

Qualification Pack



Business Leader/Multi-outlet Retailer

QP Code: RAS/Q0203

Version: 2.0

NSQF Level: 6

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RAS/Q0203: Business Leader/Multi-outlet Retailer

Brief Job Description

Individuals in this position often run high profitability organisations that own their facilities and equipment. Individuals in this position own or in-charge of more than one retail outlet. They drive business by employing/ supervising/ managing people to manage the operations through systems and processes. Incase of direct selling, individuals drive sales through leading a large team with higher span of control and higher business volumes.

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 and team to deal with unexpected situations, if any. He/she should also have business accumen, distributed management skills, people management skills and sales and marketing skills and customer service skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [RAS/N0205: Build relationship with vendors / dealers to ensure smooth business operations and increase sales](#)
2. [RAS/N0207: Manage customer needs effectively through need identification and strong customer relationship](#)
3. [RAS/N0209: Implement legal compliances, policies and procedures](#)
4. [RAS/N0211: Manage inventory and sales](#)
5. [RAS/N0215: Manage financial operations](#)
6. [RAS/N0216: Manage business operations](#)
7. [RAS/N0217: Update self and team on products/services being offered by the business](#)
8. [RAS/N0218: Drive operational excellence](#)
9. [RAS/N0219: Drive marketing activities and plan promotion strategies](#)
10. [RAS/N0220: Perform manpower planning activity and impart training to staff](#)
11. [RAS/N0221: Manage team through demonstration of leadership skills](#)

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Qualification Pack (QP) Parameters

Sector	Retail
Sub-Sector	Retail Business
Occupation	Consumer Sales
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 1120.2000
Minimum Educational Qualification & Experience	10th Class/I.T.I (2 Years after Class 8) with 1 Year of experience in a supervisory role OR Certificate-NSQF (Certified in NSQF level 5 Job role of Retail Sector / Any following Job roles - Business Builder/ Retail Team Leader/ Sales Supervisor/ Visual Merchandiser) with 1 Year of experience in a supervisory role
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	No licensing or statutory approvals required for the training
Minimum Job Entry Age	18 Years
Last Reviewed On	27/05/2021
Next Review Date	26/05/2024
Deactivation Date	26/05/2024
NSQC Approval Date	27/05/2021
Version	2.0
Reference code on NQR	2021/RET/RASCI/04287
NQR Version	1

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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

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Assessment Criteria

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

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0205
NOS Name	Build relationship with vendors / dealers to ensure smooth business operations and increase sales
Sector	Retail
Sub-Sector	Retail Business
Occupation	Consumer Sales
NSQF Level	4
Credits	NA
Version	1.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

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

Description

This OS describes the skills and knowledge required to enhance customer satisfaction through customer experience management.

Scope

The scope covers the following :

- Enhance customer satisfaction by identifying and catering to their needs and desires
- Building strong relationships and network

Elements and Performance Criteria

Enhance 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. 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 improve 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. acknowledge customer complaints and problems and support difficult customers to produce positive outcome
- PC14. adapt appropriate behaviour and communication standards with customers of different gender
- PC15. adapt the most appropriate method of communication to suit the gender, age and culture of the customer
- PC16. adapt behaviour that is appropriate with customers, colleagues and other external stakeholders with disability
- PC17. respond to people with disabilities in a manner that upholds their self-respect

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- PC18. explicitly communicate information that are specific to customers with disability
- PC19. adapt communication styles and behaviour that are in line with the organisation's policies for people with disabilities
- PC20. identify and display a nondiscriminatory attitude in all contacts with customers and other staff members

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
- KU5. organisation's standards and policies on gender equality
- KU6. communication methods used to respond in a gender neutral manner
- KU7. organisation's policies and operating procedures with respect to customers with disability
- KU8. provisions in law related to workplace and consumer rights for the disabled

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. use language and concepts appropriate to cultural and gender differences
- GS11. schedule daily activities and draw up priorities; allocate start times, estimate completion times, materials, equipment and assistance required for completion
- GS12. build customer relationships and use customer centric approach
- GS13. identify problems immediately and take up solutions quickly to resolve delays
- GS14. think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS15. interpret and infer data
- GS16. how to break down complex problems into single and manageable components within his/her area of work

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GS17. 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>Enhance customer satisfaction by identifying and catering to their needs and desires</i>	10.5	24.5	-	-
PC1. identify target customers	1.5	3.5	-	-
PC2. assess target customer need and desire	1.5	3.5	-	-
PC3. identify possible options to satisfy customer need	1.5	3.5	-	-
PC4. present options in an attractive manner that are mutually beneficial in nature	1.5	3.5	-	-
PC5. establish rapport with customers and express genuine interest to clarify customer requirements and enhance outcomes	1.5	3.5	-	-
PC6. maximise sales opportunities by use of add-on and complementary sales techniques	1.5	3.5	-	-
PC7. provide customer with detailed information about the product/service	1.5	3.5	-	-
<i>Build strong relationships and network</i>	19.5	45.5	-	-
PC8. build relationships with customers to generate referrals	1.5	3.5	-	-
PC9. collect feedback to improvise to increase business returns and reach	1.5	3.5	-	-
PC10. manage on time delivery service fulfilment	1.5	3.5	-	-
PC11. implement customer loyalty programs like vouchers, promotions	1.5	3.5	-	-
PC12. plan and implement sales presentations	1.5	3.5	-	-
PC13. acknowledge customer complaints and problems and support difficult customers to produce positive outcome	1.5	3.5	-	-
PC14. adapt appropriate behaviour and communication standards with customers of different gender	1.5	3.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. adapt the most appropriate method of communication to suit the gender, age and culture of the customer	1.5	3.5	-	-
PC16. adapt behaviour that is appropriate with customers, colleagues and other external stakeholders with disability	1.5	3.5	-	-
PC17. respond to people with disabilities in a manner that upholds their self-respect	1.5	3.5	-	-
PC18. explicitly communicate information that are specific to customers with disability	1.5	3.5	-	-
PC19. adapt communication styles and behaviour that are in line with the organisation's policies for people with disabilities	1.5	3.5	-	-
PC20. identify and display a nondiscriminatory attitude in all contacts with customers and other staff members	1.5	3.5	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0207
NOS Name	Manage customer needs effectively through need identification and strong customer relationship
Sector	Retail
Sub-Sector	Retail Business
Occupation	Consumer Sales
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

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RAS/N0209: Implement legal compliances, policies and procedures

Description

This unit deals in sub tasks that lead to effective implementation of legal compliances, policies and procedures for managing a business.

Elements and Performance Criteria

Liaison and interact with local corporations and government bodies for smooth conduct of business

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

- PC1. identify local corporations and government bodies that have a bearing on the particular business
- PC2. identify the contact persons of the particular corporations and government bodies
- PC3. interact and maintain relationships with the key persons to ensure smooth functioning of business

Awareness of self and team on legal compliance, different forms of contracts and agreements, legal aspects of financial transactions, quality norms and legal requirements with regards to sale of products and services

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

- PC4. determine key elements of major legal oversight systems affecting business operations and follow relevant rules and policies
- PC5. compare various issues affecting different forms of contract and agreements within business operations
- PC6. ensure team conformance to the relevant rules and policies for smooth functioning of business
- PC7. describe the concept of minimizing losses and maximizing gains
- PC8. articulate legal aspects of financial transactions within business operations
- PC9. describe legal requirements for the sale of products and services
- PC10. describe various methods of regulating patents and trademarks in local business environment

Awareness of safety hazards and implement policies and procedures to ensure goods are handled, stored and transported safely and according to requirements for dangerous and hazardous materials

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

- PC11. identify and adhere to policies and procedures to ensure goods are handled, stored and transported safely and according to requirements for dangerous and hazardous materials
- PC12. ensure security checks and balances are conducted to prevent hazards and risks involved in the business process
- PC13. describe ways and means to handle emergencies and mitigate risks
- PC14. record, store and transfer information according to legislative and business requirements

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1. local corporations/authorities that have a bearing on the particular business
- KU2. policies and procedures that have a bearing on the particular business
- KU3. legal formalities applicable for the particular business
- KU4. knowledge of systems and processes 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 legal documentation accurately
- GS2. collate legal data when required
- GS3. read legal documentation and related information accurately
- GS4. read and interpret agreements, legal documents
- 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 related to legal procedures and policies
- GS9. prioritize activities and schedule daily activities accordingly; allocate start times, estimate completion times, documentation, material and assistance required for completion.
- GS10. build strong relationships with representatives from local corporations, government organizations
- GS11. identify problems immediately and take up solutions quickly to resolve problems, deviations and delays
- GS12. evaluate the problem, identify possible solution(s) and adopt an optimum /best possible solution(s)
- GS13. interpret data and legal documentation and arrive at inference
- GS14. break down complex problems into single and manageable component within the scope of responsibility
- GS15. 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>Liaison and interact with local corporations and government bodies for smooth conduct of business</i>	7.5	17.5	-	-
PC1. identify local corporations and government bodies that have a bearing on the particular business	3	7	-	-
PC2. identify the contact persons of the particular corporations and government bodies	1.5	3.5	-	-
PC3. interact and maintain relationships with the key persons to ensure smooth functioning of business	3	7	-	-
<i>Awareness of self and team on legal compliance, different forms of contracts and agreements, legal aspects of financial transactions, quality norms and legal requirements with regards to sale of products and services</i>	15	35	-	-
PC4. determine key elements of major legal oversight systems affecting business operations and follow relevant rules and policies	3	7	-	-
PC5. compare various issues affecting different forms of contract and agreements within business operations	1.5	3.5	-	-
PC6. ensure team conformance to the relevant rules and policies for smooth functioning of business	1.5	3.5	-	-
PC7. describe the concept of minimizing losses and maximizing gains	1.5	3.5	-	-
PC8. articulate legal aspects of financial transactions within business operations	3	7	-	-
PC9. describe legal requirements for the sale of products and services	3	7	-	-
PC10. describe various methods of regulating patents and trademarks in local business environment	1.5	3.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Awareness of safety hazards and implement policies and procedures to ensure goods are handled, stored and transported safely and according to requirements for dangerous and hazardous materials</i>	7.5	17.5	-	-
PC11. identify and adhere to policies and procedures to ensure goods are handled, stored and transported safely and according to requirements for dangerous and hazardous materials	3	7	-	-
PC12. ensure security checks and balances are conducted to prevent hazards and risks involved in the business process	1.5	3.5	-	-
PC13. describe ways and means to handle emergencies and mitigate risks	1.5	3.5	-	-
PC14. record, store and transfer information according to legislative and business requirements	1.5	3.5	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0209
NOS Name	Implement legal compliances, policies and procedures
Sector	Retail
Sub-Sector	Retail Business
Occupation	Consumer Sales
NSQF Level	5
Credits	NA
Version	1.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

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RAS/N0211: Manage inventory and sales

Description

This unit is about ensuring appropriate market analysis to ensure that the right product is stocked in right quantities and sold in the correct manner.

Scope

The scope covers the following :

- Conduct market analysis to identify customer and plan product assortment/stocks accordingly
- Ensure effective management of Inventory and Sales

Elements and Performance Criteria

Conduct market analysis to identify need and plan assortment/stocks accordingly

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

- PC1. identify target audience/consumer profile
- PC2. identify buying patterns and analyse sales data to define assortments and modify them as per trends observed
- PC3. understand competitors/other players/substitute products
- PC4. determine means to forecast demands on inventory
- PC5. describe the importance for monitoring market trends and technology changes as part of managing inventory demands

Effective inventory and sales management

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

- PC6. describe inventory/procuring capacity as per demand
- PC7. determine required inventory is on hand
- PC8. monitor stock levels and maintain at required levels
- PC9. coordinate stocktake or cyclical count
- PC10. understand operational costs
- PC11. define targets for self and team to achieve business gains
- PC12. match logistics of delivery to inventory supply requirements
- PC13. calculate profits and margins
- PC14. take steps to prevent inventory losses
- PC15. plan for contingencies in case of stockout

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

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- KU3. competitors and substitutes
- KU4. all costs involved
- KU5. possible contingencies
- KU6. equipment involved in the business
- KU7. calculating various costs
- KU8. possible sources of losses

Generic Skills (GS)

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

- GS1. complete inventory and sales-related documentation accurately
- GS2. collate market information data when required
- GS3. read market research reports, inventory and sales-related information accurately
- GS4. read and interpret market research data, inventory and sales-related information
- GS5. use gestures or simple words to communicate where language barriers exist
- GS6. use questioning to minimise misunderstandings within team or any other stakeholder
- GS7. display courteous and helpful behaviour to the team at all times
- GS8. make appropriate decisions regarding the responsibilities of the job role
- GS9. plan for conducting market research and demand forecast
- GS10. schedule daily activities; help team prioritise and organise tasks, allocate start times, estimate completion times, materials, equipment and assistance required for completion.
- GS11. build customer relationships with vendors by using 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. interpret and infer market research data
- GS15. analyse impact of various factors on current and future demand for inventory
- GS16. break down complex problems into single and manageable components within his/her area of work
- GS17. 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 need and plan assortment/stocks accordingly</i>	9	21	-	-
PC1. identify target audience/consumer profile	1.5	3.5	-	-
PC2. identify buying patterns and analyse sales data to define assortments and modify them as per trends observed	3	7	-	-
PC3. understand competitors/other players/substitute products	1.5	3.5	-	-
PC4. determine means to forecast demands on inventory	1.5	3.5	-	-
PC5. describe the importance for monitoring market trends and technology changes as part of managing inventory demands	1.5	3.5	-	-
<i>Effective inventory and sales management</i>	21	49	-	-
PC6. describe inventory/procuring capacity as per demand	3	7	-	-
PC7. determine required inventory is on hand	3	7	-	-
PC8. monitor stock levels and maintain at required levels	3	7	-	-
PC9. coordinate stocktake or cyclical count	3	7	-	-
PC10. understand operational costs	1.5	3.5	-	-
PC11. define targets for self and team to achieve business gains	1.5	3.5	-	-
PC12. match logistics of delivery to inventory supply requirements	1.5	3.5	-	-
PC13. calculate profits and margins	1.5	3.5	-	-
PC14. take steps to prevent inventory losses	1.5	3.5	-	-
PC15. plan for contingencies in case of stockout	1.5	3.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0211
NOS Name	Manage inventory and sales
Sector	Retail
Sub-Sector	Retail Business
Occupation	Consumer Sales
NSQF Level	5
Credits	TBD
Version	2.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

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RAS/N0215: Manage financial operations

Description

This unit is about understanding and implementation of financial activities critical to business.

Scope

The scope covers the following :

- Prepare and manage financial budget
- Maintain Profit and Loss Accounts and business accounting systems
- Take measures to control costs
- Negotiate and generate credit from vendors/suppliers
- Raise additional funds for business expansion
- Establish trading terms for the business

Elements and Performance Criteria

Prepare and manage financial budget

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

- PC1. describe business policy and procedures in regard to preparation of budget or target figures
- PC2. present proposed budgets or targets accurately and concisely to the concerned stakeholders
- PC3. negotiate necessary changes to agreed budget allocations if necessary
- PC4. monitor income and expenditure and maintain expenditure within budget targets according to business policy
- PC5. take prompt corrective action where significant deviations from budget occur
- PC6. enforce budget audit mechanisms and compliance requirements

Maintain Profit and Loss Accounts and business accounting systems

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

- PC7. ensure team ability to conduct basic accounting tasks, creating and maintaining reports
- PC8. build team ability to analyse sources of profits and causes of losses as reflected in the reports
- PC9. ensure implementation of checks to prevent monetary losses due to fraudulent activities
- PC10. monitor and maintain business systems for recording sales figures, revenue, personnel and payroll information, and expenditure

Take measures to control costs

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

- PC11. implement cost reduction measures according to business policy and procedures
- PC12. encourage team members to actively control costs in their areas of responsibility
- PC13. implement recommendations for improving cost reduction or communicate to the team

Negotiate and generate credit from vendors/suppliers

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

- PC14. describe the business cycle from accounting point of view

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PC15. calculate credit amount, credit period, break-even point and payment schedules

PC16. define vendor credit cycle to ensure smooth borrowing process

PC17. negotiate to arrive at the most profitable vendor relationship for the organization and finalise credit cycle

Raise additional funds for business expansion

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

PC18. identify credit sources for business expansion

PC19. describe the terms and conditions of sources offering credit

PC20. identify risks involved in each of sources be considered

PC21. select suitable source of credit

Establish trading terms for the business

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

PC22. define processes for approving trading terms

PC23. establish supplier trading terms

PC24. define business customer/direct customer trading terms

PC25. approve trading terms according to business policy and procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organization financial status

KU2. shareholder expectation

KU3. investment mix

KU4. business expansion plans

KU5. reporting forms and formats of the organization

KU6. elements, specific to business, that need to be considered for budgeting and accounting

KU7. risks management while expanding business

KU8. systems that enable timely collection, management and processing of information

Generic Skills (GS)

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

GS1. complete accounting / financial documentation accurately

GS2. maintain accurate and up to date records of resource allocation and usage according to company guidelines

GS3. complete records of budget performance and expenditure and report according to company procedures and guidelines

GS4. read information accurately

GS5. assess and interpret information on costs and resource allocation

GS6. use gestures or simple words to communicate where language barriers exist

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- GS7. use questioning to minimise misunderstandings
- GS8. display courteous and helpful behaviour at all times
- GS9. make appropriate decisions regarding the responsibilities of the job role
- GS10. plan and organize service feedback files/documents
- GS11. schedule daily activities and draw up priorities; allocate start times, estimate completion times, materials, equipment and assistance required for completion
- GS12. build customer relationships and use customer centric approach
- GS13. identify problems immediately and take up solutions quickly to resolve delays
- GS14. think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS15. interpret and infer financial data
- GS16. break down complex problems into single and manageable components within his/her area of work
- GS17. 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>Prepare and manage financial budget</i>	7.2	16.8	-	-
PC1. describe business policy and procedures in regard to preparation of budget or target figures	1.2	2.8	-	-
PC2. present proposed budgets or targets accurately and concisely to the concerned stakeholders	1.2	2.8	-	-
PC3. negotiate necessary changes to agreed budget allocations if necessary	1.2	2.8	-	-
PC4. monitor income and expenditure and maintain expenditure within budget targets according to business policy	1.2	2.8	-	-
PC5. take prompt corrective action where significant deviations from budget occur	1.2	2.8	-	-
PC6. enforce budget audit mechanisms and compliance requirements	1.2	2.8	-	-
<i>Maintain Profit and Loss Accounts and business accounting systems</i>	4.8	11.2	-	-
PC7. ensure team ability to conduct basic accounting tasks, creating and maintaining reports	1.2	2.8	-	-
PC8. build team ability to analyse sources of profits and causes of losses as reflected in the reports	1.2	2.8	-	-
PC9. ensure implementation of checks to prevent monetary losses due to fraudulent activities	1.2	2.8	-	-
PC10. monitor and maintain business systems for recording sales figures, revenue, personnel and payroll information, and expenditure	1.2	2.8	-	-
<i>Take measures to control costs</i>	3.6	8.4	-	-
PC11. implement cost reduction measures according to business policy and procedures	1.2	2.8	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. encourage team members to actively control costs in their areas of responsibility	1.2	2.8	-	-
PC13. implement recommendations for improving cost reduction or communicate to the team	1.2	2.8	-	-
<i>Negotiate and generate credit from vendors/suppliers</i>	4.8	11.2	-	-
PC14. describe the business cycle from accounting point of view	1.2	2.8	-	-
PC15. calculate credit amount, credit period, break-even point and payment schedules	1.2	2.8	-	-
PC16. define vendor credit cycle to ensure smooth borrowing process	1.2	2.8	-	-
PC17. negotiate to arrive at the most profitable vendor relationship for the organization and finalise credit cycle	1.2	2.8	-	-
<i>Raise additional funds for business expansion</i>	4.8	11.2	-	-
PC18. identify credit sources for business expansion	1.2	2.8	-	-
PC19. describe the terms and conditions of sources offering credit	1.2	2.8	-	-
PC20. identify risks involved in each of sources be considered	1.2	2.8	-	-
PC21. select suitable source of credit	1.2	2.8	-	-
<i>Establish trading terms for the business</i>	4.8	11.2	-	-
PC22. define processes for approving trading terms	1.2	2.8	-	-
PC23. establish supplier trading terms	1.2	2.8	-	-
PC24. define business customer/direct customer trading terms	1.2	2.8	-	-
PC25. approve trading terms according to business policy and procedures	1.2	2.8	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0215
NOS Name	Manage financial operations
Sector	Retail
Sub-Sector	Retail Business
Occupation	Consumer Sales
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Qualification Pack

RAS/N0216: Manage business operations

Description

This unit is about business management activities.

Scope

The scope covers the following :

- Compare and learn from existing similar businesses
- Develop short-term and long-term business plans
- Establish strategy and performance requirements
- Drive performance of the business
- Oversee and develop team members

Elements and Performance Criteria

Compare and learn from existing similar businesses

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

- PC1. describe similar businesses
- PC2. conduct SWOT (Strength, Weakness, Opportunities, Threats) as compared to external market
- PC3. identify dos and donts for the business

Develop short-term and long-term business plans

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

- PC4. identify, assess and prioritize risks
- PC5. make short-term and long-term business plans and express actions for the planned project
- PC6. define milestones and break them into achievable targets

Establish strategy and performance requirements

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

- PC7. audit current performance of business to identify opportunities for increased performance
- PC8. analyse the location, market focus and performance of competitors

Drive performance of the business

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

- PC9. identify, cost and budget the resources required to support the implementation of business strategy
- PC10. communicate the business strategy and individual performance requirements to team members
- PC11. establish and communicate to stores/business a schedule of visits to oversee and support operations
- PC12. establish and maintain effective communication and feedback mechanisms to manage performance and inform adjustments to strategy based on changing circumstances
- PC13. provide effective and actionable advice to staff to ensure high-quality merchandising, stock management and selling

Qualification Pack

PC14. provide direction, advice, resources and support to staff engaged in rolling out promotional and marketing strategies

Oversee and develop team members

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

PC15. identify the staffing and skill requirements for the business

PC16. perform staff selection in line with organisational and procedures

PC17. conduct staff performance appraisals according to organisational policies and processes and using standardised instruments

PC18. foster staff skill development to lift their individual and team performance

PC19. motivate and coach staff on improved sales, merchandising, planning and stock management processes

PC20. identify and manage conflict between individuals according to organisational policies and procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. similar businesses and their highs and lows

KU2. possible business risks

KU3. resource utilization

KU4. team management

KU5. SWOT (Strength, Weakness, Opportunity, Threat) analysis

KU6. development and evaluation of business plans

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

Qualification Pack

- GS13. think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS14. interpret and infer business plans
- GS15. 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>Compare and learn from existing similar businesses</i>	4.5	10.5	-	-
PC1. describe similar businesses	1.5	3.5	-	-
PC2. conduct SWOT (Strength, Weakness, Opportunities, Threats) as compared to external market	1.5	3.5	-	-
PC3. identify dos and donts for the business	1.5	3.5	-	-
<i>Develop short-term and long-term business plans</i>	4.5	10.5	-	-
PC4. identify, assess and prioritize risks	1.5	3.5	-	-
PC5. make short-term and long-term business plans and express actions for the planned project	1.5	3.5	-	-
PC6. define milestones and break them into achievable targets	1.5	3.5	-	-
<i>Establish strategy and performance requirements</i>	3	7	-	-
PC7. audit current performance of business to identify opportunities for increased performance	1.5	3.5	-	-
PC8. analyse the location, market focus and performance of competitors	1.5	3.5	-	-
<i>Drive performance of the business</i>	9	21	-	-
PC9. identify, cost and budget the resources required to support the implementation of business strategy	1.5	3.5	-	-
PC10. communicate the business strategy and individual performance requirements to team members	1.5	3.5	-	-
PC11. establish and communicate to stores/business a schedule of visits to oversee and support operations	1.5	3.5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. establish and maintain effective communication and feedback mechanisms to manage performance and inform adjustments to strategy based on changing circumstances	1.5	3.5	-	-
PC13. provide effective and actionable advice to staff to ensure high-quality merchandising, stock management and selling	1.5	3.5	-	-
PC14. provide direction, advice, resources and support to staff engaged in rolling out promotional and marketing strategies	1.5	3.5	-	-
<i>Oversee and develop team members</i>	9	21	-	-
PC15. identify the staffing and skill requirements for the business	1.5	3.5	-	-
PC16. perform staff selection in line with organisational and procedures	1.5	3.5	-	-
PC17. conduct staff performance appraisals according to organisational policies and processes and using standardised instruments	1.5	3.5	-	-
PC18. foster staff skill development to lift their individual and team performance	1.5	3.5	-	-
PC19. motivate and coach staff on improved sales, merchandising, planning and stock management processes	1.5	3.5	-	-
PC20. identify and manage conflict between individuals according to organisational policies and procedures	1.5	3.5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0216
NOS Name	Manage business operations
Sector	Retail
Sub-Sector	Retail Business
Occupation	Consumer Sales
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Qualification Pack

RAS/N0217: Update self and team on products/services being offered by the business

Description

This unit deals in sub tasks that deal in updating self and the team about product/service information so as to perform optimally.

Elements and Performance Criteria

Learning and updating product/service information with team and self

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

- PC1. describe to the team products/services involved in the business
- PC2. describe market trends with respect to sales patterns
- PC3. describe related products/services
- PC4. identify opportunities with respect to up-selling, cross-selling, expansion of business etc.
- PC5. incorporate changes in critical processes that effect business
- PC6. describe the concept of improving performance with respect to market trends

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. understand precautions and maintenance required
- PC9. understand 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 being offered
- KU2. competition and substitute products/services
- KU3. the concepts of up-selling, cross-selling, business expansion
- KU4. how to identify market trend and sales pattern

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

Qualification Pack

- 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. interpret and infer data
- GS15. 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>Learning and updating product/service information with team and self</i>	21	49	-	-
PC1. describe to the team products/services involved in the business	4.5	10.5	-	-
PC2. describe market trends with respect to sales patterns	3	7	-	-
PC3. describe related products/services	3	7	-	-
PC4. identify opportunities with respect to up-selling, cross-selling, expansion of business etc.	4.5	10.5	-	-
PC5. incorporate changes in critical processes that effect business	3	7	-	-
PC6. describe the concept of improving performance with respect to market trends	3	7	-	-
<i>Operate relevant equipment required for daily operations</i>	9	21	-	-
PC7. operate relevant equipment involved in business	3	7	-	-
PC8. understand precautions and maintenance required	3	7	-	-
PC9. understand new technologies that can improve efficiencies and reduce risks	3	7	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0217
NOS Name	Update self and team on products/services being offered by the business
Sector	Retail
Sub-Sector	Retail Business
Occupation	Consumer Sales
NSQF Level	6
Credits	NA
Version	1.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Qualification Pack

RAS/N0218: Drive operational excellence

Description

This unit deals in conducting business operations efficiently and effectively.

Scope

The scope covers the following :

- Ensure excellence in business operations

Elements and Performance Criteria

Ensure excellence in business operations

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

- PC1. ensure optimum utilisation of resources in daily operations
- PC2. ensure the required precautions are taken and timely maintenance is conducted
- PC3. provide updates on new technologies that can improve efficiencies and reduce risks
- PC4. ensure team competence on using of equipment/s relevant to business
- PC5. ensure team competence in manufacturing/selling/servicing of products/services being sold
- PC6. ensure insurance and safekeeping of all goods and properties involved in the business

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. activities that daily operations comprise
- KU2. equipment used in business and their operation
- KU3. possible emergencies
- KU4. technology used by others in the business
- KU5. possible risks

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

Qualification Pack

- 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. interpret and infer data
- GS15. 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>Ensure excellence in business operations</i>	30	70	-	-
PC1. ensure optimum utilisation of resources in daily operations	5.1	11.9	-	-
PC2. ensure the required precautions are taken and timely maintenance is conducted	5.1	11.9	-	-
PC3. provide updates on new technologies that can improve efficiencies and reduce risks	4.5	10.5	-	-
PC4. ensure team competence on using of equipment/s relevant to business	5.1	11.9	-	-
PC5. ensure team competence in manufacturing/selling/servicing of products/services being sold	5.1	11.9	-	-
PC6. ensure insurance and safekeeping of all goods and properties involved in the business	5.1	11.9	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0218
NOS Name	Drive operational excellence
Sector	Retail
Sub-Sector	Retail Business
Occupation	Consumer Sales
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Qualification Pack

RAS/N0219: Drive marketing activities and plan promotion strategies

Description

This unit deals in activities that help in augmenting sales and profitability with the help of appropriate products, prices and promotions.

Elements and Performance Criteria

Competition and market study

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

PC1. describe the elements that affect customer satisfaction and affinity

PC2. design formats that can be used to collect and study appropriate data

Collection and analysis of market information to aid in creating appropriate product and pricing policies

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

PC3. ensure training of team for collection of market information

PC4. ensure accurate data is collected and adequately analysed so that relevant data is obtained

Train staff on products/ services and processes relevant to business

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

PC5. identify business needs and design promotions that work for the same

PC6. ensure team is capable of designing promotions that are easily executable and are low on cost with high returns

PC7. identify and execute promotions and promotional events to augment sales and profitability

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. company and competition

KU2. pricing policy and the working for the same

KU3. promotional history of the organization

KU4. pricing and promotions across the industry

KU5. current market conditions

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

Qualification Pack

- 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. interpret and infer data
- GS15. 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>Competition and market study</i>	8.25	19.25	-	-
PC1. describe the elements that affect customer satisfaction and affinity	4.5	10.5	-	-
PC2. design formats that can be used to collect and study appropriate data	3.75	8.75	-	-
<i>Collection and analysis of market information to aid in creating appropriate product and pricing policies</i>	8.25	19.25	-	-
PC3. ensure training of team for collection of market information	3.75	8.75	-	-
PC4. ensure accurate data is collected and adequately analysed so that relevant data is obtained	4.5	10.5	-	-
<i>Train staff on products/ services and processes relevant to business</i>	13.5	31.5	-	-
PC5. identify business needs and design promotions that work for the same	4.5	10.5	-	-
PC6. ensure team is capable of designing promotions that are easily executable and are low on cost with high returns	4.5	10.5	-	-
PC7. identify and execute promotions and promotional events to augment sales and profitability	4.5	10.5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0219
NOS Name	Drive marketing activities and plan promotion strategies
Sector	Retail
Sub-Sector	Retail Business
Occupation	Consumer Sales
NSQF Level	6
Credits	NA
Version	1.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Qualification Pack

RAS/N0220: Perform manpower planning activity and impart training to staff

Description

This unit deals in sub tasks that are about assessing, recruiting, training and retaining adequate and appropriate manpower.

Elements and Performance Criteria

Assess manpower requirement and recruit suitable resources

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

- PC1. describe how to assess manpower requirement
- PC2. identify most effective and cost efficient options for sourcing resources
- PC3. ensure that business efficiencies are ensured with the help of appropriate resources at appropriate positions in the organisation

Train staff on products/ services and processes relevant to business

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

- PC4. ensure proper assessment of staff training needs as per business needs and also as suggested by managers and employees themselves
- PC5. ensure training as per legal obligations

Retain manpower

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

- PC6. ensure benefits package that fits employees needs
- PC7. ensure contests and incentives to help keep workers motivated and feeling rewarded
- PC8. ensure promotion from within whenever possible

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. manpower requirement
- KU2. training needs
- KU3. employee engagement needs
- KU4. HR policies
- KU5. industry norms for manpower engagement
- KU6. essential statutory compliances

Generic Skills (GS)

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

- GS1. complete documentation accurately

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- 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. interpret and infer data
- 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>Assess manpower requirement and recruit suitable resources</i>	10.8	25.2	-	-
PC1. describe how to assess manpower requirement	4.2	9.8	-	-
PC2. identify most effective and cost efficient options for sourcing resources	4.2	9.8	-	-
PC3. ensure that business efficiencies are ensured with the help of appropriate resources at appropriate positions in the organisation	2.4	5.6	-	-
<i>Train staff on products/ services and processes relevant to business</i>	7.5	17.5	-	-
PC4. ensure proper assessment of staff training needs as per business needs and also as suggested by managers and employees themselves	4.2	9.8	-	-
PC5. ensure training as per legal obligations	3.3	7.7	-	-
<i>Retain manpower</i>	11.7	27.3	-	-
PC6. ensure benefits package that fits employees needs	4.2	9.8	-	-
PC7. ensure contests and incentives to help keep workers motivated and feeling rewarded	3.3	7.7	-	-
PC8. ensure promotion from within whenever possible	4.2	9.8	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0220
NOS Name	Perform manpower planning activity and impart training to staff
Sector	Retail
Sub-Sector	Retail Business
Occupation	Consumer Sales
NSQF Level	6
Credits	NA
Version	1.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Qualification Pack

RAS/N0221: Manage team through demonstration of leadership skills

Description

This unit deals in sub tasks that are about leadership skills to ensure effective team management.

Elements and Performance Criteria

Assess performance of staff and appraise accordingly

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

- PC1. assess performance of staff in correlation with needs of both the individual and the organization
- PC2. assess performance as well as potential for development
- PC3. analyse data so as to ensure appropriate person-task matching

Give concrete feedback to staff and help them to improve performance

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

- PC4. provide objective feedback to help improve team performance
- PC5. ensure fair and unbiased feedback so that deserving employees profit from the system

Lead team by communicating team objectives

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

- PC6. define the core values of your organization
- PC7. define what the team will aspire to become or achieve as long-term goals
- PC8. communicate the organizations vision clearly and repeatedly such that all employees understand what work needs to be done and why is it critical in the overall effort

Display creativity and innovation for sustenance and business growth

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

- PC9. identify opportunities and create solutions to face uncertainties
- PC10. keep self-updated to be able to expand business in other fields/line of business as desired
- PC11. improvise methods so as to improve efficiencies

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. team motivators
- KU4. strengths, weakness, opportunity of and threat to self and own organization

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. interpret and infer data
- GS15. 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>Assess performance of staff and appraise accordingly</i>	9	21	-	-
PC1. assess performance of staff in correlation with needs of both the individual and the organization	3	7	-	-
PC2. assess performance as well as potential for development	3	7	-	-
PC3. analyse data so as to ensure appropriate person-task matching	3	7	-	-
<i>Give concrete feedback to staff and help them to improve performance</i>	5.7	13.3	-	-
PC4. provide objective feedback to help improve team performance	3	7	-	-
PC5. ensure fair and unbiased feedback so that deserving employees profit from the system	2.7	6.3	-	-
<i>Lead team by communicating team objectives</i>	7.2	16.8	-	-
PC6. define the core values of your organization	2.4	5.6	-	-
PC7. define what the team will aspire to become or achieve as long-term goals	2.4	5.6	-	-
PC8. communicate the organizations vision clearly and repeatedly such that all employees understand what work needs to be done and why is it critical in the overall effort	2.4	5.6	-	-
<i>Display creativity and innovation for sustenance and business growth</i>	8.1	18.9	-	-
PC9. identify opportunities and create solutions to face uncertainties	2.7	6.3	-	-
PC10. keep self-updated to be able to expand business in other fields/line of business as desired	2.7	6.3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. improvise methods so as to improve efficiencies	2.7	6.3	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0221
NOS Name	Manage team through demonstration of leadership skills
Sector	Retail
Sub-Sector	Retail Business
Occupation	Consumer Sales
NSQF Level	6
Credits	NA
Version	1.0
Last Reviewed Date	27/05/2021
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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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/N0205.Build relationship with vendors / dealers to ensure smooth business operations and increase sales	30	70	-	-	100	10
RAS/N0207.Manage customer needs effectively through need identification and strong customer relationship	30	70	-	-	100	10
RAS/N0209.Implement legal compliances, policies and procedures	30	70	-	-	100	12
RAS/N0211.Manage inventory and sales	30	70	-	-	100	12
RAS/N0215.Manage financial operations	30	70	-	-	100	12
RAS/N0216.Manage business operations	30	70	-	-	100	10
RAS/N0217.Update self and team on products/services being offered by the business	30	70	-	-	100	8
RAS/N0218.Drive operational excellence	30	70	-	-	100	8
RAS/N0219.Drive marketing activities and plan promotion strategies	30	70	-	-	100	10

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
RAS/N0220.Perform manpower planning activity and impart training to staff	30	70	-	-	100	4
RAS/N0221.Manage team through demonstration of leadership skills	30	70	-	-	100	4
Total	330	770	-	-	1100	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

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