

# **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>	Multichannel Retailer/Network Consolidator
<b>Qualification Code</b>	RAS/Q 0204
<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 7
<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>	Large-scale Business Owner
<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</li> </ol>

	<p>scheme guidelines</p> <p>4. Final Assessment to be conducted by certified assessors of SSC affiliated Assessment Agency</p> <p>5. Certification to be done as per scheme Guidelines by SSC</p>
<b>International comparability where known</b>	NA
<b>Date of planned review of the qualification.</b>	1st August 2019

<b>Formal structure of the qualification</b>			
<b>Title and identification code of component.</b>	<b>Mandatory/ Optional</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
1. RAS / N0222 Establish legal, statutory and risk management requirements for business	<b>M</b>	<b>50</b>	<b>7</b>
2. RAS / N0215 Manage financial operations through robust accounting systems	<b>M</b>	<b>50</b>	<b>7</b>
3. RAS / N0223 Manage business to achieve operational excellence	<b>M</b>	<b>50</b>	<b>7</b>
4. RAS / N0224 Ensure product, pricing and promotions are in harmony to augment sales and profitability	<b>M</b>	<b>50</b>	<b>7</b>
5. RAS / N0225 Effectively manage customer experience	<b>M</b>	<b>50</b>	<b>7</b>
6. RAS / N0226 Manage human resources	<b>M</b>	<b>50</b>	<b>7</b>
7. RAS / N0227 Demonstrate leadership behaviour to achieve organizational objectives	<b>M</b>	<b>22</b>	<b>7</b>
8. RAS / N0228 Operate within ethical business environment	<b>M</b>	<b>14</b>	<b>7</b>
9. RAS / N0229 Fulfil duties and obligations towards the society	<b>M</b>	<b>14</b>	<b>7</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: Multichannel Retailer/Network Consolidator**

### CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role** Multichannel Retailer/Network Consolidator

**Qualification Pack** RAS/Q0204

**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 08 June 2016

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Mark	Out Of	Theory	Skills Practical
1. RAS/N0222 (Establish legal, statutory and risk management requirements for business)	PC1. examine legal options for the most suitable type of business structure	<b>100</b>	4	1.2	2.8
	PC2. investigate legal rights and responsibilities of the business to ensure business is adequately protected under legal and legislative provisions		4	1.2	2.8
	PC3. confer with relevant business partners, business principles, franchisors and funders to inform final decision regarding business structure		4	1.2	2.8
	PC4. seek legal and accounting expertise as required to inform final decision regarding business structure		4	1.2	2.8
	PC5. liaison with key officials of local corporations and government bodies that have a bearing on the particular business		6	1.8	4.2
	PC6. build and maintain relationships with the key persons to ensure smooth functioning of business		4	1.2	2.8
	PC7. secure information on purchase rights to products and services and ensure full understanding of their implications		4	1.2	2.8
	PC8. establish cost of procurement rights to products and services, including ongoing financial		4	1.2	2.8



## NSQF QUALIFICATION FILE

Version 6: Draft of 08 June 2016

	planning				
	PC9. determine brand ownership and protection rights		4	1.2	2.8
	PC10. secure contractual procurement rights to provide optimal conditions for procurement of products and services		4	1.2	2.8
	PC11. ensure that shops, establishments and production unit follow policies and procedures that have a bearing on the business		6	1.8	4.2
	PC12. ensure recording of errors and exceptions and conduct personal checks on such records to reduce such instances		4	1.2	2.8
	PC13. gain knowledge to minimise losses and maximise gains by ensuring quality of goods		6	1.8	4.2
	PC14. determine legal rules relating to ownership of assets and intellectual property		4	1.2	2.8
	PC15. apply legal rules relating to the transfer of risk		4	1.2	2.8
	PC16. design and issue warranties in compliance with relevant legislation		4	1.2	2.8
	PC17. ensure insurance for business operations and products complies with relevant legislation		4	1.2	2.8
	PC18. determine legal remedies and enforcement options available for the resolution of disputes		4	1.2	2.8
	PC19. ensure implementation of processes involved in the business		4	1.2	2.8

## NSQF QUALIFICATION FILE

Version 6: Draft of 08 June 2016

	PC20. ensure checks and balances to prevent hazards and risks involved in the process		4	1.2	2.8
	PC21. ensure implementation of procedures to handle emergencies and mitigate risks		4	1.2	2.8
	PC22. ensure team's awareness about possible fraudulent activities		4	1.2	2.8
	PC23. ensure implementation and improvement of processes to minimise losses due to errors and fraudulent activities		6	1.8	4.2
		<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
	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

## NSQF QUALIFICATION FILE

Version 6: Draft of 08 June 2016

	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
	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

## NSQF QUALIFICATION FILE

Version 6: Draft of 08 June 2016

	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/N0223 (Manage Business to achieve operational excellence)	PC1. be updated on knowledge of similar businesses	<b>100</b>	5	1.5	3.5
	PC2. get team to collect and compile relevant market data needed to plan business offerings		5	1.5	3.5
	PC3. analyse compiled market data to identify need and plan assortment accordingly		5	1.5	3.5
	PC4. ensure effective inventory management with implementation of re-order quantity and lead time as defined in-store/organization processes		5	1.5	3.5
	PC5. minimise losses from ageing/damaged/expired stock		5	1.5	3.5
	PC6. assess operational costs and set targets and sales figures to maximise profits		5	1.5	3.5

## NSQF QUALIFICATION FILE

Version 6: Draft of 08 June 2016

	PC7. negotiate and generate credit from vendors/suppliers		5	1.5	3.5
	PC8. plan for contingencies in case of deviations		5	1.5	3.5
	PC9. ensure optimum utilisation of resources in daily operations		5	1.5	3.5
	PC10. ensure the required precautions taken and timely maintenance of equipment		5	1.5	3.5
	PC11. ensure team updations on new technology that can improve efficiencies and reduce risks		5	1.5	3.5
	PC12. ensure team competence on using of equipment relevant to business		5	1.5	3.5
	PC13. ensure insurance and safekeeping of all goods and properties involved in the business		5	1.5	3.5
	PC14. identify technologies relevant to e-commerce solutions		5	1.5	3.5
	PC15. determine capabilities and limitations of the internet		5	1.5	3.5
	PC16. determine impact and use of websites		5	1.5	3.5
	PC17. evaluate e-commerce solutions for compliance to business outcomes and customer requirements		5	1.5	3.5
	PC18. monitor ecommerce system for ability to meet peak demands		5	1.5	3.5
	PC19. collect and review strategic data on ongoing effectiveness of e-commerce solutions		5	1.5	3.5
	PC20. undertake modifications or customisation of e commerce systems to meet changing internal		5	1.5	3.5

# NSQF QUALIFICATION FILE

Version 6: Draft of 08 June 2016

	or external customer demands				
		<b>Total</b>	100	30	70
4. RAS/N0224 (Ensure product, pricing and promotions are in harmony to augment sales and profitability)	PC1. identify target audience/ consumer profile	<b>100</b>	4	1.2	2.8
	PC2. continuously observe and identify buying patterns and analyse sales data to define assortments and modify them as per trends observed		4	1.2	2.8
	PC3. be aware of competitors/other players/ substitute products		4	1.2	2.8
	PC4. determine means to forecast demands on inventory		3	1	2
	PC5. establish importance to the team for monitoring market trends and technology changes as part of managing inventory demands		3	1	2
	PC6. assess inventory/procuring capacity and ensure required Inventory is on hand as per demand		4	1.2	2.8
	PC7. coordinate stocktake or cyclical count and monitor stock levels and maintain at required levels		4	1.2	2.8
	PC8. calculate and assess operational costs, profits and margins		4	1.2	2.8
	PC9. define targets for self and team to achieve business gains		4	1.2	2.8

## NSQF QUALIFICATION FILE

Version 6: Draft of 08 June 2016

	PC10. match logistics of delivery to inventory supply requirements		4	1.2	2.8
	PC11. take steps to prevent inventory losses and plan for contingencies in case of stockout		4	1.2	2.8
	PC12. ensure thorough knowledge of product/s involved in the business within the team		4	1.2	2.8
	PC13. ensure team updations on market trend with respect to sales patterns of related products		4	1.2	2.8
	PC14. ensure team knowledge of related products and possible opportunities with respect to up-selling, cross selling, expansion of business etc.		4	1.2	2.8
	PC15. ensure quality check of products/services to maintain quality and conform to statutory quality requirements		4	1.2	2.8
	PC16. analyse addition/deletion of product lines to maximise profits and minimise losses		4	1.2	2.8
	PC17. identify the most effective channels of promotions for the target group and achieve maximum success by getting relevant promotional events executed		4	1.2	2.8
	PC18. optimise the use of social media to achieve maximum reach and penetration		3	1	2
	PC19. establish strategic fit of brand online features with business purpose		4	1.2	2.8
	PC20. integrate online and other brand management strategies		4	1.2	2.8
	PC21. determine online consumer attitudes to brand		4	1.2	2.8

# NSQF QUALIFICATION FILE

Version 6: Draft of 08 June 2016

	PC22. determine comparative advantage of brand over competitors in an online environment		4	1.2	2.8
	PC23. determine methods to communicate the brand in an online platform		4	1.2	2.8
	PC24. set indicators for measuring ongoing brand value and success		3	1	2
	PC25. ensure team competence in selling/servicing of products/services being sold at optimum costs and with minimum wastages/losses		4	1.2	2.8
	PC26. price products to achieve organisation goals and enhance profitability		4	1.2	2.8
		<b>Total</b>	100	30	70
5. RAS/N0225 (Effectively manage customer experience)	PC1. identify target customers and understand their need and desire	<b>100</b>	10	3	7
	PC2. update self to identify possible options to satisfy customer needs		10	3	7
	PC3. present options in an attractive manner that are mutually beneficial in nature		10	3	7
	PC4. build relationships with customers to generate referrals		10	3	7
	PC5. take feedback to improvise to increase business returns and reach		10	3	7
	PC6. ensure on-time delivery service fulfilment		10	3	7
	PC7. ensure implementation of customer loyalty programs like		10	3	7



## NSQF QUALIFICATION FILE

Version 6: Draft of 08 June 2016

	vouchers, promotions				
	PC8. identify procedures and test operation of technologies and associated applications in line with nature of customer contact		5	1.5	3.5
	PC9. obtain and apply feedback from relevant staff on operation of technologies		5	1.5	3.5
	PC10. explain benefits of communication using technologies relevant to customers		5	1.5	3.5
	PC11. collect required customer data for communication using technologies		5	1.5	3.5
	PC12. process customer data according to workplace procedures		5	1.5	3.5
	PC13. apply suggested improvements to improve customer communications		5	1.5	3.5
			100	30	70
6. RAS/N0226 (Manage Human resources)	PC1. ensure conformance to procedures for interviewing, hiring, evaluating and preparing job description for new employees		35	10.5	24.5
	PC2. ensure employee connect, offer career prospects, communicate organizational goals and objectives and congratulate on success	<b>100</b>	30	9	21
	PC3. ensure training and development of team in a manner that benefits organization and also fulfils personal objectives		35	10.5	24.5
		<b>Total</b>	100	30	70
7. RAS/N0227 (Demonstrate leadership)	PC1. understand entrepreneurial thinking and perspective	<b>100</b>	6	1.8	4.2

# NSQF QUALIFICATION FILE

Version 6: Draft of 08 June 2016

behaviour to achieve organizational objectives)					
	PC2. participate in workshops, seminars and engage with other successful business owners		8	2.4	5.6
	PC3. aim for self-development through available mediums		8	2.4	5.6
	PC4. get certifications in related line of business		13	3.9	9.1
	PC5. explore opportunities and create solutions to face uncertainties		13	3.9	9.1
	PC6. keep self-updated to be able to expand business in other fields/line of business as desired		13	3.9	9.1
	PC7. improvise methods so as to improve efficiencies		13	3.9	9.1
	PC8. lead team by communicating team objectives		13	3.9	9.1
	PC9. direct the organization and motivate team to seek defined objective enthusiastically		13	3.9	9.1
		<b>Total</b>	100	30	70
8. RAS/N0228 (Operate within ethical Business environment)	PC1. list guidelines and policies to define behaviour and interactions with stakeholders	<b>100</b>	22	6.6	15.4
	PC2. ensure code of ethics is followed		22	6.6	15.4
	PC3. adhere to ethical standards and deal fairly, honestly and responsibly with all stakeholders		22	6.6	15.4
	PC4. ensure members in the board who can add value to the retail		20	6	14

# NSQF QUALIFICATION FILE

Version 6: Draft of 08 June 2016

	enterprise				
	PC5. ensure that broader interests of the society are also taken care of		14	4.2	9.8
		<b>Total</b>	100	30	70
9. RAS/N0229 (Fulfil duties and obligations towards the Society)	PC1. ensure that enterprise does not endanger a community or society	<b>100</b>	35	10.5	24.5
	PC2. strive to relate the operations and policies so as to be mutually beneficial to the enterprise and the society		35	10.5	24.5
	PC3. execute some initiatives that contribute to community development		30	9	21
		<b>Total</b>	100	30	70

## 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 08 June 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 08 June 2016

## OPTION A

Title/Name of qualification/component: <b>Multichannel Retailer/Network Consolidator</b>			Level: <b>7</b>
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 6 role or 1 year experience in any NSQF level 6 role	The Job holder is expected to carry out a command of wide ranging specialised theoretical and practical skills, involving variable routine and non-routine context. Considering the outcomes, the job role is pegged at level 07.	7
Professional knowledge	The individual should preferably be 5 <sup>th</sup> standard pass	The job holder is expected to know and ensure statutory compliances, advanced business operations, financial acumen, marketing strategies, pricing policies, promotion tools to augment sales and code of ethics. Hence, considering the type of professional knowledge the job holder can be placed at level 07	7
Professional skill	The individual should be a keen learner	The job holder is expected to have good logical and mathematical skill, understanding of social political and natural environment, good in collecting and organising information, communication and presentation skill. Hence, considering the type of skill, the job holder can be placed at level 07	7
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 07	7
Responsibility	The individual is responsible to conduct day-to-day business operations of own' s business	The job holder is expected to ensure implementation of security procedures with respect to monetary transactions, plan and organize for business, ensure execution of projects, decide on pricing policies, manage human resources, lead team, define the executive board and execute CSR initiatives for the organization. Considering these responsibilities the job holder can be placed at level 07	7

## 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 08 June 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.

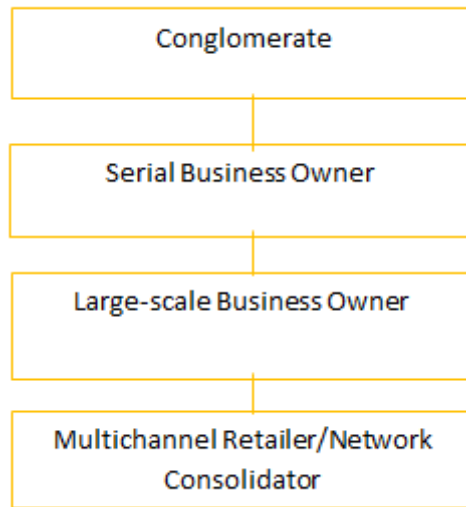
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. Career Map of Multichannel Retailer/Network Consolidator - Annexure 1
2. QP RAS/Q0204- Annexure 2

# NSQF QUALIFICATION FILE

Version 6: Draft of 08 June 2016

## Annexure 1: Career Map



## Annexure 2: QP RAS/Q0204