

# **NATIONAL SKILL QUALIFICATION FRAMEWORK QUALIFICATION FILE**

Version 6: Draft of 01 September 2016

## **CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE**

### **Name and address of submitting body:**

Retailers Association's Skill Council of India  
A-703/704, Sagar Tech Plaza,  
7th floor, Andheri Kurla Road,  
Sakinaka, Andheri (east), Mumbai – 400 072

### **Name and contact details of individual dealing with the submission**

**Name:** Mr. James Raphael

**Position in the organisation:** Executive Head

**Address if different from above:** Same as above

**Tel number(s):** +91 22 40058210-5; Ext. 17

**E-mail address:** james.rafael@rasci.in

### **List of documents submitted in support of the Qualifications File**

1. Qualifications Pack
2. Industry Validations letters
3. Industry Endorsement tracker
4. Integrated Occupational Map
5. Summary Sheet
6. Sector Profiling

## India-EU Skills Development project: Qualification File

### SUMMARY

<b>Qualification Title</b>	Multi-outlet Retailer/Network Builder
<b>Qualification Code</b>	RAS/Q 0203
<b>Nature and purpose of the qualification</b>	<p>Nature of the qualification</p> <ul style="list-style-type: none"> <li>- a Qualification Pack (QP)</li> </ul> <p>The main purpose of the qualification</p> <ul style="list-style-type: none"> <li>- to get unemployed people into work</li> <li>- to upgrade the skills of people already in work</li> <li>- to give people with vocational/professional skills access to higher education courses</li> </ul>
<b>Body/bodies which will award the qualification</b>	RASCI
<b>Body which will accredit providers to offer courses leading to the qualification</b>	RASCI
<b>Body/bodies which will carry out assessment of learners</b>	RASCI affiliated assessing agencies having assessor capability for the QP
<b>Occupation(s) to which the qualification gives access</b>	Consumer Sales
<b>Licensing requirements</b>	N/A
<b>Level of the qualification in the NSQF</b>	Level 6
<b>Anticipated volume of training/learning required to complete the qualification</b>	350 hours
<b>Entry requirements and/or recommendations</b>	10 <sup>th</sup> Standard Pass, preferably
<b>Progression from the qualification</b>	Multichannel Retailer/Network Consolidator
<b>Planned arrangements for the Recognition of Prior learning (RPL)</b>	<p>The RPL process will be aligned to RPL guidelines comprising of below steps:</p> <ol style="list-style-type: none"> <li>1. Mobilization process to be undertaken by Agency identified by SSC as per scheme guidelines</li> <li>2. Counselling &amp; Pre-screening of candidates to be conducted as per SSC defined pre-screening criteria</li> <li>3. Orientation of enrolled candidates by certified Trainers as per scheme guidelines</li> <li>4. Final Assessment to be conducted by certified assessors of SSC affiliated Assessment Agency</li> <li>5. Certification to be done as per scheme Guidelines by SSC</li> </ol>
<b>International</b>	NA

**comparability where known****Date of planned review of the qualification.** 1st August 2019**Formal structure of the qualification**

<b>Title and identification code of component.</b>	<b>Mandatory/ Optional</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
1. RAS / N0209 Implement legal compliances, policies and procedures	<b>M</b>	<b>40</b>	<b>6</b>
2. RAS / N0215 Manage financial operations through robust accounting systems	<b>M</b>	<b>40</b>	<b>6</b>
3. RAS / N0216 Manage business operations effectively	<b>M</b>	<b>40</b>	<b>6</b>
4. RAS / N0217 Update self and team on products/services being offered by the business	<b>M</b>	<b>40</b>	<b>6</b>
5. RAS / N0211 Conduct market analysis to ensure effective inventory and sales management	<b>M</b>	<b>40</b>	<b>6</b>
6. RAS / N0218 Ensure operational excellence through robust systems and processes	<b>M</b>	<b>40</b>	<b>6</b>
7. RAS / N0219 Drive marketing activities and plan promotion strategies	<b>M</b>	<b>24</b>	<b>6</b>
8. RAS / N0207 Manage customer needs effectively through need identification and strong customer relationship	<b>M</b>	<b>24</b>	<b>6</b>
9. RAS / N0205 Build relationship with vendors/dealers to ensure smooth business operations and increase sales	<b>M</b>	<b>24</b>	<b>6</b>
10. RAS / N0220 Perform manpower planning activity and impart training to staff	<b>M</b>	<b>24</b>	<b>6</b>
11. RAS / N0221 Manage team through demonstration of leadership skills	<b>M</b>	<b>14</b>	<b>6</b>

Please attach any document giving further detail about the structure of the qualification – e.g. a Curriculum Document or a Qualification Pack.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

## **SECTION 1** **ASSESSMENT**

### **Body/Bodies which will carry out assessment:**

RASCI affiliated assessing agencies having assessor capability for the QP –

- Integrated Learning Solutions Pvt Ltd / Wheebox
- Assess People
- Edusharp Finishing School Private Limited
- C&K Management Limited
- Trendsetters Skill Assessors Pvt Ltd
- Induslynk Training Services Pvt Ltd / Mettl
- Sanskriti Skills Pvt Ltd
- Virtual Education Trust
- Test4India
- Ayes Infotech Pvt Ltd
- Multi Skills Assessment Guild (MSAG)
- TalentBridge Technologies Pvt Ltd
- Castle Rock Educational Society
- Eduworld Consultants Pvt Ltd
- Corporate Star Consultants
- Ajooni Skills India Pvt Ltd
- Avanti Bai Lodhi Society
- Eduvantage
- Aspiring Minds
- SEET ( Society for Education and Environmental Training)
- Assess Hub( Five Elements Business Solutions Pvt. Ltd.)
- The Assessor's Guild
- Green Arrows
- Skill Evaluators
- SPIWD
- Proximo Educational Society
- Pratibha Arpan Academy
- Aankalan Audit and Assessment Testing Pvt Ltd
- Unique Education Welfare Society
- PVR Skill Central Pvt Ltd
- Pentagon Consulting
- Khwaspuria Advisory Pvt Ltd
- Indus Edutech Pvt Ltd
- CindreI
- E&E Skill Development and Technologies Pvt. Ltd
- Educe Consultancy
- Base Research
- Sarthak
- New Saraswati Education Society
- Agam Skills
- Skill Quotient
- CEE Vision Technologies Pvt Ltd
- People Employment and Information Institute
- Bluestone Solutions

### **How will RPL assessment be managed and who will carry it out?**

The assessment will be carried out by certified assessors from the pool of Assessment Agencies empaneled by the SSC. Detailed assessment criteria is finalized by the SSC and the same will include assessor profile, technology enabled assessments, past performance of the Assessment Agency and other suitable criteria. Aadhaar number is mandatory for all the assessors and they will be required to present a suitable ID (preferably Aadhaar card and an additional photo ID) at the time of assessments. Video proctoring of assessments will also be promoted.

The Assessor will conduct the Assessments at RPL Centres/worksite site/any designated location via Online/Offline mode on Theory and Practical components of the QP-NOS.

The Assessment Criteria for the Qualification Pack will be 70% cut off.

The Grading Criteria for the Qualification Pack will be:

Grade A: 85% and above

Grade B: 70% to 85%

### **Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.**

Assessment will done by SSC-affiliated assessment agencies. The assessors will be trained & certified by SSC through Training of Assessors program. The emphasis will be on practical demonstration of skills and knowledge based on the performance criteria. The assessment papers are developed by Subject Matter Experts (SME) within the SSC with regular enhancement on need basis, as per the performance and assessment criteria mentioned in the Qualification Pack. The assessment papers are also checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement, etc. The assessment sets are then reviewed by SSC official for consistency.

The assessment results are backed by evidences collected by assessors.

1. The assessor needs to collect a copy of the attendance for the training done under the scheme. The attendance sheets are signed and stamped by the In charge / Head of the Training Centre.

2. The assessor needs to verify the authenticity of the candidates by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form.

3. The assessor needs to punch the trainee's roll number on all the test pieces.

4. The assessor can take a photograph of all the students along with the assessor standing in the middle and with the centre name/banner at the back as evidence.

5. The assessor also needs to carry his/her photo ID card.

The assessment agencies are instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments

The assessment will be done based on the assessment plan which contains the following information:

- What will be assessed: the competency based on each NOS; Theory and Practical components of the QP-NOS
- How assessment will be done: methods of assessment such as online/offline through web proctoring, Paper-pencil test, viva voce, practical
- When the assessment will be done: as per dates indicated by respective partner
- Where the assessment will be done: at the designated sites such as RPL Centre/Employer site/RPL

#### Camps

- The criteria for decision making: those aspects that will guide judgements and where appropriate, any supplementary criteria used to make a judgement on the level of performance; parametric evaluation is done to judge skills based on demonstrated behaviour.

Please attach any documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

## ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

*NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e. Learning Outcomes to be assessed, assessment criteria and the means of assessment.*

**Title of Component: Multi-outlet Retailer/Network Builder**

### CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role** Multi-outlet Retailer/Network Builder

**Qualification Pack** RAS/Q0203

**Sector Skill Council** Retailers Association’s Skill Council of India

#### **Guidelines for Assessment**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

## NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

Assessment Outcomes	Assessment Criteria for Outcomes	Marks Allocation			
		Total Mark	Out Of	Theory	Skills Practical
1. RAS/N0209 (Implement legal compliances, policies and procedures)	PC1. acquire knowledge of local corporations and government bodies that have a bearing on the particular business	<b>100</b>	10	3	7
	PC2. identify corporations and government bodies and the contact persons of the particular corporations and government bodies		5	1.5	3.5
	PC3. build and maintain relationships with the key persons to ensure smooth functioning of business		10	3	7
	PC4. determine key elements of major legal oversight systems affecting business operations follow relevant rules and policies		10	3	7
	PC5. compare various issues affecting different forms of contract and agreements within business operations update self with knowledge to minimise losses and maximise gains		5	1.5	3.5
	PC6. ensure team conformance to the relevant rules and policies for smooth functioning of business	5	1.5	3.5	
	PC7. update self and team with knowledge to minimise losses and maximise gains	5	1.5	3.5	
	PC8. examine legal aspects of financial transactions within business operations	10	3	7	



## NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

	PC9. determine legal requirements for the sale of products and services		10	3	7
	PC10. analyse various methods of regulating patents and trademarks in local business environment		5	1.5	3.5
	PC11. identify and implement policies and procedures to ensure goods are handled, stored and transported safely and according to requirements for dangerous and hazardous materials		10	3	7
	PC12. ensure security checks and balances are conducted and balances to prevent hazards and risks involved in the business process		5	1.5	3.5
	PC13. acquire and impart knowledge to team of ways and means to handle emergencies and mitigate risks		5	1.5	3.5
	PC14. record, store and transfer information according to legislative and business requirements		5	1.5	3.5
		<b>Total</b>	100	30	70
2. RAS/N0215 (Manage financial operations through robust accounting systems)	PC1. observe business policy and procedures in regard to preparation of budget or target figures	<b>100</b>	4	1.2	2.8
	PC2. present proposed budgets or targets accurately and concisely to the concerned stakeholders		4	1.2	2.8
	PC3. negotiate necessary changes to agreed budget allocations if necessary		4	1.2	2.8

## NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

	PC4. monitor income and expenditure and maintain expenditure within budget targets according to business policy		4	1.2	2.8
	PC5. take prompt corrective action where significant deviations from budget occur		4	1.2	2.8
	PC6. enforce budget audit mechanisms and compliance requirements		4	1.2	2.8
	PC7. ensure team ability to conduct basic accounting tasks and creating and maintaining reports		4	1.2	2.8
	PC8. build team ability to analyse sources of profits and causes of losses as reflected in the reports		4	1.2	2.8
	PC9. ensure implementation of checks to prevent monetary losses due to fraudulent activities		4	1.2	2.8
	PC10. monitor and maintain business systems for recording sales figures, revenue, personnel and payroll information, and expenditure		4	1.2	2.8
	PC11. implement cost reduction measures according to business policy and procedures		4	1.2	2.8
	PC12. encourage team members to actively control costs in their areas of responsibility		4	1.2	2.8
	PC13. promptly implement recommendations for improving cost reduction or communicate to the team		4	1.2	2.8
	PC14. make the team understand the business cycle from accounting point of view		4	1.2	2.8

## NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

	PC15. calculate credit amount, credit period, break-even point and payment schedules		4	1.2	2.8
	PC16. define vendor credit cycle to ensure smooth borrowing process		4	1.2	2.8
	PC17. negotiate to arrive at the most profitable vendor relationship for the organization and finalise credit cycle		4	1.2	2.8
	PC18. identify credit sources for business expansion		4	1.2	2.8
	PC19. compare the terms and conditions of sources offering credit		4	1.2	2.8
	PC20. assess risks involved in each of sources be considered		4	1.2	2.8
	PC21. select the suitable credit source		4	1.2	2.8
	PC22. confirm processes for approving trading terms		4	1.2	2.8
	PC23. establish supplier trading terms		4	1.2	2.8
	PC24. finalise business customer/direct customer trading terms		4	1.2	2.8
	PC25. approve trading terms according to business policy and procedures		4	1.2	2.8
		<b>Total</b>	100	30	70
3. RAS/N0216 (Manage business operations effectively)	PC1. ensure awareness of similar businesses	<b>100</b>	5	1.5	3.5
	PC2. conduct SWOT (Strength, Weakness, Opportunities, Threats)		5	1.5	3.5

## NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

	as compared to external market			
	PC3. identify do's and don'ts for the business	5	1.5	3.5
	PC4. identify, assess and prioritize risks	5	1.5	3.5
	PC5. make a short term and long term business plan and express actions for the planned project	5	1.5	3.5
	PC6. define milestones and break them into achievable targets	5	1.5	3.5
	PC7. audit current performance of business to identify opportunities for increased performance	5	1.5	3.5
	PC8. analyse the location, market focus and performance of competitors	5	1.5	3.5
	PC9. identify, cost and budget the resources required to support the implementation of business strategy	5	1.5	3.5
	PC10. communicate the business strategy and individual performance requirements to team members	5	1.5	3.5
	PC11. establish and communicate to stores/business a schedule of visits to oversee and support operations	5	1.5	3.5
	PC12. establish and maintain effective communication and feedback mechanisms to manage performance and inform adjustments to strategy based on changing circumstances	5	1.5	3.5
	PC13. provide effective and actionable advice to staff to ensure	5	1.5	3.5

## NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

	high quality merchandising, stock management and selling				
	PC14. provide direction, advice, resources and support to staff engaged in rolling out promotional and marketing strategies		5	1.5	3.5
	PC15. identify the staffing and skill requirements for the business		5	1.5	3.5
	PC16. manage staff selection in line with organisational and procedures		5	1.5	3.5
	PC17. manage staff performance appraisals according to organisational policies and processes and using standardised instruments		5	1.5	3.5
	PC18. foster staff skill development to lift their individual and team performance		5	1.5	3.5
	PC19. provide motivation and coaching of staff on improved sales, merchandising, planning and stock management processes		5	1.5	3.5
	PC20. identify and manage conflict between individuals according to organisational policies and procedures		5	1.5	3.5
		<b>Total</b>	100	30	70
4. RAS/N0217 (Update self and team on products/services being offered by the business)	PC1. ensure thorough knowledge of products/services involved in the business within the team	<b>100</b>	15	4.5	10.5
	PC2. ensure team is updated on market trends with respect to sales patterns		10	3	7

## NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

	PC3. ensure team knowledge of related products/services and possible		10	3	7
	PC4. explore opportunities with respect to up- selling, cross-selling, expansion of business etc.		15	4.5	10.5
	PC5. incorporate changes in critical processes that effect business		10	3	7
	PC6. improve performance with respect to market trends		10	3	7
	PC7. operate relevant equipment involved in business		10	3	7
	PC8. have knowledge of precautions and maintenance required		10	3	7
	PC9. update self on new technology that can improve efficiencies and reduce risks play a key role in existing key customer engagement		10	3	7
		<b>Total</b>	100	30	70
5. RAS/N0211 (Conduct market analysis to ensure effective inventory and sales management)	PC1. identify target audience/ consumer profile	<b>100</b>	<b>5</b>	1.5	3.5
	PC2. continuously observe and identify buying patterns and analyse sales data to define assortments and modify them as per trends observed		<b>10</b>	3	7
	PC3. be aware of competitors/other players/ substitute products		<b>5</b>	1.5	3.5
	PC4. determine means to		<b>5</b>	1.5	3.5

## NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

	forecast demands on inventory				
	PC5. establish importance to the team for monitoring market trends and technology changes as part of managing inventory demands		<b>5</b>	1.5	3.5
	PC6. assess inventory/procuring capacity as per demand		<b>10</b>	3	7
	PC7. ensure required Inventory is on hand		<b>10</b>	3	7
	PC8. monitor stock levels and maintain at required levels		<b>10</b>	3	7
	PC9. coordinate stocktake or cyclical count		<b>10</b>	3	7
	PC10. assess operational costs		<b>5</b>	1.5	3.5
	PC11. define targets for self and team to achieve business gains		<b>5</b>	1.5	3.5
	PC12. match logistics of delivery to inventory supply requirements		<b>5</b>	1.5	3.5
	PC13. calculate profits and margins		<b>5</b>	1.5	3.5
	PC14. take steps to prevent inventory losses		<b>5</b>	1.5	3.5
	PC15. plan for contingencies in case of stockout		<b>5</b>	1.5	3.5
		<b>Total</b>	100	30	70
6. RAS/N0218 (Ensure Operational excellence through robust systems and processes)	PC1. ensure optimum utilisation of resources in daily operations	<b>100</b>	17	5.1	11.9
	PC2. ensure the required precautions are taken and timely		17	5.1	11.9

## NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

	maintenance is conducted				
	PC3. ensure updations on new technology that can improve efficiencies and reduce risks		15	4.5	10.5
	PC4. ensure team competence on using of equipment/s relevant to business		17	5.1	11.9
	PC5. ensure team competence in manufacturing/selling/servicing of products/services being sold		17	5.1	11.9
	PC6. ensure insurance and safekeeping of all goods and properties involved in the business		17	5.1	11.9
		<b>Total</b>	100	30	70
7. RAS/N0219 (Drive Marketing activities and plan promotion strategies)	PC1. create understanding in team about elements that affect customer satisfaction and affinity	<b>100</b>	15	4.5	10.5
	PC2. design formats that can be used to collect and study appropriate data		12.5	3.75	8.75
	PC3. ensure training of team for collection of market information		12.5	3.75	8.75
	PC4. ensure accurate data is collected and adequately analysed so that relevant data is obtained		15	4.5	10.5
	PC5. identify business needs and designing promotions that work for the same		15	4.5	10.5
	PC6. ensure team is capable of designing promotions that are easily executable and are low on cost with high returns		15	4.5	10.5
	PC7. identify and execute promotions and promotional events to augment sales and		15	4.5	10.5



## NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

	profitability				
		<b>Total</b>	100	30	70
8. RAS/N0207 (Manage customer needs effectively through need identification and strong customer relationships)	PC1. identify target customers	<b>100</b>	<b>10</b>	3	7
	PC2. understand and assess target customer need and desire		<b>10</b>	3	7
	PC3. update self to identify possible options to satisfy customer need		<b>5</b>	3	7
	PC4. present options in an attractive manner that are mutually beneficial in nature		<b>10</b>	3	7
	PC5. establish rapport with customers and express genuine interest to clarify customer requirements and enhance outcomes		<b>10</b>	3	7
	PC6. maximise sales opportunities by use of add-on and complementary sales techniques		<b>5</b>	1.5	3.5
	PC7. provide customer with detailed information about the product/service		<b>10</b>	3	7
	PC8. build relationships with customers to generate referrals		<b>5</b>	1.5	3.5
	PC9. take feedback to improvise to increase business returns and reach		<b>5</b>	1.5	3.5
	PC10. manage on time delivery service fulfilment		<b>10</b>	3	7

## NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

	PC11. implement customer loyalty programs like vouchers, promotions		<b>5</b>	1.5	3.5
	PC12. plan and implement Sales presentations		<b>5</b>	1.5	3.5
	PC13. acknowledge customer complaints and problems and reassuringly support difficult customers to produce positive outcome		<b>10</b>	3	7
		<b>Total</b>	100	30	70
9. RAS/N0205  (Build relationship with vendors/dealers to ensure smooth business operations and increase sales)	PC1. communicate clearly in the required local language	<b>100</b>	<b>12</b>	3.6	8.4
	PC2. articulate clearly and coherently		<b>7</b>	2.1	4.9
	PC3. respond appropriately		<b>7</b>	2.1	4.9
	PC4. identify where to get help and information from		<b>12</b>	3.6	8.4
	PC5. understand what is required from specific vendors		<b>12</b>	3.6	8.4
	PC6. express need clearly and get into workable relationship with vendor/s		<b>7</b>	2.1	4.9
	PC7. negotiate with vendors for better deal		<b>12</b>	3.6	8.4
	PC8. ensure proper contracting with vendors		<b>12</b>	3.6	8.4
	PC9. ensure minimization of possible risks and losses in vendor relationships		<b>12</b>	3.6	8.4

## NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

	PC10. share and gather best practices and maintain cordial relationships		7	2.1	4.9	
		<b>Total</b>	100	30	70	
10. RAS/N0220  (Perform manpower planning activity and impart training to staff)	PC1. enable team to understand how to assess manpower requirement	<b>100</b>	14	4.2	9.8	
	PC2. identify most effective and cost efficient options for sourcing resources		14	4.2	9.8	
	PC3. ensure that business efficiencies are ensured with the help of appropriate resources at appropriate positions in the organisation		8	2.4	5.6	
	PC4. ensure proper assessment of staff training needs as per business needs and also as suggested by managers and employees themselves		14	4.2	9.8	
	PC5. ensure training as per legal obligations		11	3.3	7.7	
	PC6. ensure benefits package that fits employees' needs		14	4.2	9.8	
	PC7. ensure contests and incentives to help keep workers motivated and feeling rewarded		11	3.3	7.7	
	PC8. ensure promotion from within whenever possible		14	4.2	9.8	
			<b>Total</b>	100	30	70
11. RAS/N0221  (Manage team through demonstration of	PC1. assess performance of staff in correlation with needs of both the individual and the organization		<b>100</b>	10	3	7

## NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

leadership skills)					
	PC2. ensure assessment of performance as well as potential for development		10	3	7
	PC3. analyse data so as to lead to appropriate person-task matching		10	3	7
	PC4. provide objective feedback to help improve team performance		10	3	7
	PC5. ensure fair and unbiased feedback so that deserving employees profit from the system		9	2.7	6.3
	PC6. define the core values of your organization		8	2.4	5.6
	PC7. define what your team will aspire to become or achieve as long-term goals		8	2.4	5.6
	PC8. communicate the organization's vision clearly and repeatedly such that all employees understand what work needs to be done and why is it critical in the overall effort		8	2.4	5.6
	PC9. explore opportunities and create solutions to face uncertainties		9	2.7	6.3
	PC10. keep self-updated to be able to expand business in other fields/line of business as desired		9	2.7	6.3
	PC11. improvise methods so as to improve efficiencies		9	2.7	6.3
		<b>Total</b>	100	30	70

# NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

## **Means of assessment 1**

Assessment tools used to judge performance and knowledge are given below;

Theory component will be assessed through Online / Offline Written test e.g. Paper-Pencil Test based on Multiple Choice Questions (MCQ)

Practical component will be assessed through Viva Voce, Role Plays

## **Means of assessment 2**

**Pass/Fail**

# **NSQF QUALIFICATION FILE**

Version 6: Draft of 01 September 2016

## **SECTION 2**

### **EVIDENCE OF LEVEL**

**Awarding bodies will enter a proposed NSQF level for the qualification in the Qualification File Summary. This section asks for the evidence on which that proposal is based. The evidence must refer to the level descriptors of the NSQF.**

NSDA recommends an approach to working out the level of qualifications which starts with the level descriptor domains (Process, Professional knowledge, Professional skill, Core skill and Responsibility: see annex A). Two variants for providing the evidence of level are offered here: Option A and Option B in the following pages. Awarding bodies should choose the option which best suits the qualification.

# NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

## OPTION A

Title/Name of qualification/component: Multi-outlet Retailer/Network Builder		Level: 6	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	Certified across any NSQF level 5 role or 1 year experience in any NSQF level 5 role	The Job holder is expected to carry out wide range of specialized technical skill, clarity of knowledge and practice in broad range of activity involving standard/non-standard practices Considering the outcomes, the job role is pegged at level 06.	6
Professional knowledge	The individual should be preferably 5 <sup>th</sup> standard pass	The job holder is expected to have product and service knowledge and update team with the same, update self and team on handling of goods/equipment's, understand production risks involved, understand market data and its analysis and ability to assess manpower requirement. Hence, considering the type of knowledge, the job holder can be placed at level 06	6
Professional skill	The individual should be a keen learner and an executor	The job holder is expected to exhibit effective team management, networking skills and leadership skills. Hence, considering the type of skill, the job holder can be placed at level 06	6
Core skill	The individual is expected to basic level knowledge of communication skill, knowledge of tools & equipment's and products & services the organization offers	The job holder is expected to exhibit written and oral communication skills, with the minimum level of clarity expected. Considering these outcomes the job holder can be placed at level 06	6
Responsibility	The individual is responsible to conduct day-to-day business operations of own' s business	The job holder is expected to liaison and interact with various stakeholders to ensure smooth conduct of business, ensure implementation of security procedures, raise additional funds for business expansion, reduce business risk, ensure business excellence, build strong networks, assess manpower requirement and train staff on products/services relevant to business. Considering these responsibilities the job holder can be placed at level 06	6

## India-EU Skills Development project: Qualification File

### **SECTION 3** **EVIDENCE OF NEED**

**What evidence is there that the qualification is needed?**

Please refer to the attached list of job roles and occupations as per the attachment and their career paths as per Annexure 1, which have been derived through extensive industry interactions with representatives from different organizations all over the country. Research was conducted in the Retail sector to capture revenue and manpower requirement estimates till 2018. The details of statistics and research analysis are provided separately as a research analysis report.

**What is the estimated uptake of this qualification and what is the basis of this estimate?**

The increase in manpower requirements (as per projections) from 2015 to 2018 is approx. seven times for the retail sector. All the numbers are provided in research analysis study

**What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?**

The qualification discussed above is checked for any duplication across sectors. Given the qualification is niche to retail sector, there is no duplication or pre-existing similar qualifications

**What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?**

The comments, feedback and suggestions were collected through interaction with industry as the Industry would have first-hand information about the deliverables and competencies required for the job role. In a similar manner, the same will be compiled and justifiable changes will be incorporated in the next/updated version of the QP. This QP is set to be reviewed on 1<sup>st</sup> August 2019.

Please attach any documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.



# NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

## **SECTION 4** **EVIDENCE OF PROGRESSION**

**What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?**

1. Discussing the growth trajectory within each occupation after studying organisational charts of various industry players across small, medium and large scale organizations.
2. Exploring various lateral career opportunities for the discussed qualification
3. Ensuring that there is a clear role up in terms of performance criteria qualification experience and skill requirement from lower NSQF Level to higher levels in the hierarchy.

Please refer to attached career path as per annexure 1 which clearly defines the career path.

Please attach any documents giving further information about any of the topics above.

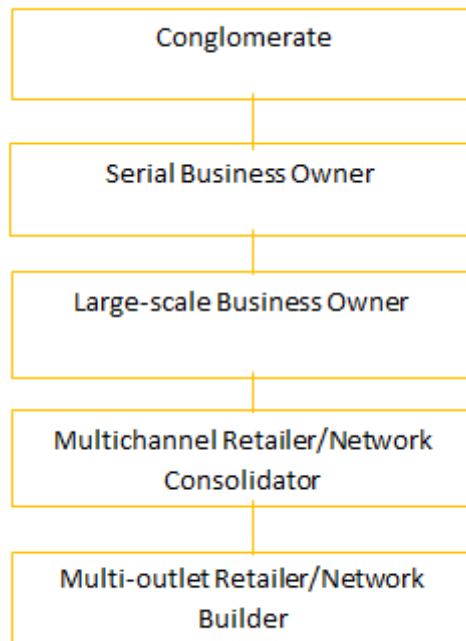
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. Career Map of Multi-outlet Retailer/Network Builder - Annexure 1
2. QP RAS/Q0203- Annexure 2

# NSQF QUALIFICATION FILE

Version 6: Draft of 01 September 2016

## Annexure 1: Career Map



## Annexure 2: QP RAS/Q0203