

## Qualification Pack



# Individual Sales Professional

QP Code: RAS/Q0201

Version: 3.0

NSQF Level: 4

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## Qualification Pack

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## Qualification Pack

### RAS/Q0201: Individual Sales Professional

#### Brief Job Description

Individuals in this position work for him/herself to earn income instead of working for an employer that pays a salary/wage. An Individual in this position can also be a Direct Sales Agent / Salesman / Sales Executive working on the field to achieve sales objectives / business targets.

#### Personal Attributes

The individual needs to be physically fit to be able to fulfil tasks efficiently and be mentally balanced to be able to motivate self to deal with unexpected situations, if any. He/she should also have product/service knowledge, good interpersonal skills and customer service skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [RAS/N0201: Get licenses, follow legal policies and procedures to start/run business](#)
2. [RAS/N0202: Perform basic accounting practices](#)
3. [RAS/N0203: Continuously update self on new products/services offered by business](#)
4. [RAS/N0204: Conduct daily business operations](#)
5. [RAS/N0205: Build relationship with vendors / dealers to ensure smooth business operations and increase sales](#)
6. [RAS/N0206: Meet health and safety requirements at place of work](#)
7. [RAS/N0207: Manage customer needs effectively through need identification and strong customer relationships](#)
8. [RAS/N0208: Demonstrate/show creativity, newness/innovation and enthusiasm to grow business](#)
9. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Business

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<b>Occupation</b>	Consumer Sales
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	15
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2004/1214.40
<b>Minimum Educational Qualification &amp; Experience</b>	<p>12th grade Pass OR Completed 2nd year of the 3-year diploma after 10 (and pursuing regular diploma) OR 10th grade pass (plus 2 years NTC) OR 10th grade pass with 1 year NTC plus NAC OR 8th grade pass plus 2-year NTC plus 1 Year NAC (Plus CITS) OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience Relevant experience OR Previous relevant Qualification of NSQF Level (Level 3.0 (Retail Sales Associate/ Retail Trainee Associate/ Distributor Salesman/ Retail Associate Cum Cashier) with minimum education as 8th Grade pass) with 3 Years of experience Relevant experience</p>
<b>Minimum Level of Education for Training in School</b>	10th Class
<b>Pre-Requisite License or Training</b>	No licensing required to undertake training in this qualification
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	27/05/2024
<b>NSQC Approval Date</b>	27/05/2021
<b>Version</b>	3.0
<b>Reference code on NQR</b>	QG-04-OR-00413-2023-V1.1-RASCI
<b>NQR Version</b>	1.1

## Qualification Pack

# RAS/N0201: Get licenses, follow legal policies and procedures to start/run business

## Description

This unit deals in sub tasks that lead to effective implementation of legal compliances, policies and procedures for setting up/running own business

## Elements and Performance Criteria

### *Liaison and interact with local corporations/authorities for smooth conduct of business*

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

- PC1.** identify local corporations/authorities that have a bearing on the particular business process
- PC2.** build and maintain relationships with the key persons to ensure smooth functioning of business
- PC3.** get permissions and compliances as per legal requirements
- PC4.** complete business registration and other legal formalities
- PC5.** examine legal options for the most suitable type of business structure
- PC6.** seek legal and accounting expertise as required to inform final decision regarding business structure

### *Learn and orient oneself on knowledge of legal policies, compliances , quality norms with respect to selling of products and services*

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

- PC7.** describe policies and procedures that have a bearing on the business
- PC8.** describe the relevant rules and legislative policies
- PC9.** conform to the rules and policies for smooth functioning of business
- PC10.** describe the concept of minimising losses and maximising gains
- PC11.** secure information on purchase rights to products and services and ensure full understanding of their implications
- PC12.** establish cost of procurement rights to products and services (if applicable)
- PC13.** determine brand ownership and protection rights

### *Update self on handling of goods, equipment, hazardous material to*

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

- PC14.** describe processes related to handling of goods, equipment and hazardous material involved in the business
- PC15.** understand hazards and risks involved in the above processes

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** local corporations/authorities that have a bearing on the particular business process

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- KU2.** policies and procedures that have a bearing on the particular business process
- KU3.** legal formalities applicable for the particular business
- KU4.** processes related to legal compliance requirements involved in the business
- KU5.** hazards and risks involved in the business

### Generic Skills (GS)

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

- GS1.** complete documentation accurately
- GS2.** collate simple data when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- 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.** make appropriate decisions regarding the responsibilities of the job role
- GS9.** plan and organize service feedback files/documents
- GS10.** schedule daily activities and draw up priorities; allocate start times, estimate completion times, materials, equipment and assistance required for completion
- GS11.** build customer relationships and use customer centric approach
- GS12.** identify problems immediately and take up solutions quickly to resolve delays
- GS13.** think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS14.** data interpretation and its inference
- GS15.** how to break down complex problems into single and manageable components within his/her area of work
- GS16.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Liaison and interact with local corporations/authorities for smooth conduct of business</i>	<b>13.5</b>	<b>31.5</b>	-	-
<b>PC1.</b> identify local corporations/authorities that have a bearing on the particular business process	3	7	-	-
<b>PC2.</b> build and maintain relationships with the key persons to ensure smooth functioning of business	1.5	3.5	-	-
<b>PC3.</b> get permissions and compliances as per legal requirements	3	7	-	-
<b>PC4.</b> complete business registration and other legal formalities	3	7	-	-
<b>PC5.</b> examine legal options for the most suitable type of business structure	1.5	3.5	-	-
<b>PC6.</b> seek legal and accounting expertise as required to inform final decision regarding business structure	1.5	3.5	-	-
<i>Learn and orient oneself on knowledge of legal policies, compliances , quality norms with respect to selling of products and services</i>	<b>13.5</b>	<b>31.5</b>	-	-
<b>PC7.</b> describe policies and procedures that have a bearing on the business	1.5	3.5	-	-
<b>PC8.</b> describe the relevant rules and legislative policies	1.5	3.5	-	-
<b>PC9.</b> conform to the rules and policies for smooth functioning of business	1.5	3.5	-	-
<b>PC10.</b> describe the concept of minimising losses and maximising gains	1.5	3.5	-	-
<b>PC11.</b> secure information on purchase rights to products and services and ensure full understanding of their implications	1.5	3.5	-	-
<b>PC12.</b> establish cost of procurement rights to products and services (if applicable)	3	7	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> determine brand ownership and protection rights	3	7	-	-
<i>Update self on handling of goods, equipment, hazardous material to</i>	<b>3</b>	<b>7</b>	-	-
<b>PC14.</b> describe processes related to handling of goods, equipment and hazardous material involved in the business	1.5	3.5	-	-
<b>PC15.</b> understand hazards and risks involved in the above processes	1.5	3.5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0201
<b>NOS Name</b>	Get licenses, follow legal policies and procedures to start/run business
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Business
<b>Occupation</b>	Consumer Sales
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	27/05/2021
<b>Next Review Date</b>	27/05/2024
<b>NSQC Clearance Date</b>	27/05/2021

## Qualification Pack

### RAS/N0202: Perform basic accounting practices

#### Description

This unit deals in sub tasks that deal in understanding and implementation of business accounting.

#### Elements and Performance Criteria

##### *Manage financial resources and cash flow*

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

- PC1.** assess and identify source of funding and what is needed to secure that funding
- PC2.** plan, monitor and record the cash flow
- PC3.** open and manage a bank account
- PC4.** control costs through assessment and interpretation of information on costs and resource allocation
- PC5.** prepare budget to help better planning and management of finances
- PC6.** control budget through monitoring of various financial elements such as income vis-a-vis expenditure, profit vis-a-vis loss etc. and correct deviations

##### *Maintain Profit and Loss Accounts*

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

- PC7.** understand elements of basic financial accounting
- PC8.** conduct basic accounting tasks
- PC9.** create and maintain reports
- PC10.** describe sources of profits and causes of losses as reflected in the reports

##### *Ensure implementation of security procedures with respect to monetary transactions*

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

- PC11.** understand possible fraudulent activities related to monetary transactions
- PC12.** implement security procedures and checks to prevent monetary losses due to fraudulent activities

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** importance of error free accounting
- KU2.** legal implications of erroneous accounting
- KU3.** basic mathematical skills
- KU4.** elements specific to business, that need to be considered in account

#### Generic Skills (GS)

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

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- GS1.** complete documentation accurately
- GS2.** collate simple data when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- 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.** make appropriate decisions regarding the responsibilities of the job role
- GS9.** plan and organize service feedback files/documents
- GS10.** schedule daily activities and draw up priorities; allocate start times, estimate completion times, materials, equipment and assistance required for completion
- GS11.** build customer relationships and use customer centric approach
- GS12.** identify problems immediately and take up solutions quickly to resolve delays
- GS13.** think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS14.** data interpretation and its inference
- GS15.** how to break down complex problems into single and manageable components within his/her area of work
- GS16.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage financial resources and cash flow</i>	<b>18</b>	<b>42</b>	-	-
<b>PC1.</b> assess and identify source of funding and what is needed to secure that funding	3	7	-	-
<b>PC2.</b> plan, monitor and record the cash flow	3	7	-	-
<b>PC3.</b> open and manage a bank account	3	7	-	-
<b>PC4.</b> control costs through assessment and interpretation of information on costs and resource allocation	3	7	-	-
<b>PC5.</b> prepare budget to help better planning and management of finances	3	7	-	-
<b>PC6.</b> control budget through monitoring of various financial elements such as an income vis-a-vis expenditure, profit vis-a-vis loss etc. and correct deviations	3	7	-	-
<i>Maintain Profit and Loss Accounts</i>	<b>9</b>	<b>21</b>	-	-
<b>PC7.</b> understand elements of basic financial accounting	1.5	3.5	-	-
<b>PC8.</b> conduct basic accounting tasks	3	7	-	-
<b>PC9.</b> create and maintain reports	1.5	3.5	-	-
<b>PC10.</b> describe sources of profits and causes of losses as reflected in the reports	3	7	-	-
<i>Ensure implementation of security procedures with respect to monetary transactions</i>	<b>3</b>	<b>7</b>	-	-
<b>PC11.</b> understand possible fraudulent activities related to monetary transactions	1.5	3.5	-	-
<b>PC12.</b> implement security procedures and checks to prevent monetary losses due to fraudulent activities	1.5	3.5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0202
<b>NOS Name</b>	Perform basic accounting practices
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Business
<b>Occupation</b>	Consumer Sales
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	27/05/2021
<b>Next Review Date</b>	27/05/2024
<b>NSQF Clearance Date</b>	27/05/2021

## Qualification Pack

### **RAS/N0203: Continuously update self on new products/services offered by business**

#### **Description**

This unit deals in sub tasks that lead to appropriate knowledge of the product/service being sold by business.

#### **Elements and Performance Criteria**

##### *Update oneself on information related to products/services relevant to business*

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

- PC1.** describe the products/services involved in the business
- PC2.** understand the market trend with respect to sales patterns
- PC3.** identify related products/services and possible opportunities with respect to up- selling, cross-selling, expansion of business etc.
- PC4.** describe the concept of sourcing and processing product and service data relevant to business
- PC5.** maintain accurate and current details of products and services in product database
- PC6.** conduct study of products/services offered by competition

##### *Operate relevant equipment required for daily operations*

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

- PC7.** operate relevant equipment involved in business
- PC8.** describe the precautions and maintenance required
- PC9.** identify and describe new technologies that can improve efficiencies and reduce risks

#### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** products/services involved in the business
- KU2.** related products/services
- KU3.** equipment involved in the business

#### **Generic Skills (GS)**

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

- GS1.** complete documentation accurately
- GS2.** collate simple data when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- GS5.** use gestures or simple words to communicate where language barriers exist
- GS6.** use questioning to minimise misunderstandings

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- GS7.** display courteous and helpful behaviour at all times
- GS8.** make appropriate decisions regarding the responsibilities of the job role
- GS9.** plan and organize service feedback files/documents
- GS10.** schedule daily activities and draw up priorities; allocate start times, estimate completion times, materials, equipment and assistance required for completion
- GS11.** build customer relationships and use customer centric approach
- GS12.** identify problems immediately and take up solutions quickly to resolve delays
- GS13.** think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS14.** data interpretation and its inference
- GS15.** how to break down complex problems into single and manageable components within his/her area of work
- GS16.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Update oneself on information related to products/services relevant to business</i>	<b>21</b>	<b>49</b>	-	-
<b>PC1.</b> describe the products/services involved in the business	4.5	10.5	-	-
<b>PC2.</b> understand the market trend with respect to sales patterns	4.5	10.5	-	-
<b>PC3.</b> identify related products/services and possible opportunities with respect to up-selling, cross-selling, expansion of business etc.	3	7	-	-
<b>PC4.</b> describe the concept of sourcing and processing product and service data relevant to business	3	7	-	-
<b>PC5.</b> maintain accurate and current details of products and services in product database	3	7	-	-
<b>PC6.</b> conduct study of products/services offered by competition	3	7	-	-
<i>Operate relevant equipment required for daily operations</i>	<b>9</b>	<b>21</b>	-	-
<b>PC7.</b> operate relevant equipment involved in business	4.5	10.5	-	-
<b>PC8.</b> describe the precautions and maintenance required	1.5	3.5	-	-
<b>PC9.</b> identify and describe new technologies that can improve efficiencies and reduce risks	3	7	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0203
<b>NOS Name</b>	Continuously update self on new products/services offered by business
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Business
<b>Occupation</b>	Consumer Sales
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	27/05/2021
<b>Next Review Date</b>	27/05/2024
<b>NSQC Clearance Date</b>	27/05/2021

## Qualification Pack

### RAS/N0204: Conduct daily business operations

#### Description

This unit deals in sub tasks that ensure business operations are conducted efficiently and effectively to maximize profits to maximize profits.

#### Elements and Performance Criteria

*Conduct market analysis to identify customer need and plan product assortment/range accordingly*

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

- PC1.** identify target audience profile/market
- PC2.** identify buying patterns of customers to define assortments and modify them as per trends observed
- PC3.** identify customers easy to access in order to target selling to them
- PC4.** identify products being offered by competitors/other players in the locality

*Execute marketing plans through promotions and campaigns to create awareness of generate customer interest*

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

- PC5.** select the right medium of promotions
- PC6.** organize resources depending upon the marketing medium
- PC7.** plan budget requirements for the promotional programs
- PC8.** track and monitor effectiveness of the promotional programs

*Effectively drive management of inventory and sales*

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

- PC9.** assess inventory/procuring capacity as per costs involved
- PC10.** assess operational costs
- PC11.** calculate projected break-even point
- PC12.** take steps to prevent inventory losses
- PC13.** calculate profits and margins
- PC14.** define targets to achieve business gains
- PC15.** ensure required inventory is on hand
- PC16.** match logistics of delivery to inventory supply requirements
- PC17.** monitor stock levels and maintain them at required levels
- PC18.** coordinate stock take or cyclical count
- PC19.** plan for contingencies

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** possible products/services that can be offered by own organisation

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- KU2.** trend setters in the specific business
- KU3.** possible seasonal effects
- KU4.** mapping of target customers and identification of customer needs
- KU5.** computation of costs, profit & loss, sales figures etc., elements involved in setting of sales targets

### Generic Skills (GS)

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

- GS1.** complete documentation accurately
- GS2.** collate simple data when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- 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.** make appropriate decisions regarding the responsibilities of the job role
- GS9.** plan and organize service feedback files/documents
- GS10.** schedule daily activities and draw up priorities; allocate start times, estimate completion times, materials, equipment and assistance required for completion
- GS11.** build customer relationships and use customer centric approach
- GS12.** identify problems immediately and take up solutions quickly to resolve delays
- GS13.** think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS14.** data interpretation and its inference
- GS15.** how to break down complex problems into single and manageable components within his/her area of work
- GS16.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct market analysis to identify customer need and plan product assortment/range accordingly</i>	<b>7.5</b>	<b>17.5</b>	-	-
<b>PC1.</b> identify target audience profile/market	1.5	3.5	-	-
<b>PC2.</b> identify buying patterns of customers to define assortments and modify them as per trends observed	3	7	-	-
<b>PC3.</b> identify customers easy to access in order to target selling to them	1.5	3.5	-	-
<b>PC4.</b> identify products being offered by competitors/other players in the locality	1.5	3.5	-	-
<i>Execute marketing plans through promotions and campaigns to create awareness of generate customer interest</i>	<b>6</b>	<b>14</b>	-	-
<b>PC5.</b> select the right medium of promotions	1.5	3.5	-	-
<b>PC6.</b> organize resources depending upon the marketing medium	1.5	3.5	-	-
<b>PC7.</b> plan budget requirements for the promotional programs	1.5	3.5	-	-
<b>PC8.</b> track and monitor effectiveness of the promotional programs	1.5	3.5	-	-
<i>Effectively drive management of inventory and sales</i>	<b>16.5</b>	<b>38.5</b>	-	-
<b>PC9.</b> assess inventory/procuring capacity as per costs involved	1.5	3.5	-	-
<b>PC10.</b> assess operational costs	1.5	3.5	-	-
<b>PC11.</b> calculate projected break-even point	1.5	3.5	-	-
<b>PC12.</b> take steps to prevent inventory losses	1.5	3.5	-	-
<b>PC13.</b> calculate profits and margins	1.5	3.5	-	-
<b>PC14.</b> define targets to achieve business gains	1.5	3.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> ensure required inventory is on hand	1.5	3.5	-	-
<b>PC16.</b> match logistics of delivery to inventory supply requirements	1.5	3.5	-	-
<b>PC17.</b> monitor stock levels and maintain them at required levels	1.5	3.5	-	-
<b>PC18.</b> coordinate stock take or cyclical count	1.5	3.5	-	-
<b>PC19.</b> plan for contingencies	1.5	3.5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0204
<b>NOS Name</b>	Conduct daily business operations
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Business
<b>Occupation</b>	Consumer Sales
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	27/05/2021
<b>Next Review Date</b>	27/05/2024
<b>NSQC Clearance Date</b>	27/05/2021

## Qualification Pack

# RAS/N0205: Build relationship with vendors / dealers to ensure smooth business operations and increase sales

## Description

This unit deals in building relationships with vendors/dealers.

## Elements and Performance Criteria

### *Build and manage networks with vendors and dealers*

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

- PC1.** communicate clearly in the required local language
- PC2.** articulate clearly and coherently
- PC3.** respond appropriately

### *Establish trust and confidence in vendors and partners*

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

- PC4.** identify where to get help and information from
- PC5.** understand what is required from specific vendors
- PC6.** express need clearly and get into workable relationship with vendor/s
- PC7.** negotiate with vendors for better deal
- PC8.** ensure proper contracting with vendors
- PC9.** ensure minimisation of possible risks and losses in vendor relationships
- PC10.** understand best practices and maintain cordial relationships

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vendors and ways to connect with them
- KU2.** local language
- KU3.** basic offerings by vendors elsewhere

## Generic Skills (GS)

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

- GS1.** complete documentation accurately
- GS2.** collate simple data when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- 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

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- GS8.** make appropriate decisions regarding the responsibilities of the job role
- GS9.** plan and organize service feedback files/documents
- GS10.** schedule daily activities and draw up priorities; allocate start times, estimate completion times, materials, equipment and assistance required for completion
- GS11.** build customer relationships and use customer centric approach
- GS12.** identify problems immediately and take up solutions quickly to resolve delays
- GS13.** think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS14.** data interpretation and its inference
- GS15.** how to break down complex problems into single and manageable components within his/her area of work
- GS16.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Build and manage networks with vendors and dealers</i>	<b>7.8</b>	<b>18.2</b>	-	-
<b>PC1.</b> communicate clearly in the required local language	3.6	8.4	-	-
<b>PC2.</b> articulate clearly and coherently	2.1	4.9	-	-
<b>PC3.</b> respond appropriately	2.1	4.9	-	-
<i>Establish trust and confidence in vendors and partners</i>	<b>22.2</b>	<b>51.8</b>	-	-
<b>PC4.</b> identify where to get help and information from	3.6	8.4	-	-
<b>PC5.</b> understand what is required from specific vendors	3.6	8.4	-	-
<b>PC6.</b> express need clearly and get into workable relationship with vendor/s	2.1	4.9	-	-
<b>PC7.</b> negotiate with vendors for better deal	3.6	8.4	-	-
<b>PC8.</b> ensure proper contracting with vendors	3.6	8.4	-	-
<b>PC9.</b> ensure minimisation of possible risks and losses in vendor relationships	3.6	8.4	-	-
<b>PC10.</b> understand best practices and maintain cordial relationships	2.1	4.9	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0205
<b>NOS Name</b>	Build relationship with vendors / dealers to ensure smooth business operations and increase sales
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Business
<b>Occupation</b>	Consumer Sales
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	27/05/2021
<b>Next Review Date</b>	27/05/2024
<b>NSQC Clearance Date</b>	27/05/2021

## Qualification Pack

### RAS/N0206: Meet health and safety requirements at place of work

#### Description

This unit deals in building awareness and implementing overall basic hygiene factors and understanding emergency related procedure at the workplace.

#### Elements and Performance Criteria

##### *Implementing overall basic hygiene factors and understanding emergency related procedures*

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

- PC1.** wash hands with clean water and soap in order to keep them clean at all times
- PC2.** wear clean and washed clothes every day
- PC3.** be presentable and well groomed to service customers of all types
- PC4.** use separate and clean handkerchief/cloth for wiping off perspiration or dust
- PC5.** keep the cleaning aids dry and clean
- PC6.** avoid sneezing or coughing around the area of work
- PC7.** sweep the surrounding area to create a tidy atmosphere
- PC8.** drain out or dry off any accumulation of stale water in the form of small pools, etc., which can be breeding ground for mosquitoes
- PC9.** use government approved disposal stations or appropriately large waste bins to store and dispose-off collected waste
- PC10.** advise customers to throw waste at designated bins or waste areas
- PC11.** prevent development of clean areas into unauthorised waste dump yards over time, in coordination with co-vendors
- PC12.** describe ways and means to handle emergency situations like fire, robbery, riots etc.
- PC13.** describe ways and means to mitigate risks to people and property during emergencies

##### *Disposing of waste safely*

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

- PC14.** avoid locating the vending cart near heaps of dumped industrial or food waste with pests around
- PC15.** ensure that all waste is collected and disposed-off safely at the end of the day at the nearest waste disposal station
- PC16.** ensure that waste water is drained-off in closed drains or in a designated way
- PC17.** describe other ways to maintain cleanliness. Not to litter and dump waste in an unauthorized area

##### *Taking precautionary measures to avoid work hazards*

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

- PC18.** understand the various work hazards
- PC19.** take necessary steps to eliminate or minimize hazards
- PC20.** describe the causes of accidents at the workplace and identify measures to prevent such accidents from taking place
- PC21.** take preventive measures to avoid risk of burns and other injury

## Qualification Pack

### *Following standard safety procedure*

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

- PC22.** check and review the storage areas frequently
- PC23.** stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas
- PC24.** follow health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies
- PC25.** display safety signs at places where necessary for people to be cautious
- PC26.** adhere to safety standards and ensure no material damage

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legal implications of not implementing health and sanitation requirements
- KU2.** possible emergencies
- KU3.** health and sanitation requirements and the importance of the same
- KU4.** possible losses due to emergency

## Generic Skills (GS)

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

- GS1.** complete documentation accurately
- GS2.** collate simple data when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- 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.** make appropriate decisions regarding the responsibilities of the job role
- GS9.** plan and organize service feedback files/documents
- GS10.** schedule daily activities and draw up priorities; allocate start times, estimate completion times, materials, equipment and assistance required for completion
- GS11.** build customer relationships and use customer centric approach
- GS12.** identify problems immediately and take up solutions quickly to resolve delays
- GS13.** think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS14.** data interpretation and its inference
- GS15.** how to break down complex problems into single and manageable components within his/her area of work
- GS16.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Implementing overall basic hygiene factors and understanding emergency related procedures</i>	<b>15.5</b>	<b>33.5</b>	-	-
<b>PC1.</b> wash hands with clean water and soap in order to keep them clean at all times	1.5	3.5	-	-
<b>PC2.</b> wear clean and washed clothes every day	1	2	-	-
<b>PC3.</b> be presentable and well groomed to service customers of all types	1.5	3.5	-	-
<b>PC4.</b> use separate and clean handkerchief/cloth for wiping off perspiration or dust	1	2	-	-
<b>PC5.</b> keep the cleaning aids dry and clean	1	2	-	-
<b>PC6.</b> avoid sneezing or coughing around the area of work	1	2	-	-
<b>PC7.</b> sweep the surrounding area to create a tidy atmosphere	1.5	3.5	-	-
<b>PC8.</b> drain out or dry off any accumulation of stale water in the form of small pools, etc., which can be breeding ground for mosquitoes	1	2	-	-
<b>PC9.</b> use government approved disposal stations or appropriately large waste bins to store and dispose-off collected waste	1.5	3.5	-	-
<b>PC10.</b> advise customers to throw waste at designated bins or waste areas	1	2	-	-
<b>PC11.</b> prevent development of clean areas into unauthorised waste dump yards over time, in coordination with co-vendors	1	2	-	-
<b>PC12.</b> describe ways and means to handle emergency situations like fire, robbery, riots etc.	1.5	3.5	-	-
<b>PC13.</b> describe ways and means to mitigate risks to people and property during emergencies	1	2	-	-
<i>Disposing of waste safely</i>	<b>4.5</b>	<b>11</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> avoid locating the vending cart near heaps of dumped industrial or food waste with pests around	1	2.5	-	-
<b>PC15.</b> ensure that all waste is collected and disposed-off safely at the end of the day at the nearest waste disposal station	1.5	3.5	-	-
<b>PC16.</b> ensure that waste water is drained-off in closed drains or in a designated way	1	2.5	-	-
<b>PC17.</b> describe other ways to maintain cleanliness. Not to litter and dump waste in an unauthorized area	1	2.5	-	-
<i>Taking precautionary measures to avoid work hazards</i>	<b>4.5</b>	<b>12</b>	-	-
<b>PC18.</b> understand the various work hazards	1.5	3.5	-	-
<b>PC19.</b> take necessary steps to eliminate or minimize hazards	1	3.5	-	-
<b>PC20.</b> describe the causes of accidents at the workplace and identify measures to prevent such accidents from taking place	1	2.5	-	-
<b>PC21.</b> take preventive measures to avoid risk of burns and other injury	1	2.5	-	-
<i>Following standard safety procedure</i>	<b>5.5</b>	<b>13.5</b>	-	-
<b>PC22.</b> check and review the storage areas frequently	1	2.5	-	-
<b>PC23.</b> stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas	1	3.5	-	-
<b>PC24.</b> follow health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	1	2	-	-
<b>PC25.</b> display safety signs at places where necessary for people to be cautious	1	2	-	-
<b>PC26.</b> adhere to safety standards and ensure no material damage	1.5	3.5	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>30</b>	<b>70</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0206
<b>NOS Name</b>	Meet health and safety requirements at place of work
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Business
<b>Occupation</b>	Consumer Sales
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	27/05/2021
<b>Next Review Date</b>	27/05/2024
<b>NSQC Clearance Date</b>	27/05/2021

## Qualification Pack

# RAS/N0207: Manage customer needs effectively through need identification and strong customer relationships

## Description

This unit deals in sub tasks that ensure enhancing customer satisfaction by identifying needs and building relationships with customers.

## Elements and Performance Criteria

### *Enhancing customer satisfaction by identifying and catering to their needs and desires*

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

- PC1.** identify target customers
- PC2.** understand and assess target customer need and desire
- PC3.** identify possible options to satisfy customer need
- PC4.** present options in an attractive manner that are mutually beneficial in nature
- PC5.** establish rapport with customers and express genuine interest to clarify customer requirements and enhance outcomes
- PC6.** maximise sales opportunities by use of add-on and complementary sales techniques
- PC7.** provide customer with detailed information about the product/service

### *Build strong relationships and network*

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

- PC8.** build relationships with customers to generate referrals
- PC9.** collect feedback to improvise to increase business returns and reach
- PC10.** manage on time delivery service fulfilment
- PC11.** implement customer loyalty programs like vouchers, promotions
- PC12.** plan and implement sales presentations
- PC13.** understand customer complaints and problems and support difficult customers to produce positive outcome

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the target customer
- KU2.** acceptable service fulfillment norms
- KU3.** how to build referrals
- KU4.** what is a loyalty program

## Generic Skills (GS)

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

## Qualification Pack

- GS1.** complete documentation accurately
- GS2.** collate simple data when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- 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.** make appropriate decisions regarding the responsibilities of the job role
- GS9.** plan and organize service feedback files/documents
- GS10.** schedule daily activities and draw up priorities; allocate start times, estimate completion times, materials, equipment and assistance required for completion
- GS11.** build customer relationships and use customer centric approach
- GS12.** identify problems immediately and take up solutions quickly to resolve delays
- GS13.** think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS14.** data interpretation and its inference
- GS15.** how to break down complex problems into single and manageable components within his/her area of work
- GS16.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Enhancing customer satisfaction by identifying and catering to their needs and desires</i>	<b>19.5</b>	<b>45.5</b>	-	-
<b>PC1.</b> identify target customers	3	7	-	-
<b>PC2.</b> understand and assess target customer need and desire	3	7	-	-
<b>PC3.</b> identify possible options to satisfy customer need	3	7	-	-
<b>PC4.</b> present options in an attractive manner that are mutually beneficial in nature	3	7	-	-
<b>PC5.</b> establish rapport with customers and express genuine interest to clarify customer requirements and enhance outcomes	3	7	-	-
<b>PC6.</b> maximise sales opportunities by use of add-on and complementary sales techniques	1.5	3.5	-	-
<b>PC7.</b> provide customer with detailed information about the product/service	3	7	-	-
<i>Build strong relationships and network</i>	<b>10.5</b>	<b>24.5</b>	-	-
<b>PC8.</b> build relationships with customers to generate referrals	1.5	3.5	-	-
<b>PC9.</b> collect feedback to improvise to increase business returns and reach	1.5	3.5	-	-
<b>PC10.</b> manage on time delivery service fulfilment	3	7	-	-
<b>PC11.</b> implement customer loyalty programs like vouchers, promotions	1.5	3.5	-	-
<b>PC12.</b> plan and implement sales presentations	1.5	3.5	-	-
<b>PC13.</b> understand customer complaints and problems and support difficult customers to produce positive outcome	1.5	3.5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0207
<b>NOS Name</b>	Manage customer needs effectively through need identification and strong customer relationships
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Business
<b>Occupation</b>	Consumer Sales
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	27/05/2021
<b>Next Review Date</b>	27/05/2024
<b>NSQC Clearance Date</b>	27/05/2021

## Qualification Pack

### **RAS/N0208: Demonstrate/show creativity, newness/innovation and enthusiasm to grow business**

#### **Description**

This unit deals in sub tasks that are about creativity, newness/innovation and enthusiasm to sustain, enhance and grow business.

#### **Elements and Performance Criteria**

##### *Display creativity and innovation for sustenance and business growth*

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

- PC1.** identify opportunities and create solutions to face uncertainties
- PC2.** expand business in other fields/line of business as desired
- PC3.** innovate and improvise to pick up performance

##### *Motivate self to enhance and grow his/her business*

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

- PC4.** participate in discussions/workshops and engage with other successful vendors
- PC5.** drive self-development through available media
- PC6.** identify and gain certifications in related line of business

#### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** success stories in the related field
- KU2.** innovations in the relevant product/service
- KU3.** strengths, weakness, opportunity and threat to self and own organisation

#### **Generic Skills (GS)**

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

- GS1.** complete documentation accurately
- GS2.** collate simple data when required
- GS3.** read information accurately
- GS4.** read and interpret data sheets
- 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.** make appropriate decisions regarding the responsibilities of the job role
- GS9.** plan and organize service feedback files/documents

## Qualification Pack

- GS10.** schedule daily activities and draw up priorities; allocate start times, estimate completion times, materials, equipment and assistance required for completion
- GS11.** build customer relationships and use customer centric approach
- GS12.** identify problems immediately and take up solutions quickly to resolve delays
- GS13.** think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS14.** data interpretation and its inference
- GS15.** how to break down complex problems into single and manageable components within his/her area of work
- GS16.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Display creativity and innovation for sustenance and business growth</i>	<b>14.399999999999999</b>	<b>33.6</b>	-	-
<b>PC1.</b> identify opportunities and create solutions to face uncertainties	4.2	9.8	-	-
<b>PC2.</b> expand business in other fields/line of business as desired	6	14	-	-
<b>PC3.</b> innovate and improvise to pick up performance	4.2	9.8	-	-
<i>Motivate self to enhance and grow his/her business</i>	<b>15.600000000000001</b>	<b>36.4</b>	-	-
<b>PC4.</b> participate in discussions/workshops and engage with other successful vendors	4.8	11.2	-	-
<b>PC5.</b> drive self-development through available media	6	14	-	-
<b>PC6.</b> identify and gain certifications in related line of business	4.8	11.2	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	RAS/N0208
<b>NOS Name</b>	Demonstrate/show creativity, newness/innovation and enthusiasm to grow business
<b>Sector</b>	Retail
<b>Sub-Sector</b>	Retail Business
<b>Occupation</b>	Consumer Sales
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	27/05/2021
<b>Next Review Date</b>	27/05/2024
<b>NSQC Clearance Date</b>	27/05/2021

## 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	-	-	-	-

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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>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQC Clearance Date</b>	28/02/2023

## 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. The assessments will be conducted as per the SOP for assessments and AB approved question bank released from time to time.
5. Every learner/ candidate appearing for the assessment must possess the OJT completion certificate from the employer to undertake the assessments under this qualification.
6. The assessment for the theory and practical will be conducted online on a digital assessment platform with comprehensive auditable trails.
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 70% aggregate

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passing percentage recommended at QP Level

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

### Minimum Aggregate Passing % at QP Level : 70

**(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/N0201. Get licenses, follow legal policies and procedures to start/run business	30	70	-	-	100	12
RAS/N0202. Perform basic accounting practices	30	70	-	-	100	12
RAS/N0203. Continuously update self on new products/services offered by business	30	70	-	-	100	12
RAS/N0204. Conduct daily business operations	30	70	-	-	100	12
RAS/N0205. Build relationship with vendors / dealers to ensure smooth business operations and increase sales	30	70	-	-	100	12
RAS/N0206. Meet health and safety requirements at place of work	30	70	-	-	100	10
RAS/N0207. Manage customer needs effectively through need identification and strong customer relationships	30	70	-	-	100	12

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
RAS/N0208.Demonstrate/show creativity, newness/innovation and enthusiasm to grow business	30	70	-	-	100	12
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	6
<b>Total</b>	<b>260</b>	<b>590</b>	<b>-</b>	<b>-</b>	<b>850</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

## 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.

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<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.