

Qualification Pack



Retail Store Operations Assistant

QP Code: RAS/Q0101

Version: 3.0

NSQF Level: 2

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Qualification Pack

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Qualification Pack

RAS/Q0101: Retail Store Operations Assistant

Brief Job Description

Individuals in this position receive, move, store and deliver products whilst working cordially within the team and retail organisation.

Personal Attributes

The individual needs to be physically fit to withstand working in a retail environment whilst being customer responsive towards service delivery.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [RAS/N0101: Receive and store goods in retail operations](#)
2. [RAS/N0168: Prepare Products for Dispatch or Delivery](#)
3. [RAS/N0103: Maintain required levels of stock in back store and distribution Centre](#)
4. [RAS/N0104: Monitor and replenish stock on display for sale at retail store](#)
5. [RAS/N0121: Maintain Health and Safety -v2](#)
6. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
Country	India
NSQF Level	2
Credits	11
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4321.0501

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Minimum Educational Qualification & Experience	8th Class
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	14 Years
Last Reviewed On	NA
Next Review Date	22/10/2027
NSQC Approval Date	22/10/2024
Version	3.0
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NQR Version	2.0

Qualification Pack

RAS/N0101: Receive and store goods in retail operations

Description

This OS outlines the essential competencies for managing the receipt, inspection, and storage of various goods in retail environment. It covers tasks such as verifying stock levels, ensuring appropriate handling and storage conditions, and adhering to safety and regulatory standards. Effective execution of these tasks ensures accurate inventory management and readiness of goods for further processing or distribution.

Scope

The scope covers the following :

- The scope covers the following :
- Prepare to Receive Goods
- Receive and Inspect Goods
- Store Goods
- Report and Maintain Inventory Status

Elements and Performance Criteria

Prepare to Receive Goods

To be competent, the user/individual on the job must be able to:

- PC1.** Use the stock control system to identify and address stock level discrepancies.
- PC2.** Confirm availability of appropriate storage space for different types of goods.
- PC3.** Ensure all equipment for receiving and handling is operational and suitable for the goods.
- PC4.** Maintain a clean and obstruction-free receiving area with necessary safety equipment.
- PC5.** Report space or equipment issues to the supervisor promptly.

Receive and Inspect Goods

To be competent, the user/individual on the job must be able to:

- PC6.** Receive packages in the designated bay and verify against the delivery note.
- PC7.** Inspect received goods for damages, errors, or discrepancies and report issues.
- PC8.** Update stock control systems with details of received goods and handling requirements.
- PC9.** Record refusals accurately according to organizational procedures

Store Goods

To be competent, the user/individual on the job must be able to:

- PC10.** Ensure pre-packing of items according to organizational procedures and handling requirements.
- PC11.** Confirm and implement storage conditions based on the type of goods (e.g., temperature, security).
- PC12.** Locate and move packages to the correct storage bays based on the pick list.
- PC13.** Bin products accurately and ensure proper labeling and placement

Report and Maintain Inventory Status

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To be competent, the user/individual on the job must be able to:

PC14. Report inventory status and any discrepancies to the supervisor

PC15. Maintain accurate records of received pre-packed, binned, and stored goods.

PC16. Follow all relevant legislation and organizational policies for handling various product types

PC17. Complete administrative procedures for stock rotation and compliance

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Stock control systems and inventory management practices

KU2. Storage space requirements for various types of goods (perishable, heavy, fragile, hazardous)

KU3. Handling procedures for different product types, including safety and equipment use

KU4. Packaging and labeling standards and requirements

KU5. Procedures for inspecting goods for damages or discrepancies

KU6. Regulations and organizational policies for product storage and safety compliance

KU7. Equipment operation and maintenance for receiving and handling goods

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. Attention to detail for accurate receiving, packing, and labeling

GS2. Effective communication for reporting issues and coordinating with team members

GS3. Problem-solving skills to address discrepancies and handling errors

GS4. Time management to ensure timely completion of receiving and storage tasks

GS5. Organizational skills for maintaining accurate records and managing inventory

GS6. Safety awareness and adherence to protocols for handling different types of goods

GS7. Basic numeracy and literacy for managing stock levels and documentation

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare to Receive Goods</i>	14.5	14.5	-	-
PC1. Use the stock control system to identify and address stock level discrepancies.	3	3	-	-
PC2. Confirm availability of appropriate storage space for different types of goods.	3	3	-	-
PC3. Ensure all equipment for receiving and handling is operational and suitable for the goods.	3	3	-	-
PC4. Maintain a clean and obstruction-free receiving area with necessary safety equipment.	3	3	-	-
PC5. Report space or equipment issues to the supervisor promptly.	2.5	2.5	-	-
<i>Receive and Inspect Goods</i>	12	12	-	-
PC6. Receive packages in the designated bay and verify against the delivery note.	3	3	-	-
PC7. Inspect received goods for damages, errors, or discrepancies and report issues.	3	3	-	-
PC8. Update stock control systems with details of received goods and handling requirements.	3	3	-	-
PC9. Record refusals accurately according to organizational procedures	3	3	-	-
<i>Store Goods</i>	12	12	-	-
PC10. Ensure pre-packing of items according to organizational procedures and handling requirements.	3	3	-	-
PC11. Confirm and implement storage conditions based on the type of goods (e.g., temperature, security).	3	3	-	-
PC12. Locate and move packages to the correct storage bays based on the pick list.	3	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Bin products accurately and ensure proper labeling and placement	3	3	-	-
<i>Report and Maintain Inventory Status</i>	11.5	11.5	-	-
PC14. Report inventory status and any discrepancies to the supervisor	3	3	-	-
PC15. Maintain accurate records of received pre-packed, binned, and stored goods.	3	3	-	-
PC16. Follow all relevant legislation and organizational policies for handling various product types	3	3	-	-
PC17. Complete administrative procedures for stock rotation and compliance	2.5	2.5	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0101
NOS Name	Receive and store goods in retail operations
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	2
Credits	2
Version	3.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

Qualification Pack

RAS/N0168: Prepare Products for Dispatch or Delivery

Description

This OS outlines the skills and knowledge required for accurately picking, securely packing, and precisely labeling goods in a retail distribution environment. It ensures the seamless flow of goods from storage to dispatch, directly impacting the efficiency of supply chain operations and customer satisfaction in the retail industry.

Scope

The scope covers the following :

- Picking products aligned with orders
- Packing of products
- Labeling products

Elements and Performance Criteria

Picking products aligned with orders

To be competent, the user/individual on the job must be able to:

- PC1.** Receive and review the pick list/ customer orders and task schedule accurately upon arrival
- PC2.** Obtain and verify details on item labels from the inventory management system or designated sources
- PC3.** Locate and access the appropriate storage bays according to the task schedule and pick List/ customer orders
- PC4.** Pick items and packages according to the specifications detailed in the pick list/ customer orders
- PC5.** Check picked items for errors, ensuring accuracy in quantity, type, and condition
- PC6.** Identify items that require additional packing or special handling based on pick list/ customer order instructions
- PC7.** Report the status of inventory picked, including any issues or discrepancies, to the supervisor promptly
- PC8.** Address any issues with the pick list/ orders or storage locations and escalate to supervisors if necessary
- PC9.** Maintain accurate records of pick list completion and picking activities

Packing of products

To be competent, the user/individual on the job must be able to:

- PC10.** Receive all goods from pickers or binners efficiently and accurately
- PC11.** Inspect received goods for any damage, spills, or errors and report anomalies
- PC12.** Review packaging requirements for each product type, including SKU specifications
- PC13.** Prepare and pack identified items that need extra packing to ensure proper protection during transport
- PC14.** Follow safety protocols to handle goods properly and maintain security

Qualification Pack

PC15. Pack goods according to the specified packaging requirements to ensure safe transport

PC16. Assist with loading picked items onto transport vehicles or conveyors as per standard procedures.

PC17. Organize packed goods for efficient storage or dispatch to minimize delays

Labeling products

To be competent, the user/individual on the job must be able to:

PC18. Accurately label each packed item with product information, including SKU and quantity

PC19. Ensure labels are securely attached and correctly aligned on all packages

PC20. Include special handling instructions and compliance details where necessary

PC21. Use barcode or RFID labels for efficient tracking and inventory management

PC22. Cross-check labels against the pick list to ensure accuracy and consistency

PC23. Maintain records of all labeled items for tracking and audit purposes

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Understanding of inventory management systems and pick lists

KU2. Knowledge of storage bay and bin locations within the distribution center

KU3. Awareness of SKU specifications and packaging requirements

KU4. Familiarity with safety protocols and handling procedures for various goods

KU5. Procedures for inspecting goods for damages, errors, or discrepancies

KU6. Techniques for effective packing, including methods for fragile items

KU7. Labeling standards, including barcode/RFID technology and compliance requirements

KU8. Reporting protocols for discrepancies and maintaining accurate records

KU9. Basic understanding of logistics and workflow coordination

KU10. Use of material handling equipment such as forklifts or pallet trucks

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. Attention to detail for accurate picking, packing, and labeling

GS2. Effective communication skills for coordinating with team members and supervisors

GS3. Problem-solving skills to address and report discrepancies or errors

GS4. Time management skills to ensure timely completion of tasks

GS5. Basic numeracy and literacy for interpreting pick lists, labels, and records

GS6. Ability to follow safety and operational protocols

GS7. Teamwork and collaboration skills to maintain smooth workflow

GS8. Adaptability to handle varying tasks and prioritize according to needs

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Picking products aligned with orders</i>	19.5	19.5	-	-
PC1. Receive and review the pick list/ customer orders and task schedule accurately upon arrival	2	2	-	-
PC2. Obtain and verify details on item labels from the inventory management system or designated sources	2	2	-	-
PC3. Locate and access the appropriate storage bays according to the task schedule and pick List/ customer orders	2	2	-	-
PC4. Pick items and packages according to the specifications detailed in the pick list/ customer orders	2.5	2.5	-	-
PC5. Check picked items for errors, ensuring accuracy in quantity, type, and condition	2	2	-	-
PC6. Identify items that require additional packing or special handling based on pick list/ customer order instructions	2	2	-	-
PC7. Report the status of inventory picked, including any issues or discrepancies, to the supervisor promptly	2.5	2.5	-	-
PC8. Address any issues with the pick list/ orders or storage locations and escalate to supervisors if necessary	2	2	-	-
PC9. Maintain accurate records of pick list completion and picking activities	2.5	2.5	-	-
<i>Packing of products</i>	17.5	17.5	-	-
PC10. Receive all goods from pickers or binners efficiently and accurately	2	2	-	-
PC11. Inspect received goods for any damage, spills, or errors and report anomalies	2.5	2.5	-	-
PC12. Review packaging requirements for each product type, including SKU specifications	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Prepare and pack identified items that need extra packing to ensure proper protection during transport	2.5	2.5	-	-
PC14. Follow safety protocols to handle goods properly and maintain security	2	2	-	-
PC15. Pack goods according to the specified packaging requirements to ensure safe transport	2.5	2.5	-	-
PC16. Assist with loading picked items onto transport vehicles or conveyors as per standard procedures.	2	2	-	-
PC17. Organize packed goods for efficient storage or dispatch to minimize delays	2	2	-	-
<i>Labeling products</i>	13	13	-	-
PC18. Accurately label each packed item with product information, including SKU and quantity	2.5	2.5	-	-
PC19. Ensure labels are securely attached and correctly aligned on all packages	2.5	2.5	-	-
PC20. Include special handling instructions and compliance details where necessary	2	2	-	-
PC21. Use barcode or RFID labels for efficient tracking and inventory management	2	2	-	-
PC22. Cross-check labels against the pick list to ensure accuracy and consistency	2	2	-	-
PC23. Maintain records of all labeled items for tracking and audit purposes	2	2	-	-
NOS Total	50	50	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0168
NOS Name	Prepare Products for Dispatch or Delivery
Sector	Retail
Sub-Sector	
Occupation	Store Operations
NSQF Level	2
Credits	3
Version	1.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

Qualification Pack

RAS/N0103: Maintain required levels of stock in back store and distribution Centre

Description

This OS outlines the competencies required for accurate stock checking, effective shelf replenishment, and maintaining operational efficiency. It ensures that stock levels are monitored and managed efficiently, minimizing disruption and ensuring optimal stock presentation

Scope

The scope covers the following :

- The scope covers the following :
- Check stock levels
- Fill shelves

Elements and Performance Criteria

Check stock levels

To be competent, the user/individual on the job must be able to:

- PC1.** Use the stock control system to accurately identify current stock levels, required stock, and any shortfalls
- PC2.** Seek clarification from the appropriate person if instructions for checking stock are unclear
- PC3.** Identify unsaleable stock and report it promptly to the relevant authority
- PC4.** Conduct stock checks with minimal disruption to store operations and staff
- PC5.** Update stock records accurately and in accordance with company procedures.

Fill shelves

To be competent, the user/individual on the job must be able to:

- PC6.** Follow specific instructions for stock positioning to ensure optimal display and accessibility
- PC7.** Consult with the relevant person if instructions for positioning stock are unclear or missing
- PC8.** Handle stock safely to prevent injury to yourself and others
- PC9.** Manage stock handling to avoid damage to stock, equipment, and premises
- PC10.** Restock shelves efficiently with minimal disruption to store operations and staff.
- PC11.** Maintain a clean and organized work area after completing the restocking tasks.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Stock control systems and inventory management processes
- KU2.** Company procedures for stock checking, reporting, and updating records
- KU3.** Safety protocols for handling stock to prevent injuries and damage
- KU4.** Best practices for stock positioning and shelf management

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KU5. Methods for identifying and reporting unsaleable stock

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Attention to detail for accurate stock checks and record updates
- GS2.** Effective communication to seek advice and report issues
- GS3.** Problem-solving skills to handle unclear instructions or stock issues
- GS4.** Organizational skills to manage stock placement and maintain a tidy work area
- GS5.** Time management to complete tasks efficiently without disrupting operations
- GS6.** Safety awareness to handle stock responsibly and avoid accidents

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check stock levels</i>	21	21	-	-
PC1. Use the stock control system to accurately identify current stock levels, required stock, and any shortfalls	4	4	-	-
PC2. Seek clarification from the appropriate person if instructions for checking stock are unclear	4	4	-	-
PC3. Identify unsaleable stock and report it promptly to the relevant authority	4	4	-	-
PC4. Conduct stock checks with minimal disruption to store operations and staff	5	5	-	-
PC5. Update stock records accurately and in accordance with company procedures.	4	4	-	-
<i>Fill shelves</i>	29	29	-	-
PC6. Follow specific instructions for stock positioning to ensure optimal display and accessibility	5	5	-	-
PC7. Consult with the relevant person if instructions for positioning stock are unclear or missing	5	5	-	-
PC8. Handle stock safely to prevent injury to yourself and others	5	5	-	-
PC9. Manage stock handling to avoid damage to stock, equipment, and premises	4	4	-	-
PC10. Restock shelves efficiently with minimal disruption to store operations and staff.	5	5	-	-
PC11. Maintain a clean and organized work area after completing the restocking tasks.	5	5	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0103
NOS Name	Maintain required levels of stock in back store and distribution Centre
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	2
Credits	2
Version	2.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

Qualification Pack

RAS/N0104: Monitor and replenish stock on display for sale at retail store

Description

This OS outlines the competencies required for effective stock level checks, timely replenishment, and accurate inventory management. It ensures stock availability is maintained, and inventory systems are updated to support smooth retail operations.

Scope

The scope covers the following :

- Check the Level of Stock on Sale
- Replenish Stock on Sale

Elements and Performance Criteria

Check the level of stock on sale

To be competent, the user/individual on the job must be able to:

- PC1.** Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.
- PC2.** Monitor stock levels proactively to ensure timely replenishment before stock runs out
- PC3.** Perform stock checks at appropriate intervals to maintain inventory accuracy
- PC4.** Notify relevant personnel promptly when stock needs replenishment.
- PC5.** Identify expired stock, remove it from sale, and update the stock control system accordingly.

Replenish stock on sale

To be competent, the user/individual on the job must be able to:

- PC6.** Order sufficient stock to maintain desired inventory levels
- PC7.** Prepare and present stock for sale within the designated timeframe.
- PC8.** Coordinate stock movement to the sales floor as needed
- PC9.** Rotate stock effectively to minimize disruption and ensure freshness
- PC10.** Dispose of packaging waste following company procedures.
- PC11.** Update the stock control system promptly and accurately
- PC12.** Assess changes in stock demand and adjust stock levels accordingly.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Stock control systems and inventory management procedures
- KU2.** Timing and intervals for stock checks and replenishment
- KU3.** Procedures for handling expired stock and updating records
- KU4.** Stock ordering processes and preparation for sale
- KU5.** Stock rotation methods and packaging waste disposal practices

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KU6. Demand estimation based on order/ sale/ minimum bin quantity and adjustment of stock levels

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Attention to detail for accurate stock monitoring and record updating
- GS2.** Time management to ensure timely stock replacement and preparation
- GS3.** Effective communication for reporting stock issues and coordinating with team members
- GS4.** Problem-solving skills to manage stock shortages and adjust to demand changes
- GS5.** Organizational skills to handle stock rotation and waste disposal efficiently
- GS6.** Analytical skills to assess stock demand and make recommendations

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check the level of stock on sale</i>	20	20	-	-
PC1. Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.	4	4	-	-
PC2. Monitor stock levels proactively to ensure timely replenishment before stock runs out	5	5	-	-
PC3. Perform stock checks at appropriate intervals to maintain inventory accuracy	4	4	-	-
PC4. Notify relevant personnel promptly when stock needs replenishment.	3	3	-	-
PC5. Identify expired stock, remove it from sale, and update the stock control system accordingly.	4	4	-	-
<i>Replenish stock on sale</i>	30	30	-	-
PC6. Order sufficient stock to maintain desired inventory levels	5	5	-	-
PC7. Prepare and present stock for sale within the designated timeframe.	4	4	-	-
PC8. Coordinate stock movement to the sales floor as needed	4	4	-	-
PC9. Rotate stock effectively to minimize disruption and ensure freshness	4	4	-	-
PC10. Dispose of packaging waste following company procedures.	4	4	-	-
PC11. Update the stock control system promptly and accurately	5	5	-	-
PC12. Assess changes in stock demand and adjust stock levels accordingly.	4	4	-	-
NOS Total	50	50	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0104
NOS Name	Monitor and replenish stock on display for sale at retail store
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	2
Credits	2
Version	2.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

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RAS/N0121: Maintain Health and Safety -v2

Description

This OS describes the skills and knowledge required to maintain health and safety.

Scope

The scope covers the following :

- Identify and report accidents and emergencies
- Protect health and safety as you work
- Lift and handle goods safely

Elements and Performance Criteria

Identify and report accidents and emergencies

To be competent, the user/individual on the job must be able to:

- PC1.** notice and correctly identify accidents and emergencies.
- PC2.** get help promptly and in the most suitable way.
- PC3.** follow company policy and procedures for preventing further injury while waiting for help to arrive.
- PC4.** act within the limits of his/her responsibility and authority when accidents and emergencies arise.
- PC5.** promptly follow instructions given by senior staff and the emergency services.

Protect health and safety as you work

To be competent, the user/individual on the job must be able to:

- PC6.** follow company procedures and legal requirements for reducing health and safety risks as far as possible while working.
- PC7.** use safety equipment correctly and in the right situations.
- PC8.** get advice and help from the right people when he/she concerned about his ability to work safely.
- PC9.** take suitable safety measures before lifting to protect himself/herself and other people.

Lift and handle goods safely

To be competent, the user/individual on the job must be able to:

- PC10.** use approved lifting and handling techniques.
- PC11.** check that any equipment he/she needs to use is fit for use.
- PC12.** use lifting and handling equipment in line with company guidelines and manufacturers instructions.
- PC13.** plan a safe and efficient route for moving goods.
- PC14.** make sure that he/she understands his/her own responsibilities when he/she asks others to help in lifting and handling operations.

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** the types of accident and emergency that tend to happen in stores and why they happen.
- KU2.** getting help in the event of an accident or emergency.
- KU3.** action he/she can safely and usefully take while waiting for help to arrive.
- KU4.** health and safety risk that can arise in a store environment.
- KU5.** company procedures and legal requirements for reducing health and safety risks as far as possible while working.
- KU6.** following health and safety procedures.
- KU7.** safety equipment to be used and why it is required.
- KU8.** what he/she can lift safely.
- KU9.** weight of the loads he/she has to lift.
- KU10.** company guidelines for not lifting more than safe loads.
- KU11.** planning his/her route when moving goods including the types of obstacles to look for and how to remove or avoid them.
- KU12.** company guidelines and manufacturers instructions for using lifting and handling equipment.
- KU13.** approved techniques for safe handling and lifting.
- KU14.** approved procedures for using safety equipment.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete documentation accurately
- GS2.** write simple reports when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- GS5.** follow instructions accurately
- GS6.** use gestures or simple words to communicate where language barriers exist
- GS7.** use questioning to minimise misunderstandings
- GS8.** display courteous and helpful behaviour at all times
- GS9.** make appropriate decisions regarding the responsibilities of the job role
- GS10.** plan and schedule routines
- GS11.** build relationships with internal and external customers
- GS12.** respond to breakdowns and malfunction of equipment
- GS13.** respond to unsafe and hazardous working conditions
- GS14.** respond to security breaches

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify and report accidents and emergencies</i>	15	15	-	-
PC1. notice and correctly identify accidents and emergencies.	2.5	2.5	-	-
PC2. get help promptly and in the most suitable way.	2.5	2.5	-	-
PC3. follow company policy and procedures for preventing further injury while waiting for help to arrive.	2.5	2.5	-	-
PC4. act within the limits of his/her responsibility and authority when accidents and emergencies arise.	2.5	2.5	-	-
PC5. promptly follow instructions given by senior staff and the emergency services.	5	5	-	-
<i>Protect health and safety as you work</i>	17.5	17.5	-	-
PC6. follow company procedures and legal requirements for reducing health and safety risks as far as possible while working.	5	5	-	-
PC7. use safety equipment correctly and in the right situations.	2.5	2.5	-	-
PC8. get advice and help from the right people when he/she concerned about his ability to work safely.	5	5	-	-
PC9. take suitable safety measures before lifting to protect himself/herself and other people.	5	5	-	-
<i>Lift and handle goods safely</i>	17.5	17.5	-	-
PC10. use approved lifting and handling techniques.	5	5	-	-
PC11. check that any equipment he/she needs to use is fit for use.	2.5	2.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. use lifting and handling equipment in line with company guidelines and manufacturers instructions.	2.5	2.5	-	-
PC13. plan a safe and efficient route for moving goods.	5	5	-	-
PC14. make sure that he/she understands his/her own responsibilities when he/she asks others to help in lifting and handling operations.	2.5	2.5	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0121
NOS Name	Maintain Health and Safety -v2
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	3
Credits	1
Version	4.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC4. speak with others using some basic English phrases or sentences

Communication Skills

To be competent, the user/individual on the job must be able to:

PC5. follow good manners while communicating with others

PC6. work with others in a team

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Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

To be competent, the user/individual on the job must be able to:

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

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- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council.
2. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS.
3. SSC will lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
4. Individual NCVET recognised assessment agencies will prepare the theory and practical question papers
5. The assessments will be conducted by individual NCVET recognised assessment agencies as per the SOP.
6. Every learner/ candidate appearing for the assessment must possess the OJT completion certificate from the employer to undertake the assessments under this qualification.
7. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
8. To pass the Qualification Pack assessment, every trainee should score a minimum of 50% aggregate passing percentage recommended at QP Level.

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9. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.
10. For detailed guidelines SOP on assessments can be referred to on the RASCI website.

Minimum Aggregate Passing % at QP Level : 50

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
RAS/N0101.Receive and store goods in retail operations	50	50	0	0	100	20
RAS/N0168.Prepare Products for Dispatch or Delivery	50	50	0	0	100	20
RAS/N0103.Maintain required levels of stock in back store and distribution Centre	50	50	0	0	100	20
RAS/N0104.Monitor and replenish stock on display for sale at retail store	50	50	0	0	100	20
RAS/N0121.Maintain Health and Safety -v2	50	50	0	0	100	12
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	8
Total	270	280	-	-	550	100

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Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

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Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
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