



Model Curriculum

QP Name: Retail Cashier

QP Code: RAS/Q0102

QP Version: 4.0

NSQF Level: 3

Model Curriculum Version: 1.0

Retailers Association's Skill Council of India, 703-704 Sagar Tech Plaza - A, Andheri-Kurla Road, Sakinaka Junction, Sakinaka, Andheri (E) Mumbai-400072.

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Training Parameters

Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4211.0301
Minimum Educational Qualification and Experience	<ul style="list-style-type: none"> • Grade 10 pass or equivalent • Previous relevant Qualification of NSQF Level 2.5 with 1.5-year relevant experience in store operations • Previous relevant Qualification of NSQF Level 2 with 3-year relevant experience in store operations
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	4.0
Model Curriculum Creation Date	09-07-2024
Model Curriculum Valid Up to Date	22-10-2027
Model Curriculum Version	1.0
Minimum Duration of the Course	360 hours
Maximum Duration of the Course	360 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.

- Perform service at the cash point / POS.
- Perform point-of-sale procedures for age-restricted products.
- Demonstrate the steps to process customer orders for goods.
- Process part exchange sale transactions
- Demonstrate the steps to process payments.
- Perform cash and credit transactions.
- Illustrate the steps to process returned goods.
- 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 (Self Study)	00:00	00:00			00:00
Introduction to Retail	00:00	00:00			00:00
RAS/N0110: Service cash point/POS NSQF Level: 3					
RAS/N0111: Follow point-of-sale procedures for age-restricted products. NSQF Level: 3	40:00	56:00	24:00		120:00
Providing Service at Point of Sale	40:00	56:00	24:00		120:00
RAS/N0112: Process customer order for goods NSQF Level: 3					
RAS/N0113: Process part. exchange sale transaction NSQF Level: 3	30:00	42:00	18:00		90:00
Processing Customer Orders and Exchanges	30:00	42:00	18:00		90:00
RAS/N0115: Process payments NSQF Level: 3					
RAS/N0116: Process cash and credit transactions NSQF Level: 3	30:00	42:00	18:00		90:00
RAS/N0117: Process returned goods. NSQF Level: 3					
Processing Customer Payments and Goods Return	30:00	42:00	18:00		90:00

DGT/VSQ/N0102: Employability Skills NSQF Level: 4	24:00	36:00			60:00
Introduction to employability skills	00:30	01:00			01:30
Constitutional values - Citizenship	00:30	01:00			01:30
Become a professional in 21 st century	01:00	01:30			02:30
Basic English skills	04:00	06:00			10:00
Career Development and Goal settings	01:00	01:00			02:00
Communication Skills	02:00	03:00			05:00
Diversity and inclusion	01:00	01:30			02:30
Financial and legal literacy	02:00	03:00			05:00
Essential Digital skills	04:00	06:00			10:00
Entrepreneurship	03:00	04:00			07:00
Customer Service	02:00	03:00			05:00
Getting Ready for apprenticeship and jobs	03:00	05:00			08:00
Total Duration	124:00	176:00	60:00		360:00

Module Details

Module 1: Introduction to Retail (Self Study)

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.

<i>Duration: 00:00</i>	<i>Duration: 00:00</i>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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 Cashier • 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: Providing Service at Point of Sale

Mapped to RAS/N0110 & RAS/N0111

Terminal Outcomes:

- Carryout the cash point/POS processes and monitor Receipt practices.
- Discuss the procedure for sales of age-restricted products.
- Employ appropriate ways to provide service at point of sale.

<i>Duration: 40:00</i>	<i>Duration: 56:00</i>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the purpose of Point of Sale (POS) • List the different modes of payment that are accepted in the store. • Explain the process of handling credit and debit card transactions. • Describe the process to successfully carry out the necessary credit checks and authorization procedures. • Describe ways to handle customers complaints at the POS. • Discuss the importance of maintaining customer profile with confidentiality. • Explain the importance of maintaining payment records accurately. • State the meaning of age restricted products. • Describe the process of selling age-restricted products only if customers provide age proof. • Explain accurately to customers about the acceptable proof of age. • Discuss ways to balance the attention span given to the individual customers and customers who are waiting for help. • State the impact of selling age restricted products to under aged customers. • Explain clearly and accurately to the customers what proof of Age is acceptable. • Discuss the need to follow company procedures for keeping clients record up to date. 	<ul style="list-style-type: none"> • Roleplay a situation to demonstrate courteous and genuine attitude towards the customers throughout the payment process. • Demonstrate the process to accurately authorize any refunds, cheques, and credit card payments. • Demonstrate cash point security procedures as per the company standards. • Demonstrate ways to sort out any problems with routine cash point operations and transactions. • Dramatize a situation to check whether the staff are handling cash and cash equivalents as per the approved procedure. • Illustrate the process of detecting fake notes and counterfeit payments. • Roleplay a scenario on developing effective plans on the unexpected problems at the cash point. • Role play a situation to communicate refusal of sale politely to the customer which are against the law, procedures, and policies. • Demonstrate the procedures to process the payment on the POS machine, where the payment is acceptable. • Show how to update the payment record accurately. Demonstrate the steps to store the payment securely and protect them from theft. • Dramatize a situation to communicate to the customers the accurate amount to be paid. • Roleplay a situation to recommend additional services to the customer at the

	<p>POS counter.</p> <ul style="list-style-type: none"> • Roleplay a situation to demonstrate how to display courteous and genuine attitude towards the customers throughout the payment process. • Show how to verify the age of the customer in alignment with the policies and procedures. • Roleplay a situation to show how to refuse sales as per company policies and procedures for age restricted products
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	
<p>Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine), 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, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Dummy Fire Extinguishers, Customer Feedback Forms, Billing Dummy Software, UV light fake note detecting machine, Posters showing various types of digital payment options such as PayTM, PayPal, etc.), Sample of Gift Cards/Coupons/Vouchers, Credit Notes to demonstrate sales return, Sample forms showing Loyalty scheme/EMI Offers</p>	

Module 3: Processing Customer Orders and Exchanges

Mapped to RAS/N0112 & RAS/N0113

Terminal Outcomes:

- Demonstrate the process of order processing.
- Describe the legal requirements to be followed to safeguard the customer information.
- Identify the information that needs to be collected from the customers to process orders.
- Describe the process to decide on the value of items offered in part exchange by customers.
- Employ appropriate ways to negotiate part exchange sales transactions with customers.

<i>Duration: 30:00</i>	<i>Duration: 42:00</i>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the need to check the identity and credit status of the customer. • List the steps for checking the customer identity and credit status. • Discuss the importance of obtaining information from the customers when they place orders, including any information that is required by law. • Describe the legal guidelines with respect to maintaining customer confidentiality. • Discuss the consequences of not keeping customer information confidential. • Describe how to store customer's information securely. • Explain the terms and conditions of sale for items that the store exchanges. • Identify repairs and cleaning needed and the costs involved. • Describe the process to work out the exchange value of the item accurately as per company guidelines. • Explain accurately the part-exchange value of the item and the benefits of a part exchange arrangement. • Describe the process to end the transaction politely if the customer is not willing to go ahead. • Explain clearly and accurately the terms and conditions of the sale. • Explain the process of negotiating part exchange sales transactions with customers. • Describe the method of dealing with suspected fraud 	<ul style="list-style-type: none"> • Demonstrate the process of verifying the customer identity and credit status. • Demonstrate the process of preparing orders using the order form template. • Demonstrate the process to share the order form template to those preparing the invoice. • Demonstrate the steps to maintain the requisite level of confidentiality when storing, using, and sharing customer information. • Demonstrate the process of thorough inspection of the items being offered by customers for exchange. • Roleplay a situation at POS to perform the process of checking ownership of the items produced for part exchange. • Roleplay a situation to inform the customer politely that the item is not acceptable for part exchange. • Demonstrate how to protect the item from damage while handling it. • Roleplay a situation to demonstrate how to treat the customer politely throughout the valuation process. • Dramatize a situation to show how to check the ownership of the item brought for return/exchange. • Use a sample case study to show the correct process to work out the balance to be paid by the customer on the item they want to buy. • Roleplay a situation to treat the customer politely throughout negotiation

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, Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine), 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, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Dummy Fire Extinguishers, Customer Feedback Forms, Billing Dummy Software, UV light fake note detecting machine, Posters showing various types of digital payment options such as Paytm, PayPal, etc.), Sample of Gift Cards/Coupons/Vouchers, Credit Notes to demonstrate sales return, Sample forms showing Loyalty scheme/EMI Offers

Module 4: Processing Customer Payments and Goods Return

Mapped to RAS/N0115, RAS/N0116 & RAS/N0117

Terminal Outcomes:

- Demonstrate the process to work out the price of customer purchases.
- Demonstrate the process of processing customer payments.
- Summarize the steps followed to process customer payments.
- Explain the procedures followed to handle exceptions that arise during the payment processing.
- Demonstrate the steps followed to process goods returned by the customers.
- Describe customer rights and standard goods return policies followed by organisations.

<i>Duration: 30:00</i>	<i>Duration: 42:00</i>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the process to sort out any pricing problems promptly by referring to pricing information. • Describe the process of identifying discounts and special offers. • List the cashier's rights, duties and responsibilities relating to the goods sold. • List the guidelines followed for setting credit limits to the customers. • List the acceptable types of tenders from the customers. • List the steps to be followed to check if the payments made by customers are up to date. • Describe the actions to be taken for the missed payments by customers. • Describe the actions to be taken for customers going over the credit limits. • Describe the process of collecting, processing and storing the payments made by the customers. • List the steps to be followed to resolve the problems that are not in the purview of self. • Discuss why is it important to reconcile the accounts of the customers. • List the most common reasons for return of goods by the customers. • Describe the legal rights of customers with respect to replacements and refunds. • Describe the standard policies concerning replacements and refunds. • List the options available to customers who need to return unwanted goods. • Explain the importance of updating stock 	<ul style="list-style-type: none"> • Use POS system and a suitable procedure to identify the price of purchases accurately through a bill verification process. • Roleplay a situation to obtain advice from the right person when he/she cannot sort out pricing problems. • Demonstrate the process to accurately work out the amount the customer should pay for the purchases. • Demonstrate steps to process the payments made by the customers. • Demonstrate the process to identify the customers transacting beyond credit limits. • Prepare a report to escalate deviations in credit limits in appropriate template. • Demonstrate the process to reconcile the accounts of the customer. • Demonstrate how to assist customers to return goods. • Demonstrate how to process the returned goods. • Demonstrate the stock control system updating process

control systems when returns are made	
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, Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine), 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, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Dummy Fire Extinguishers, Customer Feedback Forms, Billing Dummy Software, UV light fake note detecting machine, Posters showing various types of digital payment options such as Paytm, PayPal, etc.), Sample of Gift Cards/Coupons/Vouchers, Credit Notes to demonstrate sales return, Sample forms showing Loyalty scheme/EMI Offers	

Module 5: Employability Skills

Mapped to DGT/VSQ/N0102

Key Learning

Outcomes

Introduction to Employability Skills Duration: 1.5 Hours

After completing this programme, participants will be able to:

1. Discuss the Employability Skills required for jobs in various industries
2. List different learning and employability related GOI and private portals and their usage

Constitutional values - Citizenship Duration: 1.5 Hours

3. Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
4. Show how to practice different environmentally sustainable practices.

Becoming a Professional in the 21st Century Duration: 2.5 Hours

5. Discuss importance of relevant 21st century skills.
6. Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
7. Describe the benefits of continuous learning.

Basic English Skills Duration: 10 Hours

8. Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
9. Read and interpret text written in basic English
10. Write a short note/paragraph / letter/e -mail using basic English

Career Development & Goal Setting Duration: 2 Hours

11. Create a career development plan with well-defined short- and long-term goals

Communication Skills Duration: 5 Hours

12. Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
13. Explain the importance of active listening for effective communication
14. Discuss the significance of working collaboratively with others in a team

Diversity & Inclusion Duration: 2.5 Hours

15. Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
16. Discuss the significance of escalating sexual harassment issues as per POSH Act.

Financial and Legal Literacy Duration: 5 Hours

17. Outline the importance of selecting the right financial institution, product, and service
18. Demonstrate how to carry out offline and online financial transactions, safely and securely
19. List the common components of salary and compute income, expenditure, taxes, investments etc.
20. Discuss the legal rights, laws, and aids

Essential Digital Skills

Duration: 10 Hours

21. Describe the role of digital technology in today's life
22. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
23. Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely
24. Create sample word documents, excel sheets and presentations using basic feature
25. utilize virtual collaboration tools to work effectively

Entrepreneurship

Duration: 7 Hours

26. Explain the types of entrepreneurship and enterprises
27. Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
28. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
29. Create a sample business plan, for the selected business opportunity

Customer Service

Duration: 5 Hours

30. Describe the significance of analyzing different types and needs of customers
31. Explain the significance of identifying customer needs and responding to them in a professional manner.
32. Discuss the significance of maintaining hygiene and dressing appropriately

Getting Ready for apprenticeship & Jobs

Duration: 8 Hours

33. Create a professional Curriculum Vitae (CV)
34. Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
35. Discuss the significance of maintaining hygiene and confidence during an interview
36. Perform a mock interview
37. List the steps for searching and registering 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 6: On-the-Job Training

Mapped to Retail Cashier RAS/Q0102

Mandatory Duration: 60:00 hrs	Recommended Duration: NA
Location: Workplace/ On Site	
Terminal Outcomes <ul style="list-style-type: none"> • Roleplay a situation to demonstrate courteous and genuine attitude towards the customers throughout the payment process. • Demonstrate the process to accurately authorise any refunds, cheques, and credit card payments. • Demonstrate cash point security procedures as per the company standards. • Roleplay a situation to communicate refusal of sale politely to the customer which are against the law, procedures, and policies. • Perform the process to check accurately the amount and means of payment offered by the customer. • Demonstrate the procedures to process the payment on the POS machine, where the payment is acceptable. • Demonstrate the process of verifying the customer identity and credit status. • Demonstrate the process to share the order form template to those preparing the invoice. • Roleplay a situation at POS to perform the process of checking ownership of the items produced for part exchange. • Roleplay a situation to inform the customer politely that the item is not acceptable for part exchange. • Roleplay a situation to demonstrate how to treat the customer politely throughout the valuation process. • Dramatize a situation to show how to check the ownership of the item brought for return/exchange. • Roleplay a situation to treat the customer politely throughout negotiation. • Use POS system and a suitable procedure to verify the price of purchases accurately through a bill verification process. • Roleplay a situation to obtain advice from the right person when he/she cannot sort out pricing problems. • Demonstrate steps to process the payments made by the customers. • Demonstrate the process to identify the customers transacting beyond credit limits. • Prepare a report to escalate deviations in credit limits in appropriate template. • Demonstrate how to process the returned goods. • Prepare a sample incident report to report accidents and emergencies. • Demonstrate the evacuation procedure followed when the emergency alarm is raised. • Demonstrate how to use equipment in line with the manufacturer's instructions by following safety procedures and techniques for lifting and moving heavy goods. • Roleplay a situation to greet the customer respectfully and in a friendly manner. • Use probing techniques to identify customer's expectations. • Use paraphrasing and summarizing techniques to confirm customer's expectations. • Dramatize a situation to show how to adapt a behaviour to respond to different customer behaviour. • Show how to respond appropriately to the customers who are seeking help. • Show how to read and interpret workplace documentation. 	

- Conduct a roleplay on how to seek assistance when difficulties arise.
- Apply appropriate dress code and presentation techniques, as required by the workplace, job role and level of customer contact.
- Use appropriate gestures or simple words to communicate where language barriers exist.
- Perform personal hygiene procedures according to organisational policy and relevant legislation.
- Roleplay a situation to encourage and support colleagues when working conditions are difficult.
- Perform the work together with the team and encourage colleagues who are finding it difficult.

Annexure

Trainer Requirement for Domain Skills

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
For Trainers						
12 th Pass		4	Retail store operations or Sales			
OR						
12 th Pass		2	Retail store operations or Sales	2	Retail store operations or Sales	
OR						
Graduate (In any Field) / Diploma in Retail Management		2	Retail store operations or Sales			
OR						
Graduate (In any Field) / Diploma in Retail Management		1	Retail store operations or Sales	1	Retail store operations or Sales	

Trainer Certification	
Domain Certification	Platform Certification
Retail Sales Executive QP (RAS/Q0109) NSQF level 4 with minimum pass percentage: 80%	Recommended that the Trainer is certified for the Job Role Retail Cashier: "Trainer (VET and skills)", mapped to the Qualification Pack: "MEP/Q2601, v2.0". The minimum accepted score is 80%.

Trainer Requirements 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 ETrainer should: <ul style="list-style-type: none"> • have good communication skills. • be well versed in English. • have digital skills. • have attention to detail. • be adaptable. • have willingness to learn
Current ITI trainers	Employability Skills Training (3 days full-time course done between 2019-2022)					
Certified current EEE trainers (155 hours)	from Management SSC (MEPSC)					
Certified Trainer	Qualification Pack: Trainer (MEP/Q0102)					

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 Requirement 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 Master trainer should: <ul style="list-style-type: none">• have good communication skills.• be well versed in English.
Certified MasterTrainer	Qualification Pack: Master Trainer (MEP/Q2602			3	EEE training of Management SSC(MEPSC) (155 hours)	<ul style="list-style-type: none">• 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 them learning with others

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

Assessor Requirements for Domain Skills

Assessors Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
For Assessors						
12 th Pass		5	Retail Store Operations or Sales	-		
OR						
Graduate (In any Field) / Diploma in Retail Management		3	Retail Store Operations or Sales			

Assessor Certification	
Domain Certification	Platform Certification
Retail Sales Executive QP (RAS/Q0109) NSQF level 4 with minimum pass percentage: 80%	Recommended that the Assessor is certified for the Job Role Retail Cashier: "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 developed by 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 evidence.
4. The assessor / proctor 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.

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 assessment at the end of the course and as this NOS and MC is adopted across sectors and qualifications, the respective AB can conduct 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 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 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