- Explain how the store operation assistant helps in managing stock
- Demonstrate the process to check stock levels
- Apply appropriate techniques to fill shelves
- Describe the process of ordering goods at the store
- Demonstrate the process to check the level of stock on sale
- Demonstrate the process to replenish stock on sale

Duration: 40:00	Duration: 50:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the need for stock verification. - Describe the role of store operations assistant in maintaining required and adequate levels of stock in the store. - Explain the need to maintain the required and adequate levels of stock in the store. - Explain the company procedures for checking stock levels and updating stock records. - Describe the role of the store operations assistant in handling un-saleable stocks. - Explain the need to maintain the required level of stocks in the storage. - Identify expired stocks and action to be taken. - List the actions to be taken when there is excess of perishable goods with short life cycle in the stock. - List the factors that affects the demand of stocks. - Explain the need to maintain the required and adequate levels of stock in the store. - List the steps of stock verification process. - Describe the process to notice when stock has passed its expiry date and promptly remove it from sale and update the stock control system. - Describe the process to order enough stock to maintain the correct levels. - List the company procedures for getting rid of packaging waste. - List the factors that can affect the demand of stocks. - Explain the procedure to prepare and send orders for stock accurately and at the right times.	- Roleplay a situation on how to take advice from the right person if instructions for checking stocks are not clear. - Demonstrate the steps to update stock records accurately and in line with company procedures. - Demonstrate appropriate stock handling procedures in ways that protects equipment's, stock, and the premises from being damaged. - Demonstrate the process to fill shelves without disturbing others. - Perform the required documentation and system updating post stock check in a roleplay. - Roleplay the process of informing promptly when stock needs replacing. - Demonstrate the process to arrange for stock to be moved to the sales floor when it is needed. - Show how to rotate stock correctly and with the least possible disturbance to other people in a roleplay. - Demonstrate the steps to update the stock control system promptly, accurately and Completely.

Classroom Aids

LCD Projector, Laptop/Computer with internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards

Tools, Equipment and Other Requirements

Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags, VM elements (Mannequins - Full/Half Bust, Danglers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)

Module 6: Health and Safety in Retail Sector

Mapped to RAS/N0121 v-2

Terminal Outcomes:

- Identify and report accidents and emergencies.
- Describe the safety practices followed in the store.
- State the procedures for dealing with emergencies in a retail store.

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe the importance of health and safety in the store - Identify the accidents and emergencies that may occur in a store - State the importance of securing customer records - Explain the importance of protecting staff, customer belongings and store products during an emergency - Describe the importance of housekeeping and cleanliness in the store - Discuss ways to act within the limits of his/her responsibility and authority when accidents and emergencies arise - State the company procedures and legal requirements for reducing health and safety risks as far as possible - Elucidate the first aid procedure in line with store policy. - Explain the purpose of conducting emergency drills	- Demonstrate the use of personal protective or safety equipment correctly and in the right situations - Role play the procedure to report accidents and emergencies promptly, accurately and to the right person - Demonstrate the procedure of raising alarm in emergency situation. - Roleplay a situation to take prompt action to deal with risks. - Dramatize a situation to Identify, report and mitigate potential hazards and risks at workplace. - Use prescribed procedures to demonstrate safe handling of hazardous medicines/ substances. - Prepare an incident report after recording such incidents of hazards and accidents. - Use equipment and materials in line with the manufacturer's instructions
Classroom Aids	
LCD Projector, Laptop/Computer with internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards	
Tools, Equipment and Other Requirements	
Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags, VM elements (Mannequins - Full/Half Bust, Danglers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Carry bags of different dimensions, Dummy Fire Extinguishers, Stock Inward/Stock Outward register, Register to record customer delivery, Sample Stock delivery note / challan, Gift wrapping paper (to gift wrap dummy products)	

Module 7: Employability Skills

Mapped to DGT/VSQ/N0101

Key Learning Outcomes:

Introduction to Employability Skills   Duration: 1 Hour
After completing this programme, participants will be able to:
1. Discuss the importance of Employability Skills in meeting the job requirements

Constitutional values - Citizenship   Duration: 1 Hour
2. Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen.
3. Show how to practice different environmentally sustainable practices

Becoming a Professional in the 21st Century   Duration: 1 Hours
4. Discuss 21st century skills.
5. Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations.

Basic English Skills   Duration: 2 Hours
6. Use appropriate basic English sentences/phrases while speaking

Communication Skills   Duration: 4 Hour
7. Demonstrate how to communicate in a well -mannered way with others.
8. Demonstrate working with others in a team

Diversity & Inclusion   Duration: 1 Hour
9. Show how to conduct oneself appropriately with all genders and PwD
10. Discuss the significance of reporting sexual harassment issues in time

Financial and Legal Literacy   Duration: 4 Hours
11. Discuss the significance of using financial products and services safely and securely.
12. Explain the importance of managing expenses, income, and savings.
13. Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws

Essential Digital Skills   Duration: 3 Hours
14. Show how to operate digital devices and use the associated applications and features, safely and securely
15. Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely

Entrepreneurship   Duration: 7 Hours
16. Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges

Customer Service   Duration: 4 Hours
17. Differentiate between types of customers
18. Explain the significance of identifying customer needs and addressing them
19. Discuss the significance of maintaining hygiene and dressing appropriately

Getting ready for apprenticeship & Jobs Duration: 2 Hours
20. Create a biodata
21. Use various sources to search and apply for jobs
22. Discuss the significance of dressing up neatly and maintaining hygiene for an interview
23. Discuss how to search and register for apprenticeship opportunities

LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS		
S No.	**Name of the Equipment**	**Quantity**
1.	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
2.	UPS	As required
3.	Scanner cum Printer	As required
4.	Computer Tables	As required
5.	Computer Chairs	As required
6.	LCD Projector	As required
7.	White Board 1200mm x 900mm	As required
Note: Above Tools &Equipment not required, if Computer LAB is available in the institute.		

Module 8: On-the-Job Training

Mapped to Retail Store Operations Assistant RAS/Q0101

Mandatory Duration: 70:00 hrs.	Recommended Duration: NA
Location: Workplace/ On Site	
Terminal Outcomes • Perform checks to confirm that all required equipment for receipt and movement of goods are in good working order • Demonstrate the steps to accurately update stock control systems to reflect receipt of goods • Demonstrate the steps involved in the sequencing and docking process • Show how to handle perishable and non-perishable goods • Prepare a plan to deliver products to the customers • Demonstrate the Steps to transport products and equipment safely and securely • Apply appropriate techniques to unload goods safely and prevent from damage • Demonstrate the steps to update records of delivery and non-delivery promptly and in line with company procedures • Demonstrate the process to check the level of stock on sale • Demonstrate the process to replenish stock on sale • Demonstrate appropriate lifting and handling techniques as per company guidelines and manufacturing instructions • Perform the steps to check that all the equipment needed are serviceable • Demonstrate the use of personal protective or safety equipment correctly and in the right situations • Use appropriate communication techniques to make the customers feel valued and respected • Demonstrate appropriate behaviour suitable to respond effectively to different types of customer behaviour • Demonstrate good interpersonal skills at personal and professional front	

Annexure

Trainer Requirement for Domain Skills

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
For Trainers						
12th Pass		2	Retail store operations			
OR						
12th Pass		1	Retail store operations	1	Retail store operations	

Trainer Certification	
Domain Certification	Platform Certification
Retail Sales Assistant QP (RAS/Q0103) NSQF level 3 with minimum pass percentage: 80%	Recommended that the Trainer is certified for the Job Role Retail store Operations Assistant: "Trainer (VET and skills)", mapped to the Qualification Pack: "MEP/Q2601, v2.0". The minimum accepted score is 80%.

Trainer Requirement for Employability Skills

Trainer Prerequisites					
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	*Specialization*	*Years*	*Specialization*	
Graduate/CITS	Any discipline			2	Teaching experience	Prospective ES trainershould:
Current ITI trainers	Employability SkillsTraining (3 days full-time course done between 2019-2022)					• have good communication skills
Certified current EEE trainers (155 hours)	from ManagementSSC (MEPSC)					• be well versed inEnglish • have digital skills • have attention to detail
Certified Trainer	Qualification Pack:Trainer (MEP/Q0102)					• be adaptable • have willingness tolearn

Trainer Certification	
Domain Certification	**Platform Certification**
Certified in 30-hour Employability NOS (2022), with a minimum score of **80%** **OR** Certified in 120- OR 90- OR 60-hour Employability NOS(2022), with a minimum score of **80%**	NA

Master Trainer Requirements for Employability Skills

Master Trainer Prerequisites					
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate/CITS	Any discipline			3	Employability Skills curriculum training experience with an interest to train as well as orient other peertrainers	Prospective ES Mastertrainer should: • 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 teachingpractices and likes sharing back their learning with others
Certified MasterTrainer	Qualification Pack:Master Trainer (MEP/Q2602			3	EEE training of Management SSC(MEPSC) (155 hours)	

Master Trainer Certification	
Domain Certification	Platform Certification
Certified in 30-hour Employability NOS (2022), with a minimum score of **90%.** **OR** Certified in 120- OR 90- OR 60-hour Employability NOS(2022), with a minimum score of **90%**	NA

Assessors Requirements for Domain Skills

<table>
<tr><td colspan="8" align="center">Assessors Prerequisites</td></tr>
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<td rowspan="2">Minimum Educational Qualification</td>
<td rowspan="2">Specialization</td>
<td colspan="2">Relevant Industry Experience</td>
<td colspan="2">Training Experience</td>
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<td><i>Years</i></td>
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<tr><td colspan="7" align="center">For Assessors</td></tr>
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<td>12th Pass</td>
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<td>Retail store operations</td>
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Assessor Certification	
Domain Certification	**Platform Certification**
Retail Sales Assistant QP (RAS/Q0103) NSQF level 4 with minimum pass percentage: 80%	Recommended that the Assessor is certified for the Job Role Retail Store Operations Assistant: "Assessor (VET and skills)", mapped to the Qualification Pack: "MEP/Q2701, v2.0". The minimum accepted score is 80%.

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

Assessment will be done by RASCI-affiliated assessment agencies. The assessors / proctors will be trained & certified by SSC through Training of Assessors / Proctors program. The emphasis will be on practical skills and knowledge based on the performance criteria. The assessment papers are developedby Subject Matter Experts (SME), as per the 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.

Testing Tools
• Carry out assessments under realistic work pressures that are found in the normal industry workplace.   • Ensure that the range of materials, equipment and tools that learners use are current and of the type routinely found in the normal industry workplace environments.

Assessment Type	Formative or Summative	Strategies
Theory	Summative	(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 a tablet or via paper pencil.
Practical	Summative	This test will be administered through online digital assessment platform in the form of situation based / case based multiple choice questions

The assessment results are backed by evidence collected by assessors.

1. The assessor / proctor 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 / proctor 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 / proctor needs to punch the trainee's roll number on all the evidences.
4. The assessor / proctor can take a photograph of all the students along with the assessor standing in the middle and with the center name/banner at the back as evidence.
5. The assessor also needs to carry his/her photo ID card.

The assessment agencies are instructed to hire assessors / proctors 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.

Assessment Strategy for Employability Skills

The trainee will be tested for the acquired skill, knowledge and attitude through formative/summative assessmentat the end of the course and as this NOS and MC is adopted across sectors and qualifications, the respective AB canconduct the assessments as per their requirements.

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards