



# Model Curriculum

**QP Name: Retail Team Leader**

**QP Code: RAS/Q0105**

**QP Version: 3.0**

**NSQF Level: 4.5**

**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

<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>Country</b>	India
<b>NSQF Level</b>	4.5
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5222.0201
<b>Minimum Educational Qualification and Experience</b>	<ul style="list-style-type: none"> <li>• UG Certificate or equivalent in relevant field with 1.5-year relevant experience</li> <li>• 12th Grade pass with 3-year relevant experience</li> <li>• Previous relevant Qualification of NSQF Level 4 with 1.5-year relevant experience</li> <li>• Previous relevant Qualification of NSQF Level 3.5 with 3-year relevant experience</li> </ul>
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	22/10/2024
<b>Next Review Date</b>	22/10/2027
<b>Deactivation Date</b>	22/10/2027
<b>NSQC Approval Date</b>	22/10/2024
<b>QP Version</b>	3.0
<b>Model Curriculum Creation Date</b>	04/01/2023
<b>Model Curriculum Valid Up to Date</b>	22/10/2027
<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	480 hours
<b>Maximum Duration of the Course</b>	480 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.

- Organise display of products at the store
- Plan visual merchandising
- Establish and meet customer needs
- Process sale of products
- Maintain the availability of goods for sale to customers
- Monitor and resolve customer service problems
- Supervise and Support Frontline Team Members
- Use AI tools in Store Operations
- Deliver customer service in online mode
- 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
<b>Bridge Module</b>	<b>00:00</b>	<b>00:00</b>	-		<b>00:00</b>
Module 1: Introduction to Retail	00:00	00:00	-		00:00
<b>RAS/N0146: Organize the display of products at the store</b> <b>NSQF Level: 4.5</b>	<b>10:00</b>	<b>15:00</b>	<b>05:00</b>		<b>30:00</b>
Module 2: Organize the display of products at the store	10:00	15:00	05:00		30:00
<b>RAS/N0139: Plan visual merchandising</b> <b>NSQF Level: 4.5</b>	<b>25:00</b>	<b>30:00</b>	<b>05:00</b>		<b>60:00</b>
Module 3: Plan visual merchandising	25:00	30:00	05:00		60:00
<b>RAS/N0140: Establish and satisfy customer needs</b> <b>NSQF Level: 4.5</b>	<b>25:00</b>	<b>30:00</b>	<b>05:00</b>		<b>60:00</b>
Module 4: Establish and meet customer needs	25:00	30:00	05:00		60:00

<b>RAS/N0147: Process the sale of products</b> <b>NSQF Level: 4.5</b>	<b>10:00</b>	<b>15:00</b>	<b>05:00</b>		<b>30:00</b>
Module 5: Process sale of products	10:00	15:00	05:00		30:00
<b>RAS/N0148: Maintain the availability of goods for sale to customers</b> <b>NSQF Level: 4.5</b>	<b>23:00</b>	<b>27:00</b>	<b>10:00</b>		<b>60:00</b>
Module 6: Maintain availability of goods for sale to customers	23:00	27:00	10:00		60:00
<b>RAS/N0150: Monitor and solve customer service problems</b> <b>NSQF Level: 4.5</b>	<b>23:00</b>	<b>27:00</b>	<b>10:00</b>		<b>60:00</b>
Module 7: Monitor and resolve customer service problems	23:00	27:00	10:00		60:00
<b>RAS/N0131: Supervise and Support Frontline Team Members</b> <b>NSQF Level: 4.5</b>	<b>23:00</b>	<b>27:00</b>	<b>10:00</b>		<b>60:00</b>
Module 8: Manage performance of the team	23:00	27:00	10:00		60:00
<b>RAS/N0164: Utilise AI tools in Store Operations</b> <b>NSQF Level: 4.5</b>	<b>11:00</b>	<b>14:00</b>	<b>05:00</b>		<b>30:00</b>
Module 10: Use AI tools in Store Operations	11:00	14:00	05:00		30:00
<b>RAS/N0231: Deliver customer service in online mode - v2.0</b> <b>NSQF Level: 4.5</b>	<b>10:00</b>	<b>15:00</b>	<b>05:00</b>		<b>30:00</b>
Module 16: Deliver customer service in online mode	10:00	15:00	05:00		30:00
<b>DGT/VSQ/N0102: Employability skills</b> <b>NSQF Level: 4</b>	<b>24:00</b>	<b>36:00</b>	-		<b>60:00</b>
Introduction to employability skills	00:30	01:00	-		01:30
Constitutional values - Citizenship	00:30	01:00	-		01:30
Become a professional in 21 <sup>st</sup> 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
<b>Total Duration</b>	<b>184:00</b>	<b>236:00</b>	<b>60:00</b>		<b>480:00</b>

## Module Details

### Module 1: Introduction to Retail

#### Bridge Module

#### Terminal Outcomes:

- Summarize the features of retail in India.
- Discuss about traditional and modern retailing in India.

<i>Duration: 00:00</i>	<i>Duration: 00:00</i>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• State the meaning of retail.</li> <li>• Outline the current scenario of the retailing sector in India.</li> <li>• List the features and components of retail</li> <li>• List the factors that lead to growth of retailing sector in India.</li> <li>• Distinguish between traditional and modern retail sector in India.</li> <li>• Discuss the roles and responsibilities of Retail Team Leader.</li> <li>• Discuss the essential qualities of a good retail team leader.</li> <li>• List the departments and functions in a modern retailing operation.</li> <li>• Outline the structure of and roles in a front-end store operation.</li> <li>• Describe the elements of a typical supplychain</li> <li>• Explain the factors that influence supply chain management</li> </ul>	
<b>Classroom Aids</b>	
LCD Projector, Laptop/Computer with internet, White Board, Flip Chart, Markers	
<b>Tools, Equipment and Other Requirements</b>	
Posters and charts for describing the retail sector	

## Module 2: Organize the display of products at the store

*Mapped to RAS/N0146*

### Terminal Outcomes:

- Explain the need to prepare to display products
- Explain the role of elements that aid in creating an attractive product display
- Demonstrate the process of product display in the retail store
- Perform periodic reviews of the product displays
- Use standard practices to maintain the desired product display consistently

<i>Duration: 10:00</i>	<i>Duration: 15:00</i>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain the role of different elements that help in creating an attractive product display.</li> <li>• Discuss the different methods of selecting appropriate products to suit the display types.</li> <li>• Explain the importance of positioning the product labels appropriately while conforming to the legal and operational standards.</li> <li>• Describe the legal requirements that need to be meant for labeling the products on the shelf.</li> <li>• State the need for maintaining the standards of the product display throughout on the shelf.</li> <li>• List the tasks/activities involved in maintaining the standards of the product display throughout on the shelf.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow standard practices of health, safety and hygiene and wear the appropriate personal protective clothing and equipment throughout the process.</li> <li>• Demonstrate the steps to assemble and check products and additional materials and prepare them for use.</li> <li>• Identify and select the products that are most suitable for display after reviewing the quality, quantity, demand, appeal, and promotional requirements.</li> <li>• Demonstrate how to prepare the display area to ensure maximum appeal and product safety.</li> <li>• Demonstrate the process of positioning the product labels appropriately while conforming to the legal and operational standards.</li> <li>• Show how to position the labels with correct information and why that is important.</li> <li>• Show how to check labelling information against product specification and sales details.</li> <li>• Identify the requirements of hygiene, safety, and sale ability that need to be followed while arranging product displays.</li> <li>• Demonstrate the steps to ensure safety of products and people while transferring them.</li> <li>• Demonstrate on how to arrange and replace the products on display while ensuring safety compliance and maintaining the appeal of the display to the customers.</li> <li>• Verify the displays and arrange to spot fill the gaps by replacing and rearranging the</li> </ul>



	<p>products.</p> <ul style="list-style-type: none"> <li>Identify the situations when the emergency cleaning procedures need to be followed</li> </ul>
<b>Classroom Aids</b>	
LCD Projector, Laptop/Computer with internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards	
<b>Tools, Equipment and Other Requirements</b>	
<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, Roleplay and relevant situation briefs</p>	

## Module 3: Plan visual merchandising

*Mapped to RAS/N0139*

### Terminal Outcomes:

- Interpret design briefs for retail displays
- Identify and suggest new and effective ways of improving the visual effect
- Procure merchandise and props to be featured in retail displays

<i>Duration: 25:00</i>	<i>Duration: 30:00</i>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the role of Visual merchandising displays in marketing, promotional and sales campaigns and activities.</li> <li>• Explain the principles of visual merchandising.</li> <li>• Explain the importance of the elements within the design brief.</li> <li>• List the steps of using the design brief to identify what components are required to create a Visual merchandising display.</li> <li>• Describe the factors on which a merchandiser or buyer needs to be consulted about merchandise and props.</li> <li>• Explain the best practices of evaluating the potential places to put the display to meet the design brief specifications.</li> <li>• Explain the different approaches to designing displays for different types of merchandise and why these are effective.</li> <li>• Explain the role of light, colour, texture, shape, and dimension to achieve an effective display.</li> <li>• Discuss the practices followed to ensure merchandise and props shown in the design brief attract customers' attention.</li> <li>• Outline the process followed when merchandise and props originally specified are not available or not suitable.</li> <li>• List the actions that need to be taken if there is a delay in delivery of merchandise and props.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the process of identifying the purpose, content, and style of the display by using a sample design brief.</li> <li>• Evaluate and suggest the appropriate place in the store to set up the visual display by using a sample store layout.</li> <li>• Illustrate new and effective ways of improving the visual effect of a Visual Merchandising display.</li> <li>• Identify other merchandise and props when those originally specified are not available or not suitable and agree the selections with the right person.</li> <li>• Verify arrangements for delivery of merchandise &amp; props with the right people, allowing enough time for deliveries to arrive before display must be installed.</li> <li>• Demonstrate the process of creating visually appealing display.</li> <li>• Show how to arrange delivery of merchandise and monitor the progress of deliveries.</li> <li>• Verify the progress of deliveries and take suitable action if delays seem likely.</li> <li>• Demonstrate on how to update stock records to account for merchandise on display.</li> </ul>

- Explain the importance of updating stock records to account for merchandise on display.

#### **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, sample design brief sheets, sample store layout sheets, Roleplay and relevant situation briefs

## Module 4: Establish and meet customer needs

*Mapped to RAS/NO140*

### Terminal Outcomes:

- Apply sales/ probing techniques to establish customer needs.
- Show how to provide suitable solutions/ suggestions to the customer.
- Use sales techniques to close a sale and fulfilling a customer order.
- Identify the different behaviors of the customer and adapt suitable mannerisms.
- Identify the sales techniques that need to be utilized during the interaction with the customer in a non-intrusive manner.

<i>Duration: 25:00</i>	<i>Duration: 30:00</i>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the importance of identifying customer needs before suggesting a solution.</li> <li>• List the steps of the sales process along with their significance.</li> <li>• List the characteristics of different types of customers along with their requirements, choices, and preferences.</li> <li>• List the type of behaviour and mannerisms that need to be exhibited by each customer in assisted and non-assisted retail environments.</li> <li>• Describe the ways to help customers identify the product or supplies they wish to purchase and direct/accompany them to the exact store location where the specific product or supplies are stocked/displayed.</li> <li>• Describe methods to extend appropriate courtesy to customers during the sales process and provide appropriate and accurate information and advice.</li> <li>• Explain the need to advise the customer, where allowed by store or business policy, to sample the product or supplies in the course of the purchase decision.</li> <li>• List the health, safety and hygiene practices that need to be followed while interacting with the customers</li> <li>• Explain the elements of the FABing technique (features, Advantages and</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the techniques that help in establishing customer needs.</li> <li>• Demonstrate the methods for providing suitable solutions/ suggestions to the customer.</li> <li>• Demonstrate the process of closing sale and fulfill customer orders.</li> <li>• Roleplay a scenario in dealing with the different behaviors of the customer and adapt suitable mannerisms.</li> <li>• Dramatize a situation by making use of appropriate sales technique that needs to be utilized during the interaction with the customer in a non-intrusive manner.</li> <li>• Dramatize a situation to show how to help customers in their purchase by enquiring about their requirements.</li> <li>• Roleplay a scenario of suggesting suitable products and supplies when the customer is undecided.</li> <li>• Roleplay a situation with the customer to confirm that the products and supplies being packed, wrapped and billed exactly match their selections.</li> <li>• Roleplay a situation with the customer to establish their needs and meeting their expectations with respect to products and services.</li> <li>• Show how to ensure that customers fulfill their purchase process smoothly from start to billing by minimizing waiting times at different stages of the process through a group discussion</li> </ul>

<p>Benefits) while proposing a solution/ product to the customers.</p> <ul style="list-style-type: none"> <li>• State the importance of mapping customer needs to the benefits of products with the aim of enabling an informed choice/decision for the customer.</li> <li>• Discuss the importance of providing information on the safe handling of products and transportation to the customers.</li> <li>• Explain the importance of closing techniques in fulfilling an order.</li> <li>• List the stages of personalized sales along with their significance.</li> </ul>	
<b>Classroom Aids</b>	
LCD Projector, Laptop/Computer with internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards	
<b>Tools, Equipment and Other Requirements</b>	
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, Roleplay and relevant situation briefs	

## Module 5: Process the sale of products

*Mapped to RAS/N0147*

### Terminal Outcomes:

- Show how to engage with customers for agreement on product prices and processing their payments for purchases.
- List practices that need to be followed to ensure safety of the products while the products are in transit from racks to billing counters.
- List the customer payment transactions that need to be accurately processed and their records to be stored in a safe manner.
- List the operational processes that needs to be followed to handle situations of exceptions in case there is a failure in processes that lead to sale

<i>Duration: 10:00</i>	<i>Duration: 15:00</i>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of knowing loyalty programs, promotions &amp; offers along with their terms and conditions that are present on the billing system.</li> <li>• List the appropriate methods of cash and loose cash handling, counting and settlements with the customers</li> <li>• List the reports that need to be prepared and furnished to the store management on a regular basis.</li> <li>• Discuss the significance of each report that need to be furnished to the store management.</li> <li>• List the steps to efficiently conclude the customer purchase process with quick packing/ wrapping of customers' orders and billing.</li> <li>• List the steps of carrying out billing appropriately at the POS counter or on a handheld terminal.</li> <li>• List the method(s) of processing payment or credit and ascertaining credit approval.</li> <li>• Outline the functioning of point-of-sale billing systems and traditional methods of raising a bill.</li> <li>• List the uses of bar code scanners or any other means of product unit identification and</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the process that needs to be followed when the details of offers &amp; promotions or loyalty programs are not updated in the billing systems.</li> <li>• Roleplay a situation at the POS / Billing counter to complete the steps of processing a sale on POS and accepting different modes of payment.</li> <li>• Demonstrate the process of handling billing operations whenever the POS/ Billing systems are not functioning.</li> <li>• Demonstrate the steps to ensure safe handling and movement of product and supplies off the racks and through to billing counters.</li> <li>• Dramatize a situation of engaging with customers and facilitating billing products on the POS/Handheld terminal.</li> <li>• Dramatize the process of alerting appropriate persons in case of a process malfunction or process failure.</li> </ul>

- List the commonly occurring errors on the billing systems and measures to handle/ trouble shoot them.

#### **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, Roleplay and relevant situation briefs

## Module 6: Maintain availability of goods for sale to customers

*Mapped to RAS/N0148*

### Terminal Outcomes:

- Show how to organize staff to display the goods in the store for sale.
- Explain how display of goods can promote sales.
- Discuss the legal and organisational requirements for displaying goods.
- Explain the importance of evaluating the effectiveness of displays.
- Show how to keep products available and maintain their quality in a retail environment.

<i>Duration: 23:00</i>	<i>Duration: 27:00</i>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the role of a team leader in guiding the staff to display the goods for sale.</li> <li>• Explain the importance of consulting an authorised decision-maker before modifying or changing the displays.</li> <li>• List the records that need to be maintained for ensuring the displays are in line with organisational procedures.</li> <li>• Explain the importance of briefing the staff in a way that encourages their involvement.</li> <li>• Explain the importance of giving constructive feedback to staff on their performance.</li> <li>• Explain the organisational and legal requirements for displaying descriptions and prices of goods.</li> <li>• Explain the organisation's standards for putting displays together including standards for cleaning and preparation.</li> <li>• Explain the security, health and safety requirements and procedures relating to displaying goods.</li> <li>• Explain customers' legal rights in relation to the display of goods</li> <li>• Explain the importance of dealing promptly with any risks to security or health and safety that arise when evaluating displays.</li> <li>• Discuss the impact of different types of display in achieving sales targets.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify how to work out what type and quantity of resources are needed to set up displays.</li> <li>• Dramatize a situation to provide instructions to the team members to set up the product display.</li> <li>• Dramatize a situation to explain the objectives of the display and show the expected standards of the display of products to the team.</li> <li>• Roleplay an interaction with a staff member to provide constructive feedback on her/ his performance (activity)</li> <li>• Demonstrate the process of preparing a checklist and evaluate effectiveness of display in relation to intended purpose and legal requirements &amp; standards.</li> <li>• Demonstrate the steps to verify pricing of the products on the POS machine.</li> <li>• Dramatize a situation to provide information on price changes to the team members with the next course of action.</li> <li>• Demonstrate the steps to affect the price changes on the display.</li> <li>• Demonstrate the steps to replenish goods on the display.</li> <li>• Show how to identify deteriorated / expired products and replace them.</li> </ul>



- Explain the significance of the information positioned within displays in promoting sale.
- Discuss the impact of the layout of the selling area on sale of products.
- Discuss the importance of checking pricing and price marking, correcting mistakes and changing prices.
- Explain the importance of stock replenishment.
- Explain the importance of rotating the stocks on display.

#### **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 earphones 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, 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, Roleplay and relevant situation briefs

## Module 7: Monitor and solve customer service problems

Mapped to RAS/N0150

### Terminal Outcomes:

- Solve immediate customer service problems.
- Identify repeated customer service problems and options for solving them.
- Take action to avoid the repetition of customer service problems.

<i>Duration: 23:00</i>	<i>Duration: 27:00</i>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Describe most common procedures and systems for dealing with customer service problems.</li> <li>• Describe most common procedures and systems for identifying repeated customer service problems.</li> <li>• Discuss the importance of negotiating and reassuring customers while their problems are being solved.</li> <li>• Discuss the nature of immediate customer services problems.</li> <li>• State the consequence of not resolving the customer service problems.</li> <li>• List the different types of customer service problems that need immediate resolutions.</li> <li>• Describe various ways to interact with different types of customers while solving their problems.</li> <li>• State the importance of recording the solutions and the feedbacks of the customers on the system.</li> <li>• Discuss the nature of repeated customer services problems.</li> <li>• State why repeated customer service problems arise.</li> <li>• List the different types of repeated customer service problems that arise.</li> <li>• Discuss the options for dealing with a repeated customer service problem along with advantages and disadvantages of each option.</li> <li>• Discuss the options that can permanently avoid repetition of customer service problems.</li> <li>• Outline the steps that need to be taken to implement the best option to avoid repetition of customer service problems. List the customer service tools and technologies along with their benefits that aid in resolving the repeated problems of</li> </ul>	<ul style="list-style-type: none"> <li>• Dramatize a situation to communicate amicable resolution to their problem.</li> <li>• Roleplay a scenario of handling customer complaints by using proper tone and intonation.</li> <li>• Roleplay a situation to demonstrate traits of behaviour and verbal communication in a way that recognizes customers' problems and understands their points of view.</li> <li>• Demonstrate the process of working together with team to resolve customer concerns.</li> <li>• Roleplay a situation to resolve a customer service problem by working together with the team by using standard practices/ policies.</li> <li>• Demonstrate the process of preparing a sample template for reporting customer feedback with others to identify potential problems before they happen.</li> <li>• Roleplay a situation to demonstrate collection of feedback from customers about their overall experience.</li> <li>• Dramatize a situation to provide complete and accurate information to the customers on the progress of their desired resolutions of complaints.</li> <li>• Identify repeated customer service problems by using customer feedback.</li> <li>• Roleplay a situation with supervisor to provide solutions to repeated customer service problems.</li> </ul>

the customers	
<b>Classroom Aids</b>	
LCD Projector, Laptop/Computer with internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards	
<b>Tools, Equipment and Other Requirements</b>	
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, Roleplay and relevant situation briefs	

## Module 8: Supervise and Support Frontline Team Members

Mapped to RAS/N0131

### Terminal Outcomes:

- Explain the standards of performance required of own retail team.
- Explain how to gain the co-operation of own retail team.
- Explain the best practices to maintain the standards of performance of own retail team.
- Show how to manage morale and appraise the performance of the team.

<i>Duration: 23:00</i>	<i>Duration: 27:00</i>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain team leader responsibilities in relation to: <ul style="list-style-type: none"> <li>○ health and safety</li> <li>○ equality, diversity and inclusion</li> <li>○ security</li> <li>○ staffing levels</li> <li>○ absence reporting</li> <li>○ timekeeping</li> <li>○ personal appearance</li> <li>○ handling customer complaints.</li> </ul> </li> <li>• Explain relevant legislation and regulations relating to the products the team sells.</li> <li>• Explain the importance of setting an example to team members by always following organizational procedures and policies.</li> <li>• Discuss the challenges involved in temporarily managing peer colleagues.</li> <li>• Discuss the importance of clear communication that helps team to work effectively.</li> <li>• Explain why it is important for a team leader to be approachable and trustworthy, including the importance of maintaining confidentiality.</li> <li>• Explain the importance of treating all team members fairly.</li> <li>• Discuss the importance of managing the morale of own team as a team leader.</li> <li>• List the different methods to maintain high morale of the team members.</li> <li>• Discuss the significance of team performance and contribution in the overall success of the business.</li> <li>• Explain the benefits of team building.</li> </ul>	<ul style="list-style-type: none"> <li>• Dramatize a situation of team meeting to communicate accurate information and instructions to the team members on a promotional campaign in the store.</li> <li>• Dramatise situation of team meeting to check and ensure that team members follow the instructions, policies and procedures.</li> <li>• Roleplay a situation to use different methods to motivate own team that are suited to individual team members' existing levels of motivation and expertise.</li> <li>• Dramatize a situation to praise good performance both to the individuals concerned and to management.</li> <li>• Roleplay a situation to provide support to team members who are having difficulty in coping with their work, in ways suited to the individual and the situation.</li> </ul>

- Discuss the importance of coaching and providing constructive feedback to maintain performance standards of a team.
- Describe the methods of identification and resolution of conflict within a team.

#### **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, Roleplay and relevant situation briefs

## Module 9: Utilise AI tools in Store Operations

Mapped to RAS/N0164

### Terminal Outcomes:

- Communicate and Collaborate with IT and operations teams to smoothly implement and integrate AI solutions.
- Effectively manage AI-driven chatbots and virtual assistants to improve customer service quality and responsiveness.
- Conduct training sessions for store staff on the basics of AI to ensure proficient use of these technologies.
- Explain the impact of using AI in retail environment.

<i>Duration: 11:00</i>	<i>Duration: 14:00</i>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the Role of AI in Retail Operations.</li> <li>• Explain the importance of working together with the IT and operations teams to integrate AI Solutions.</li> <li>• State the benefits of reporting actionable insights to improve customer service.</li> <li>• Explain the use of AI chatbots and virtual assistants in providing personalized customer support and recommendations.</li> <li>• State the importance of training staff on basics of AI tools to enhance customer service and satisfaction.</li> <li>• Explain the significance of measuring the impact of AI on sales, customer satisfaction, and operational efficiency.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the ability to ensure smooth deployment and integration of AI systems.</li> <li>• Create reports that clearly communicate insights to stakeholders.</li> <li>• Implement and Manage AI-driven chatbots and virtual assistants to improve customer service.</li> <li>• Conduct training sessions for store staff on the basics of AI in customer service.</li> <li>• Collect data to measure the impact of AI on sales, customer satisfaction, and operational efficiency.</li> <li>• Prepare reports that detail the outcomes and suggest areas for improvement.</li> </ul>
<b>Classroom Aids</b>	
LCD Projector, Laptop/Computer with internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards	
<b>Tools, Equipment and Other Requirements</b>	
Computers or Laptops, AI Tools, Simulation Software: Retail simulation software like Simio or AnyLogic for simulating store layouts, customer flows, and inventory management scenarios. POS Systems: Point-of-Sale (POS) terminals and software for processing transactions and managing inventory. Virtualization Software: Virtualization platforms like VMware or VirtualBox for creating virtualized environments to simulate retail store operations and test software applications.	
Physical Store Setup - Mock Store Layout: A simulated retail environment with shelves, product displays, and checkout counters. Mock-Products: Simulated or sample products for practicing inventory management, merchandising, and customer interactions.	

## Module 10: Deliver customer service in online mode

*Mapped to RAS/N0231-V2*

### Terminal Outcomes:

- Explain the key elements of providing service to the customers in online mode
- Show how to provide service to the customers in online mode

<i>Duration: 10:00</i>	<i>Duration: 15:00</i>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss key the considerations with respect to statutory compliances related to online customer service provisions.</li> <li>• Describe the key aspects of standards followed by organisations in providing online services to customer.</li> <li>• Discuss the characteristics of acceptable online communication styles and techniques related to written communication.</li> <li>• Explain the reasons for customer problems, complaints and dissatisfaction in an online retail environment</li> <li>• Outline the best practices of providing online refunds and product exchanges to the customers.</li> <li>• Discuss the rudiments of techniques used to identify and resolve customer service problems whilst building customer loyalty in online retail environment</li> <li>• Explain the role and impact of customer feedback in an online retail environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Roleplay a situation to provide online service to the customers               <ul style="list-style-type: none"> <li>○ resolve a customer complaint</li> <li>○ resolve a customer service problem</li> <li>○ process customer refund</li> <li>○ facilitate product exchanges</li> <li>○ make suggestions for improved online customer service standards and procedures.</li> </ul> </li> </ul>
<b>Classroom Aids</b>	
LCD Projector, Laptop/Computer with the internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards	
<b>Tools, Equipment and Other Requirements</b>	
Roleplay briefs, digital tools for online communication: internet connection, smart phone, social media platforms, email, laptop/ desktop computer.	

## Module 11: 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 features
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
<i>Note: Above Tools &amp; Equipment not required, if Computer LAB is available in the institute.</i>		

## Module 12: On-the-Job Training

*Mapped to Retail Team Leader RAS/Q0105*

<b>Mandatory Duration: 60:00 hrs.</b>	<b>Recommended Duration: NA.</b>
<b>Location: Workplace/ On Site</b>	
<b>Terminal Outcomes</b> <ul style="list-style-type: none"> <li>• Demonstrate how to prepare the display area to ensure maximum appeal and product safety.</li> <li>• Demonstrate the process of positioning the product labels appropriately while conforming to the legal and operational standards.</li> <li>• Show how to position the labels with correct information and why that is important.</li> <li>• Show how to check labelling information against product specification and sales details.</li> <li>• Demonstrate the steps to ensure safety of products and people while transferring them.</li> <li>• Demonstrate on how to arrange and replace the products on display while ensuring safety compliance and maintaining the appeal of the display to the customers.</li> <li>• Demonstrate the process of identifying the purpose, content, and style of the display by using a sample design brief.</li> <li>• Evaluate and suggest the appropriate place in the store to set up the visual display by using a sample store layout.</li> <li>• Demonstrate the methods for providing suitable solutions/ suggestions to the customer.</li> <li>• Demonstrate the process of closing sale and fulfill customer orders.</li> <li>• Roleplay a scenario in dealing with the different behaviors of the customer and adapt suitable mannerisms</li> <li>• Roleplay a situation with the customer to establish their needs and meeting their expectations with respect to products and services.</li> <li>• Roleplay a situation at the POS / Billing counter to complete the steps of processing a sale on POS and accepting different modes of payment.</li> <li>• Demonstrate the process of handling billing operations whenever the POS/ Billing systems are not functioning.</li> <li>• Demonstrate the steps to ensure safe handling and movement of product and supplies off the racks and through to billing counters.</li> <li>• Dramatize a situation of engaging with customers and facilitating billing products on the POS/Handheld terminal.</li> <li>• Dramatize the process of alerting appropriate persons in case of a process malfunction or process failure.</li> <li>• Roleplay a scenario by using different mediums and modes of communications to communicate with every stakeholder within your job role.</li> <li>• Roleplay a situation to resolve a conflict between the team member by applying techniques of effective communication</li> <li>• Dramatize a situation to provide instructions to the team members to set up the product display.</li> <li>• Roleplay an interaction with a staff member to provide constructive feedback on her/ his performance (activity)</li> <li>• Demonstrate the process of preparing a checklist and evaluate effectiveness of display in relation to intended purpose and legal requirements &amp; standards.</li> <li>• Dramatize a situation to provide information on price changes to the team members with the next course of action.</li> <li>• Demonstrate the steps to affect the price changes on the display.</li> </ul>	

- Demonstrate the steps to replenish goods on the display.
- Show how to identify deteriorated / expired products and replace them.
- Roleplay a scenario of handling customer complaints by using proper tone and intonation.
- Roleplay a situation to resolve a customer service problem by working together with the team by using standard practices/ policies.
- Demonstrate the process of preparing a sample template for reporting customer feedback with others to identify potential problems before they happen.
- Dramatize a situation to provide complete and accurate information to the customers on the progress of their desired resolutions of complaints.
- Roleplay a situation with supervisor to provide solutions to repeated customer service problems.
- Dramatize a situation of team meeting to communicate accurate information and instructions to the team members on a promotional campaign in the store.
- Dramatise situation of team meeting to check and ensure that team members follow the instructions, policies and procedures.
- Dramatize a situation to praise good performance both to the individuals concerned and to management.
- Roleplay a situation to provide support to team members who are having difficulty in coping with their work, in ways suited to the individual and the situation.
- Dramatize a situation to offer help to colleagues when own workload allows and within the limits.
- Dramatize a situation of emergency to demonstrate the process of emergency evacuation.
- Dramatize a situation to seek immediate help from an appropriate source in the event of accidents and emergencies.
- Demonstrate the steps to deal with health and safety risks within the limits of own authority in a simulated work environment.
- Demonstrate the process of creating a sample report to communicate any health and safety risks that are beyond the limits of own authority to deal with.
- Demonstrate in a simulated environment how to respond to accidents and emergencies:
  - In line with organisational procedures
  - in line with legal requirements
  - in a calm manner
- Demonstrate the ability to ensure smooth deployment and integration of AI systems.
- Create reports that clearly communicate insights to stakeholders.
- Conduct training sessions for store staff on the basics of AI in customer service.
- Collect data to measure the impact of AI on sales, customer satisfaction, and operational efficiency.
- Prepare reports that detail the outcomes and suggest areas for improvement.
- Prepare a report how on how different type of waste is recycled and the importance of recycling
- Prepare a comprehensive list of KPIs for sustainability practices for measuring at the store level & overall business level.
- Roleplay a situation to provide online service to the customers
  - resolve a customer complaint
  - resolve a customer service problem
  - process customer refund
  - facilitate product exchanges
  - make suggestions for improved online customer service standards and procedures.

## Annexure

### Trainer Requirements for Domain Skills

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
For Trainers						
12 <sup>th</sup> Pass		4	Retail store operations or Sales			
OR						
12 <sup>th</sup> 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
Deputy Manager (Retail Store Department) Manager QP (RAS/Q0106) level 5.0 with minimum pass percentage:80%	Recommended that the Trainer is certified for the Job Role Retail Team leader: "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 trainer should: <ul style="list-style-type: none"> <li>• have good communication skills</li> <li>• be well versed in English</li> <li>• have digital skills</li> <li>• have attention to detail</li> <li>• be adaptable</li> <li>• have willingness to learn</li> </ul>
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)					

Domain Certification	Platform Certification
Certified in 60-hour Employability NOS (2022), with a minimum score of <b>80%</b>  <b>OR</b>  Certified in 120-, 90-hour Employability NOS(2022), with a minimum score of <b>80%</b>	NA

## Master Trainers 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 peer trainers	Prospective ES Master trainer should: <ul style="list-style-type: none"> <li>• have good communication skills</li> <li>• be well versed in English</li> <li>• have basic digital skills</li> </ul>
Certified Master Trainer	Qualification Pack: Master Trainer (MEP/Q2602			3	EEE training of Management SSC (MEPSC) (155 hours)	<ul style="list-style-type: none"> <li>• have attention to detail</li> <li>• be adaptable</li> <li>• have willingness to learn</li> <li>• be able to grasp concepts fast and is creative with teaching practices and likes sharing back their learning with others</li> </ul>

Master Trainer Certification	
Domain Certification	Platform Certification
Certified in 60-hour Employability NOS (2022), with a minimum score of <b>90%. OR</b>  Certified in 120-, 90-hour Employability NOS (2022), with a minimum score of <b>90%</b>	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 <sup>th</sup> 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
Deputy Manager (Retail Store Department) QP (RAS/Q0106) level 5.0 with minimum pass percentage:80%	Recommended that the Assessor is certified for the Job Role Retail Team Leader: "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 the 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 officials 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 the web (online). In case of the 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 case study or scenario-based Viva Voce, Role Play, or Demonstration.

The assessment results are backed by evidence collected by assessors.

1. The assessor/proctor must collect a copy of the attendance for the training 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 anyone 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 the 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 the 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 are adopted across sectors and qualifications, the respective AB can conduct the assessments as per their requirements.

## References

### Glossary

Term	Description
<b>Declarative Knowledge</b>	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.
<b>Key Learning Outcome</b>	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).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	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.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
<b>Terminal Outcome</b>	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
<b>QP</b>	Qualification Pack
<b>NSQF</b>	National Skills Qualification Framework
<b>NSQC</b>	National Skills Qualification Committee
<b>NOS</b>	National Occupational Standards