

## Qualification Pack



# Retail Order Fulfilment Assistant

QP Code: RAS/Q0303

Version: 2.0

NSQF Level: 3

Retailers Association's Skill Council of India || 703-704 Sagar Tech Plaza - A, Andheri-Kurla Road,  
Sakinaka Junction, Andheri (E)  
Mumbai-400072 || email:sameer.narasapur@rasci.in



## Qualification Pack

### Contents

RAS/Q0303: Retail Order Fulfilment Assistant .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
RAS/N0101: To receive and store goods in retail operations .....	5
RAS/N0102: To deliver products to customers .....	10
RAS/N0112: To process customer orders for goods .....	15
RAS/N0116: To process cash and credit transactions .....	20
RAS/N0117: To process returned goods .....	26
RAS/N0124: To Provide Information and Advice to Customers .....	30
RAS/N0121: To Maintain Health and Safety .....	36
RAS/N0137: To work effectively in a retail team .....	42
RAS/N0138: To work effectively in an organisation .....	47
DGT/VSQ/N0102: Employability Skills (60 Hours) .....	53
Assessment Guidelines and Weightage .....	60
<i>Assessment Guidelines</i> .....	60
<i>Assessment Weightage</i> .....	61
Acronyms .....	63
Glossary .....	64

## Qualification Pack

### RAS/Q0303: Retail Order Fulfilment Assistant

#### Brief Job Description

This individual in the job role receives & stores goods in retail operations, processes customer orders and delivers the products to the customers at their premises in Retail operations and e-commerce working environment. She/ he engages with the customer for various transactions like accepting and processing payments, customer queries, and product returns.

#### Personal Attributes

The individual needs to be physically fit and willing to work outdoors. The job requires the individual to demonstrate courteousness, punctuality and sense of responsibility.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [RAS/N0101: To receive and store goods in retail operations](#)
2. [RAS/N0102: To deliver products to customers](#)
3. [RAS/N0112: To process customer orders for goods](#)
4. [RAS/N0116: To process cash and credit transactions](#)
5. [RAS/N0117: To process returned goods](#)
6. [RAS/N0124: To Provide Information and Advice to Customers](#)
7. [RAS/N0121: To Maintain Health and Safety](#)
8. [RAS/N0137: To work effectively in a retail team](#)
9. [RAS/N0138: To work effectively in an organisation](#)
10. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Retail
<b>Sub-Sector</b>	E-commerce, Retail Operations

### Qualification Pack

<b>Occupation</b>	Sales Operations, Store Operations
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	13
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5243.0300
<b>Minimum Educational Qualification &amp; Experience</b>	10th Class OR 9th grade pass with 1.5 years of experience OR 8th grade pass with 3 Years of experience OR Previous relevant Qualification of NSQF Level (2.5) with 1.5 years of experience
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	27/08/2027
<b>NSQC Approval Date</b>	27/08/2024
<b>Version</b>	2.0
<b>Reference code on NQR</b>	QG-03-OR-02873-2024-V1-RASCI
<b>NQR Version</b>	1.0

## Qualification Pack

### RAS/N0101: To receive and store goods in retail operations

#### Description

This OS describes the skills and knowledge required to effectively prepare, receive and store goods in retail operations.

#### Scope

The scope covers the following :

- The scope covers the following :
- prepare to receive goods
- receive goods
- store goods

#### Elements and Performance Criteria

##### *Prepare to receive goods*

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

- PC1.** Identify quantity and nature of goods to be received.
- PC2.** confirm appropriate storage space availability.
- PC3.** check and confirm that all equipment required for receipt and movement of goods is available and in good working order.
- PC4.** complete required paperwork , checking for accuracy and completeness.
- PC5.** ensure that the area for receiving goods is clean, tidy and free from obstruction and perils.
- PC6.** report any shortfall in space or malfunction with equipment to supervisor

##### *Receive Goods*

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

- PC7.** check that all goods as detailed in the delivery note have been received.
- PC8.** record refusals accurately following organisational standard operating procedures.
- PC9.** accurately update stock control systems to reflect receipt of goods.

##### *Store goods*

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

- PC10.** confirm storage requirements and conditions for the incoming goods.
- PC11.** ensure appropriate handling procedures for perishable and non-perishable goods is in place.
- PC12.** follow all relevant legislation and organisation policies and procedures.
- PC13.** complete all administrative procedures to ensure appropriate rotation of goods.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** requirements for maintaining security and safety during delivery and storage of goods.

## Qualification Pack

- KU2.** policies for receiving and storing a range of products including perishable goods.
- KU3.** administrative procedures required for receiving and storing goods.
- KU4.** refusal procedures in relation to type of goods being delivered.
- KU5.** supervisors for reporting product shortages or over supply.
- KU6.** supervisors for reporting malfunctioning or hazardous handling equipment
- KU7.** the need to thoroughly prepare for receipt and storage of goods.
- KU8.** the scope of information required on quantity and type of goods.
- KU9.** the storage requirements for a range of products types including perishable goods.
- KU10.** the lifecycle of perishable products in storage (if applicable).
- KU11.** reporting requirements for shortage of storage space.
- KU12.** consequences of inaccurate recording and reporting of goods in receipt and storage.
- KU13.** what equipment is required for the delivery and movement of goods into storage.
- KU14.** the operations and function of the handling equipment.
- KU15.** fault finding procedures and reporting requirements.
- KU16.** work health and safety requirements in the delivery and storage areas.
- KU17.** security systems in place for loss prevention.

## 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare to receive goods</i>	<b>20</b>	<b>20</b>	-	-
<b>PC1.</b> Identify quantity and nature of goods to be received.	5	5	-	-
<b>PC2.</b> confirm appropriate storage space availability.	2.5	2.5	-	-
<b>PC3.</b> check and confirm that all equipment required for receipt and movement of goods is available and in good working order.	2.5	2.5	-	-
<b>PC4.</b> complete required paperwork , checking for accuracy and completeness.	5	5	-	-
<b>PC5.</b> ensure that the area for receiving goods is clean, tidy and free from obstruction and perils.	2.5	2.5	-	-
<b>PC6.</b> report any shortfall in space or malfunction with equipment to supervisor	2.5	2.5	-	-
<i>Receive Goods</i>	<b>10</b>	<b>10</b>	-	-
<b>PC7.</b> check that all goods as detailed in the delivery note have been received.	2.5	2.5	-	-
<b>PC8.</b> record refusals accurately following organisational standard operating procedures.	5	5	-	-
<b>PC9.</b> accurately update stock control systems to reflect receipt of goods.	2.5	2.5	-	-
<i>Store goods</i>	<b>20</b>	<b>20</b>	-	-
<b>PC10.</b> confirm storage requirements and conditions for the incoming goods.	5	5	-	-
<b>PC11.</b> ensure appropriate handling procedures for perishable and non-perishable goods is in place.	5	5	-	-
<b>PC12.</b> follow all relevant legislation and organisation policies and procedures.	5	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> complete all administrative procedures to ensure appropriate rotation of goods.	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0101
<b>NOS Name</b>	To receive and store goods in retail operations
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	1
<b>Credits</b>	3
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQC Clearance Date</b>	27/08/2024

## Qualification Pack

### RAS/N0102: To deliver products to customers

#### Description

This OS describes the skills and knowledge required to deliver products to customers.

#### Scope

The scope covers the following :

- The scope covers the following :
- • Delivery of products to customers

#### Elements and Performance Criteria

##### *Delivery of products to customers*

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.** check that he/she has the equipment and paperwork needed for the delivery.
- PC3.** check that he/she has all the delivery details needed and that he/she knows how to get to the delivery address.
- PC4.** plan a schedule of deliveries which makes the best use of time and other resources.
- PC5.** check that he/she has enough fuel for the delivery schedule and follow company procedures for getting more fuel if needed.
- PC6.** transport products and equipment safely and securely.
- PC7.** deliver products at the times agreed with the customer.
- PC8.** take action in line with company procedures if you expect to arrive at the customers premises early or late.
- PC9.** follow company procedures for ensuring that deliveries are left only with individuals who may legally receive them.
- PC10.** take action in line with company procedures if no one is available who can receive the delivery or if the customer rejects the delivery.
- PC11.** unload orders safely and in ways which protect the orders from damage.
- PC12.** treat the customer courteously throughout the delivery process.
- PC13.** update records of delivery and nondelivery promptly and in line with company procedures.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to check that he/she has all the products that are due to deliver.
- KU2.** how to check that he/she has enough fuel for the delivery schedule, and company procedures for getting more fuel if needed.
- KU3.** why it is important to deliver products at the times agreed with customers.

## Qualification Pack

- KU4.** the company procedures to follow if he/she expects to arrive at the customers premises early or late.
- KU5.** relevant legal restrictions on who can receive delivery.
- KU6.** the company procedures to follow when no one is available who can receive the delivery and when the customer rejects the delivery.
- KU7.** why it is important to treat customers courteously, and how to do this.
- KU8.** the records to keep of deliveries and nondeliveries and company procedures for completing these
- KU9.** how to transport products and equipment safely and securely.
- KU10.** the importance of planning an efficient delivery schedule and how to do this.
- KU11.** how to unload goods safely and in ways which protect goods from damage.

## 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Delivery of products to customers</i>	<b>50</b>	<b>50</b>	-	-
<b>PC1.</b> Use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock.	2.5	2.5	-	-
<b>PC2.</b> check that he/she has the equipment and paperwork needed for the delivery.	2.5	2.5	-	-
<b>PC3.</b> check that he/she has all the delivery details needed and that he/she knows how to get to the delivery address.	2.5	2.5	-	-
<b>PC4.</b> plan a schedule of deliveries which makes the best use of time and other resources.	2.5	2.5	-	-
<b>PC5.</b> check that he/she has enough fuel for the delivery schedule and follow company procedures for getting more fuel if needed.	5	5	-	-
<b>PC6.</b> transport products and equipment safely and securely.	2.5	2.5	-	-
<b>PC7.</b> deliver products at the times agreed with the customer.	2.5	2.5	-	-
<b>PC8.</b> take action in line with company procedures if you expect to arrive at the customers premises early or late.	5	5	-	-
<b>PC9.</b> follow company procedures for ensuring that deliveries are left only with individuals who may legally receive them.	5	5	-	-
<b>PC10.</b> take action in line with company procedures if no one is available who can receive the delivery or if the customer rejects the delivery.	5	5	-	-
<b>PC11.</b> unload orders safely and in ways which protect the orders from damage.	5	5	-	-
<b>PC12.</b> treat the customer courteously throughout the delivery process.	5	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> update records of delivery and nondelivery promptly and in line with company procedures.	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0102
<b>NOS Name</b>	To deliver products to customers
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations, Sales Operations
<b>NSQF Level</b>	1
<b>Credits</b>	3
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQ Clearance Date</b>	27/08/2024

## Qualification Pack

### RAS/N0112: To process customer orders for goods

#### Description

This OS describes the skills and knowledge required to process customer orders for goods.

#### Scope

The scope covers the following :

- The scope covers the following:
- Check the availability of goods for orders.
- Process orders for customers

#### Elements and Performance Criteria

##### *Check the availability*

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

- PC1.** identify customers needs accurately by asking suitable questions.
- PC2.** identify the goods that will meet customers needs and check with customers that these are satisfactory.
- PC3.** find out who can supply the goods needed and on what terms.
- PC4.** keep customers informed of progress in finding the goods they need.
- PC5.** give customers clear, accurate and complete information about the availability of goods and the terms of supply.

##### *Process orders for customers*

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

- PC6.** follow legal and company procedures for checking the customers identity and credit status.
- PC7.** follow company policy for offering to order goods the customer needs if they are not in stock.
- PC8.** prepare accurate, clear and complete information about the order & pass this information to people responsible for fulfilment.
- PC9.** provide accurate, clear, complete and timely information to those responsible for issuing the invoice.
- PC10.** tell the right person promptly when he/she cannot process an order and explain the reasons clearly.
- PC11.** let the customer know promptly and politely if their order cannot be delivered within the agreed time.
- PC12.** store customers details securely and show them only to people who have a right to see them.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to ask the right questions to find out exactly what customers want.

## Qualification Pack

- KU2.** the items in stock.
- KU3.** how to check whether there is enough stock to meet the order.
- KU4.** which items are available by order and which suppliers and manufacturers can provide them.
- KU5.** how to check whether external suppliers and manufacturers can provide items, and on what terms.
- KU6.** how to keep customers informed of progress in finding the goods they need.
- KU7.** how to give customers clear, accurate and complete information about the terms of supply.
- KU8.** legal and company procedures for checking the customers identify and credit status.
- KU9.** how to tell the customer promptly about any delays in fulfilling their order.
- KU10.** legal and company requirements relating to customer confidentiality.
- KU11.** who is entitled to see customer information, and in what situations.
- KU12.** how to invoice customers for orders.
- KU13.** how to escalate in case you cannot process an order.
- KU14.** company procedures for storing customer information securely.

## 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.
- GS15.** understand the customer requirement through effective and relevant probing.
- GS16.** determine the impact of not maintaining customer confidentiality.
- GS17.** determine the impact of not being able to deliver as committed.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check the availability</i>	<b>20</b>	<b>20</b>	-	-
<b>PC1.</b> identify customers needs accurately by asking suitable questions.	5	5	-	-
<b>PC2.</b> identify the goods that will meet customers needs and check with customers that these are satisfactory.	2.5	2.5	-	-
<b>PC3.</b> find out who can supply the goods needed and on what terms.	5	5	-	-
<b>PC4.</b> keep customers informed of progress in finding the goods they need.	2.5	2.5	-	-
<b>PC5.</b> give customers clear, accurate and complete information about the availability of goods and the terms of supply.	5	5	-	-
<i>Process orders for customers</i>	<b>30</b>	<b>30</b>	-	-
<b>PC6.</b> follow legal and company procedures for checking the customers identity and credit status.	2.5	2.5	-	-
<b>PC7.</b> follow company policy for offering to order goods the customer needs if they are not in stock.	2.5	2.5	-	-
<b>PC8.</b> prepare accurate, clear and complete information about the order & pass this information to people responsible for fulfilment.	5	5	-	-
<b>PC9.</b> provide accurate, clear, complete and timely information to those responsible for issuing the invoice.	5	5	-	-
<b>PC10.</b> tell the right person promptly when he/she cannot process an order and explain the reasons clearly.	5	5	-	-
<b>PC11.</b> let the customer know promptly and politely if their order cannot be delivered within the agreed time.	5	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> store customers details securely and show them only to people who have a right to see them.	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0112
<b>NOS Name</b>	To process customer orders for goods
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	2
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQ Clearance Date</b>	27/08/2024

## Qualification Pack

### RAS/N0116: To process cash and credit transactions

#### Description

This OS describes the skills and knowledge required to effectively process cash and credit transactions.

#### Scope

The scope covers the following :

- The scope covers the following:
- Process customer credit
- Process payments made to customer accounts
- Reconcile customer accounts

#### Elements and Performance Criteria

##### *Process customer credit*

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

- PC1.** follow company guidelines for setting customer credit limits.
- PC2.** check customer accounts accurately and at suitable intervals to check that payments are up to date.
- PC3.** promptly investigate reasons for missed payments and accurately record the findings.
- PC4.** identify customers who go over their credit limits and report the findings promptly to the right person.
- PC5.** act promptly and within company guidelines to deal with customers who go over their credit limits.
- PC6.** report to the right person the results of the action taken to deal with customers who go over their credit limits

##### *Process payments made to customer accounts*

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

- PC7.** check that payments from customers are valid and accurate.
- PC8.** record payments from customers promptly and accurately.
- PC9.** record clearly and accurately the reasons why payments are overdue.
- PC10.** identify problems accurately and sort them out promptly.
- PC11.** tell the right person promptly about any problems that he/she cannot sort out.
- PC12.** store collected payments securely and in line with company procedures.

##### *Reconcile customer accounts*

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

- PC13.** check that charges made to customer accounts are correct.
- PC14.** check that credits made to customer accounts are correct.
- PC15.** identify and sort out problems with customer accounts.
- PC16.** tell the right person about problems with customer accounts that he/she cannot sort out or that are beyond his/her responsibility and control.

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the risks to the company of offering credit to customers.
- KU2.** company guidelines for setting customer credit limits.
- KU3.** how to check customer accounts effectively, including how to identify overdue payments and customers who have gone over their credit limits.
- KU4.** company guidelines for managing customers who go over their credit limits.
- KU5.** the legal rights and obligations of customers and retailers in relation to credit.
- KU6.** company policies for crediting the cost of returned goods to customer accounts.
- KU7.** acceptable ways for customers to make payments.
- KU8.** company procedures for storing cash and cash equivalents securely.
- KU9.** types of problem that he/she is responsible for sorting out.
- KU10.** escalation matrix for problems that he/she cannot sort.
- KU11.** how to process cash and non-cash payments.
- KU12.** how to find out if a customer is suitable for credit.
- KU13.** legal tender in the country.
- KU14.** how to spot counterfeit payments.
- KU15.** how to perform accurate financial checks.
- KU16.** how to reconcile customer accounts accurately.
- KU17.** the procedures carried out by the automated billing system.

### 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.
- GS15.** calculate totals, fractions, discounts, refunds and rebates accurately.



## Qualification Pack

- GS16.** determine the impact of accepting counterfeit.
- GS17.** determine the impact of incorrect payments received.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Process customer credit</i>	<b>20</b>	<b>20</b>	-	-
<b>PC1.</b> follow company guidelines for setting customer credit limits.	2.5	2.5	-	-
<b>PC2.</b> check customer accounts accurately and at suitable intervals to check that payments are up to date.	2.5	2.5	-	-
<b>PC3.</b> promptly investigate reasons for missed payments and accurately record the findings.	2.5	2.5	-	-
<b>PC4.</b> identify customers who go over their credit limits and report the findings promptly to the right person.	5	5	-	-
<b>PC5.</b> act promptly and within company guidelines to deal with customers who go over their credit limits.	2.5	2.5	-	-
<b>PC6.</b> report to the right person the results of the action taken to deal with customers who go over their credit limits	5	5	-	-
<i>Process payments made to customer accounts</i>	<b>17.5</b>	<b>17.5</b>	-	-
<b>PC7.</b> check that payments from customers are valid and accurate.	2.5	2.5	-	-
<b>PC8.</b> record payments from customers promptly and accurately.	2.5	2.5	-	-
<b>PC9.</b> record clearly and accurately the reasons why payments are overdue.	2.5	2.5	-	-
<b>PC10.</b> identify problems accurately and sort them out promptly.	2.5	2.5	-	-
<b>PC11.</b> tell the right person promptly about any problems that he/she cannot sort out.	5	5	-	-
<b>PC12.</b> store collected payments securely and in line with company procedures.	2.5	2.5	-	-
<i>Reconcile customer accounts</i>	<b>12.5</b>	<b>12.5</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> check that charges made to customer accounts are correct.	2.5	2.5	-	-
<b>PC14.</b> check that credits made to customer accounts are correct.	2.5	2.5	-	-
<b>PC15.</b> identify and sort out problems with customer accounts.	2.5	2.5	-	-
<b>PC16.</b> tell the right person about problems with customer accounts that he/she cannot sort out or that are beyond his/her responsibility and control.	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0116
<b>NOS Name</b>	To process cash and credit transactions
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	2
<b>Credits</b>	0.5
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQC Clearance Date</b>	27/08/2024

## Qualification Pack

### RAS/N0117: To process returned goods

#### Description

This OS describes the skills and knowledge required to process returned goods.

#### Scope

The scope covers the following :

- The scope covers the following:
- Help customers who need to return goods.
- Process returns of Goods

#### Elements and Performance Criteria

##### *Help customers who need to return goods*

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

- PC1.** check clearly and politely with the customer what goods they want to return and their reasons.
- PC2.** apologise promptly if the company appears to be at fault.
- PC3.** follow legal & company requirements for offering replacements and refunds, and explain these to the customer clearly & politely.
- PC4.** explain to the customer clearly and politely the action to be taken, and any charges that apply.
- PC5.** pick out accurately the replacement goods and follow company procedures for preparing them to be sent out.
- PC6.** explain to the customer accurately, clearly and politely the arrangements for returning the unwanted goods.

##### *Process returns of goods*

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

- PC7.** check accurately the type, quantity and condition of returned goods.
- PC8.** give accurate and complete information to the person who can raise a credit note or refund the payment.
- PC9.** update the stock control system promptly, accurately and fully.
- PC10.** label clearly any goods that are to be returned to the supplier or manufacturer.
- PC11.** move returned goods to the correct place and position unsaleable goods separately from sales stock.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the reasons customers might have for returning goods.
- KU2.** customers legal rights to replacements and refunds.

## Qualification Pack

- KU3.** company policies and procedures for replacements and refunds, including proof of purchase.
- KU4.** the authority he/she has to agree to replacements and refunds, and who to ask for help when he/she needs authorisation.
- KU5.** how to find replacement goods.
- KU6.** the charges that apply when the company is not at fault.
- KU7.** company procedures for preparing replacement goods for sending out.
- KU8.** how to label goods for return to the supplier or manufacturer.
- KU9.** where to place returned goods that cannot be re-sold.
- KU10.** where to place returned goods that can be re-sold.
- KU11.** how to update the stock control system accurately, immediately and fully
- KU12.** how customers should return unwanted goods.
- KU13.** how to raise credit notes and refund payments.

## 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.
- GS15.** isolate and identify rational reasons for goods returned.
- GS16.** determine the impact of accepting all returned goods without correct reasons.
- GS17.** determine the impact of not updating stock control system with returned goods
- GS18.** determine the impact of mixing returned goods that are saleable with those to be returned to the manufacturer.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Help customers who need to return goods</i>	<b>25</b>	<b>25</b>	-	-
<b>PC1.</b> check clearly and politely with the customer what goods they want to return and their reasons.	5	5	-	-
<b>PC2.</b> apologise promptly if the company appears to be at fault.	2.5	2.5	-	-
<b>PC3.</b> follow legal & company requirements for offering replacements and refunds, and explain these to the customer clearly & politely.	2.5	2.5	-	-
<b>PC4.</b> explain to the customer clearly and politely the action to be taken, and any charges that apply.	5	5	-	-
<b>PC5.</b> pick out accurately the replacement goods and follow company procedures for preparing them to be sent out.	5	5	-	-
<b>PC6.</b> explain to the customer accurately, clearly and politely the arrangements for returning the unwanted goods.	5	5	-	-
<i>Process returns of goods</i>	<b>25</b>	<b>25</b>	-	-
<b>PC7.</b> check accurately the type, quantity and condition of returned goods.	5	5	-	-
<b>PC8.</b> give accurate and complete information to the person who can raise a credit note or refund the payment.	5	5	-	-
<b>PC9.</b> update the stock control system promptly, accurately and fully.	5	5	-	-
<b>PC10.</b> label clearly any goods that are to be returned to the supplier or manufacturer.	5	5	-	-
<b>PC11.</b> move returned goods to the correct place and position unsaleable goods separately from sales stock.	5	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0117
<b>NOS Name</b>	To process returned goods
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	2
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQC Clearance Date</b>	27/08/2024

## Qualification Pack

### RAS/N0124: To Provide Information and Advice to Customers

#### Description

This OS describes the skills and knowledge required to provide information and advice to customers.

#### Scope

The scope covers the following :

- The scope covers the following:
  - Provide information and advice to meet the needs of customers
  - Help customers sort out complaints
  - Take action to resolve customer service problems

#### Elements and Performance Criteria

##### *Provide information and advice to meet the needs of customers*

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

- PC1.** acknowledge promptly and politely customers requests for information and advice.
- PC2.** identify the customers needs for information and advice.
- PC3.** communicate information and advice to customers in ways they can understand.
- PC4.** provide relevant, complete, accurate and up-to-date information and advice to customers.
- PC5.** check politely that the information and advice provided meets the customers needs.
- PC6.** find other ways to help the customer when the information and advice given is not satisfactory.
- PC7.** refer requests for information or advice to the right person when he/she cannot help the customer.

##### *Help customers sort out complaints*

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

- PC8.** identify the nature of the complaint from information obtained from customers.
- PC9.** acknowledge the complaint clearly and accurately and apologise to the customer.
- PC10.** follow legal requirements and company policies and procedures for dealing with complaints.
- PC11.** promptly refer compliants to the right person & explain the referral procedure clearly to the customer, when it is beyond his/her responsibility to sort them.

##### *Take action to resolve customer service problems*

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

- PC12.** discuss and agree the options for solving the problem with your customer.
- PC13.** take action to implement the option agreed with your customer.
- PC14.** work with others and your customer to make sure that any promises related to solving the problem are kept.
- PC15.** keep your customer fully informed about what is happening to resolve problem.
- PC16.** check with your customer to make sure the problem has been resolved to their satisfaction.

## Qualification Pack

**PC17.** give clear reasons to your customer when the problem has not been resolved to their satisfaction.

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** identifying the customers needs for information and advice.
- KU2.** giving clear and accurate information and check the customer understands you.
- KU3.** whom to approach for help if you cannot provide information and advice yourself.
- KU4.** why it is important to keep customer loyalty and confidence.
- KU5.** maintaining customer loyalty and confidence while dealing with requests for information and advice.
- KU6.** company policy on customer service and how this applies to giving information and advice to customers.
- KU7.** managing angry customers.
- KU8.** responsibility for sorting out complaints.
- KU9.** escalation for problems you cannot resolve
- KU10.** assessing complaints and deciding what action to take.
- KU11.** when he/she should refuse to accept returned goods.
- KU12.** keeping customer loyalty and confidence when dealing with complaints.
- KU13.** rights of the customer and the trader, including legal rights and duties under relevant laws.
- KU14.** company policy on customer service and how this applies to dealing with complaints.
- KU15.** relevant information about the products and services he/she sells (Elective Standards would apply)

### 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



## Qualification Pack

**GS13.** respond to unsafe and hazardous working conditions

**GS14.** respond to security breaches

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide information and advice to meet the needs of customers</i>	<b>32.5</b>	<b>32.5</b>	-	-
<b>PC1.</b> acknowledge promptly and politely customers requests for information and advice.	5	5	-	-
<b>PC2.</b> identify the customers needs for information and advice.	5	5	-	-
<b>PC3.</b> communicate information and advice to customers in ways they can understand.	5	5	-	-
<b>PC4.</b> provide relevant, complete, accurate and up-to-date information and advice to customers.	5	5	-	-
<b>PC5.</b> check politely that the information and advice provided meets the customers needs.	5	5	-	-
<b>PC6.</b> find other ways to help the customer when the information and advice given is not satisfactory.	5	5	-	-
<b>PC7.</b> refer requests for information or advice to the right person when he/she cannot help the customer.	2.5	2.5	-	-
<i>Help customers sort out complaints</i>	<b>17.5</b>	<b>17.5</b>	-	-
<b>PC8.</b> identify the nature of the complaint from information obtained from customers.	5	5	-	-
<b>PC9.</b> acknowledge the complaint clearly and accurately and apologise to the customer.	2.5	2.5	-	-
<b>PC10.</b> follow legal requirements and company policies and procedures for dealing with complaints.	5	5	-	-
<b>PC11.</b> promptly refer compliants to the right person & explain the referral procedure clearly to the customer, when it is beyond his/her responsibility to sort them.	5	5	-	-
<i>Take action to resolve customer service problems</i>	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> discuss and agree the options for solving the problem with your customer.	-	-	-	-
<b>PC13.</b> take action to implement the option agreed with your customer.	-	-	-	-
<b>PC14.</b> work with others and your customer to make sure that any promises related to solving the problem are kept.	-	-	-	-
<b>PC15.</b> keep your customer fully informed about what is happening to resolve problem.	-	-	-	-
<b>PC16.</b> check with your customer to make sure the problem has been resolved to their satisfaction.	-	-	-	-
<b>PC17.</b> give clear reasons to your customer when the problem has not been resolved to their satisfaction.	-	-	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0124
<b>NOS Name</b>	To Provide Information and Advice to Customers
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	0.5
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQC Clearance Date</b>	27/08/2024

## Qualification Pack

### RAS/N0121: To Maintain Health and Safety

#### 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
- Manage waste

#### 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.

##### *Manage waste*

## Qualification Pack

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

- PC15.** follow company procedures in preparing waste for disposal
- PC16.** dispose of waste in ways that are safe and hygienic and that meet legal and company requirements for recycling
- PC17.** follow company procedures for re-useable and recyclable waste materials
- PC18.** follow company procedures to recycle unwanted packaging materials
- PC19.** dispose of food waste in line with company and legal food safety requirements

## Knowledge and Understanding (KU)

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.
- KU15.** why waste must be handled and disposed of correctly
- KU16.** company procedures for recycling packaging waste
- KU17.** legal requirements and the company's procedures for disposing of waste products and recording food disposals
- KU18.** company procedures for recycling packaging waste

## 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



## Qualification Pack

- 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify and report accidents and emergencies</i>	<b>15</b>	<b>15</b>	-	-
<b>PC1.</b> notice and correctly identify accidents and emergencies.	2.5	2.5	-	-
<b>PC2.</b> get help promptly and in the most suitable way.	2.5	2.5	-	-
<b>PC3.</b> follow company policy and procedures for preventing further injury while waiting for help to arrive.	2.5	2.5	-	-
<b>PC4.</b> act within the limits of his/her responsibility and authority when accidents and emergencies arise.	2.5	2.5	-	-
<b>PC5.</b> promptly follow instructions given by senior staff and the emergency services.	5	5	-	-
<i>Protect health and safety as you work</i>	<b>10</b>	<b>10</b>	-	-
<b>PC6.</b> follow company procedures and legal requirements for reducing health and safety risks as far as possible while working.	2.5	2.5	-	-
<b>PC7.</b> use safety equipment correctly and in the right situations.	2.5	2.5	-	-
<b>PC8.</b> get advice and help from the right people when he/she concerned about his ability to work safely.	2.5	2.5	-	-
<b>PC9.</b> take suitable safety measures before lifting to protect himself/herself and other people.	2.5	2.5	-	-
<i>Lift and handle goods safely</i>	<b>12.5</b>	<b>12.5</b>	-	-
<b>PC10.</b> use approved lifting and handling techniques.	2.5	2.5	-	-
<b>PC11.</b> check that any equipment he/she needs to use is fit for use.	2.5	2.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> use lifting and handling equipment in line with company guidelines and manufacturers instructions.	2.5	2.5	-	-
<b>PC13.</b> plan a safe and efficient route for moving goods.	2.5	2.5	-	-
<b>PC14.</b> 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	-	-
<i>Manage waste</i>	<b>12.5</b>	<b>12.5</b>	-	-
<b>PC15.</b> follow company procedures in preparing waste for disposal	2.5	2.5	-	-
<b>PC16.</b> dispose of waste in ways that are safe and hygienic and that meet legal and company requirements for recycling	2.5	2.5	-	-
<b>PC17.</b> follow company procedures for re-useable and recyclable waste materials	2.5	2.5	-	-
<b>PC18.</b> follow company procedures to recycle unwanted packaging materials	2.5	2.5	-	-
<b>PC19.</b> dispose of food waste in line with company and legal food safety requirements	2.5	2.5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0121
<b>NOS Name</b>	To Maintain Health and Safety
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	0.5
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQC Clearance Date</b>	27/08/2024

## Qualification Pack

### RAS/N0137: To work effectively in a retail team

#### Description

This OS describes the skills and knowledge required to work effectively within and with teams across a Retail environment

#### Scope

The scope covers the following :

- Support the work team
- Maintain personal presentation
- Develop effective work habits
- Review changes that promote continuous improvement in customer service

#### Elements and Performance Criteria

##### *Support the work team*

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

- PC1.** display courteous and helpful behaviour at all times
- PC2.** take opportunities to enhance the level of assistance offered to colleagues
- PC3.** meet all reasonable requests for assistance within acceptable workplace timeframes
- PC4.** complete allocated tasks as required
- PC5.** seek assistance when difficulties arise
- PC6.** use questioning techniques to clarify instructions or responsibilities
- PC7.** identify and display a non discriminatory attitude in all contacts with customers and other staff members

##### *Maintain personal presentation*

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

- PC8.** observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact
- PC9.** follow personal hygiene procedures according to organisational policy and relevant legislation

##### *Develop effective work habits*

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

- PC10.** interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task

##### *Review changes that promote continuous improvement in customer service*

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

- PC11.** interpret, confirm and act on legal requirements in regard to anti- discrimination, sexual harassment and bullying
- PC12.** ask questions to seek and clarify workplace information
- PC13.** plan and organise daily work routine within the scope of the job role

## Qualification Pack

**PC14.** prioritise and complete tasks according to required timeframes

**PC15.** identify work and personal priorities and achieve a balance between competing priorities

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** the policies and procedures relating to the job role

**KU2.** the value system of the organisation

**KU3.** employee rights and obligations

**KU4.** the reporting hierarchy and escalation matrix

**KU5.** ask questions to identify and confirm requirements

**KU6.** follow routine instructions through clear and direct communication

**KU7.** use language and concepts appropriate to cultural differences

**KU8.** use and interpret non-verbal communication

**KU9.** the scope of information or materials required within the parameters of the job role

**KU10.** the consequences of poor team participation on job outcomes

**KU11.** work health and safety requirements

### Generic Skills (GS)

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

**GS1.** complete workplace documentation accurately

**GS2.** read and interpret workplace documentation

**GS3.** read and interpret organisational policies and procedures

**GS4.** follow instructions accurately

**GS5.** use gestures or simple words to communicate where language barriers exist

**GS6.** use questioning to minimise misunderstandings

**GS7.** display courteous and helpful behaviour at all times

**GS8.** plan and schedule time personal management

**GS9.** build relationships with internal and external team members

**GS10.** respond to ambiguity in directions and instructions

**GS11.** respond to breakdown in relationships within the team

**GS12.** respond to breakdowns in communications with other teams

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support the work team</i>	<b>22.5</b>	<b>22.5</b>	-	-
<b>PC1.</b> display courteous and helpful behaviour at all times	5	5	-	-
<b>PC2.</b> take opportunities to enhance the level of assistance offered to colleagues	2.5	2.5	-	-
<b>PC3.</b> meet all reasonable requests for assistance within acceptable workplace timeframes	2.5	2.5	-	-
<b>PC4.</b> complete allocated tasks as required	2.5	2.5	-	-
<b>PC5.</b> seek assistance when difficulties arise	2.5	2.5	-	-
<b>PC6.</b> use questioning techniques to clarify instructions or responsibilities	5	5	-	-
<b>PC7.</b> identify and display a non discriminatory attitude in all contacts with customers and other staff members	2.5	2.5	-	-
<i>Maintain personal presentation</i>	<b>5</b>	<b>5</b>	-	-
<b>PC8.</b> observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact	2.5	2.5	-	-
<b>PC9.</b> follow personal hygiene procedures according to organisational policy and relevant legislation	2.5	2.5	-	-
<i>Develop effective work habits</i>	<b>5</b>	<b>5</b>	-	-
<b>PC10.</b> interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task	5	5	-	-
<i>Review changes that promote continuous improvement in customer service</i>	<b>17.5</b>	<b>17.5</b>	-	-
<b>PC11.</b> interpret, confirm and act on legal requirements in regard to anti- discrimination, sexual harassment and bullying	2.5	2.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> ask questions to seek and clarify workplace information	5	5	-	-
<b>PC13.</b> plan and organise daily work routine within the scope of the job role	5	5	-	-
<b>PC14.</b> prioritise and complete tasks according to required timeframes	2.5	2.5	-	-
<b>PC15.</b> identify work and personal priorities and achieve a balance between competing priorities	2.5	2.5	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0137
<b>NOS Name</b>	To work effectively in a retail team
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	0.5
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQC Clearance Date</b>	27/08/2024

## Qualification Pack

### RAS/N0138: To work effectively in an organisation

#### Description

This OS describes the skills and knowledge required to work effectively in an organisation

#### Scope

The scope covers the following :

- Support effective team working
- Help plan and organise own learning
- Help others learn

#### Elements and Performance Criteria

##### *Support effective team working*

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

- PC1.** share work fairly with colleagues, taking account of own and others preferences, skills and time available
- PC2.** make realistic commitments to colleagues and do what has been promised
- PC3.** let colleagues know promptly if he/she will not be able to do what has been promised and suggest suitable alternatives
- PC4.** encourage and support colleagues when working conditions are difficult
- PC5.** encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect
- PC6.** follow the companys health and safety procedures while working
- PC7.** adapt appropriate behaviour and communication standards with colleagues and customers of different Gender
- PC8.** adapt behaviour that is appropriate with customers, colleagues and stakeholders with disability
- PC9.** select the most appropriate method of communication to suit the gender, age and culture of the colleague or customer
- PC10.** respond to people with disabilities in a manner that upholds their self-respect

##### *Help plan and organise own learning*

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

- PC11.** discuss and agree with the right people goals that are relevant, realistic and clear
- PC12.** identify the knowledge and skills needed to achieve his/her goals
- PC13.** agree action points and deadlines that are realistic, taking account of past learning experiences and the time and resources available for learning
- PC14.** regularly check his/her progress and, when necessary, change the way of working
- PC15.** ask for feedback on his/her progress from those in a position to give it, and use their feedback to improve his/her performance

##### *Help others learn*

## Qualification Pack

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

- PC16.** encourage colleagues to ask him/her for work-related information or advice that he/she is likely to be able to provide
- PC17.** notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice
- PC18.** give clear, accurate and relevant information and advice relating to tasks and procedures
- PC19.** explain and demonstrate procedures clearly, accurately and in a logical sequence
- PC20.** encourage colleagues to ask questions if they don't understand the information and advice given to them
- PC21.** give colleagues opportunities to practice new skills, and give constructive feedback
- PC22.** check that health, safety and security are not compromised when helping others to learn
- PC23.** provide equal learning opportunities to colleagues across different genders
- PC24.** adapt appropriate style and techniques of training while delivering training and coaching to people with disability

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** team's purpose, aims and targets
- KU2.** responsibility for contributing to the team's success
- KU3.** colleagues' roles and main responsibilities
- KU4.** the importance of sharing work fairly with colleagues
- KU5.** the factors that can affect own and colleagues' willingness to carry out work, including skills and existing workload
- KU6.** the importance of being a reliable team member
- KU7.** factors to take account of when making commitments, including your existing workload and the degree to which interruptions and changes of plan are within your control
- KU8.** the importance of maintaining team morale, the circumstances when morale is likely to flag, and the kinds of encouragement and support that are likely to be valued by colleagues
- KU9.** the importance of good working relations, and techniques for removing tension between colleagues
- KU10.** the importance of following the company's policies and procedures for health and safety, including setting a good example to colleagues
- KU11.** who can help set goals, help plan your learning, and give you feedback about your progress
- KU12.** identify the knowledge and skills he/she will need to achieve his/her goals
- KU13.** methods to check his/her progress
- KU14.** methods used to adjust plans as needed to meet goals
- KU15.** methods to ask for feedback on progress
- KU16.** importance of responding positively
- KU17.** need to help others to learn in the workplace
- KU18.** skills and knowledge he / she can share with others

## Qualification Pack

- KU19.** health, safety and security risks that are likely to arise when people are learning on the job, and how to reduce these risks
- KU20.** organisation's standards and policies on gender equality
- KU21.** communication methods used to respond in a gender neutral manner organisation's policies and operating procedures with respect to customers and colleagues with disability

## Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support effective team working</i>	<b>15</b>	<b>15</b>	-	-
<b>PC1.</b> share work fairly with colleagues, taking account of own and others preferences, skills and time available	2	2	-	-
<b>PC2.</b> make realistic commitments to colleagues and do what has been promised	2	2	-	-
<b>PC3.</b> let colleagues know promptly if he/she will not be able to do what has been promised and suggest suitable alternatives	2	2	-	-
<b>PC4.</b> encourage and support colleagues when working conditions are difficult	2	2	-	-
<b>PC5.</b> encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect	2	2	-	-
<b>PC6.</b> follow the companys health and safety procedures while working	1	1	-	-
<b>PC7.</b> adapt appropriate behaviour and communication standards with colleagues and customers of different Gender	1	1	-	-
<b>PC8.</b> adapt behaviour that is appropriate with customers, colleagues and stakeholders with disability	1	1	-	-
<b>PC9.</b> select the most appropriate method of communication to suit the gender, age and culture of the colleague or customer	1	1	-	-
<b>PC10.</b> respond to people with disabilities in a manner that upholds their self-respect	1	1	-	-
<i>Help plan and organise own learning</i>	<b>12.5</b>	<b>12.5</b>	-	-
<b>PC11.</b> discuss and agree with the right people goals that are relevant, realistic and clear	2.5	2.5	-	-
<b>PC12.</b> identify the knowledge and skills needed to achieve his/her goals	2.5	2.5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> agree action points and deadlines that are realistic, taking account of past learning experiences and the time and resources available for learning	2.5	2.5	-	-
<b>PC14.</b> regularly check his/her progress and, when necessary, change the way of working	2.5	2.5	-	-
<b>PC15.</b> ask for feedback on his/her progress from those in a position to give it, and use their feedback to improve his/her performance	2.5	2.5	-	-
<i>Help others learn</i>	<b>22.5</b>	<b>22.5</b>	-	-
<b>PC16.</b> encourage colleagues to ask him/her for work-related information or advice that he/she is likely to be able to provide	2.5	2.5	-	-
<b>PC17.</b> notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice	2.5	2.5	-	-
<b>PC18.</b> give clear, accurate and relevant information and advice relating to tasks and procedures	5	5	-	-
<b>PC19.</b> explain and demonstrate procedures clearly, accurately and in a logical sequence	2.5	2.5	-	-
<b>PC20.</b> encourage colleagues to ask questions if they don't understand the information and advice given to them	2.5	2.5	-	-
<b>PC21.</b> give colleagues opportunities to practice new skills, and give constructive feedback	2.5	2.5	-	-
<b>PC22.</b> check that health, safety and security are not compromised when helping others to learn	2	2	-	-
<b>PC23.</b> provide equal learning opportunities to colleagues across different genders	2	2	-	-
<b>PC24.</b> adapt appropriate style and techniques of training while delivering training and coaching to people with disability	1	1	-	-
<b>NOS Total</b>	<b>50</b>	<b>50</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0138
<b>NOS Name</b>	To work effectively in an organisation
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Operations
<b>Occupation</b>	Store Operations
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	5.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQ Clearance Date</b>	27/08/2024

## Qualification Pack

### DGT/VSQ/N0102: Employability Skills (60 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
- Career Development & Goal Setting
- 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.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

##### *Constitutional values - Citizenship*

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

##### *Basic English Skills*

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

## Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

### *Communication Skills*

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

### *Entrepreneurship*

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

## Qualification Pack

**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**PC29.** create a professional Curriculum vitae (Résumé)

**PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

**PC31.** apply to identified job openings using offline /online methods as per requirement

**PC32.** answer questions politely, with clarity and confidence, during recruitment and selection

**PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills and different learning and employability related portals

**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 English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

**KU6.** importance of career development and setting long- and short-term goals

**KU7.** about effective communication

**KU8.** POSH Act

**KU9.** Gender sensitivity and inclusivity

**KU10.** different types of financial institutes, products, and services

**KU11.** how to compute income and expenditure

**KU12.** importance of maintaining safety and security in offline and online financial transactions

**KU13.** different legal rights and laws

**KU14.** different types of digital devices and the procedure to operate them safely and securely

**KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

**KU18.** how to apply for a job and prepare for an interview

**KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

**GS1.** read and write different types of documents/instructions/correspondence

**GS2.** communicate effectively using appropriate language in formal and informal settings



## Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> use basic features of word processor, spreadsheets, and presentations	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	22/09/2022
<b>Next Review Date</b>	22/09/2025
<b>NSQC Clearance Date</b>	22/09/2022

## 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.

## Qualification Pack

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.To receive and store goods in retail operations	50	50	-	-	100	15
RAS/N0102.To deliver products to customers	50	50	-	-	100	15
RAS/N0112.To process customer orders for goods	50	50	-	-	100	12
RAS/N0116.To process cash and credit transactions	50	50	-	-	100	12
RAS/N0117.To process returned goods	50	50	-	-	100	12
RAS/N0124.To Provide Information and Advice to Customers	50	50	-	-	100	7
RAS/N0121.To Maintain Health and Safety	50	50	-	-	100	7
RAS/N0137.To work effectively in a retail team	50	50	-	-	100	7
RAS/N0138.To work effectively in an organisation	50	50	-	-	100	7
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	6



### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
<b>Total</b>	<b>470</b>	<b>480</b>	<b>-</b>	<b>-</b>	<b>950</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.
<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.

## Qualification Pack

<b>National Occupational Standard</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.
<b>Knowledge and Understanding</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.