

Micro Credential



Customer Engagement for Environmental Sustainability

MCr Code: RAS/MCr-0002

Version: 1.0

NSQF Level: 4

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Micro Credential

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RAS/MCr-0002

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Micro Credential

RAS/MCr-0002 : Customer Engagement for Environmental Sustainability

Description

This Micro credential describes the performance criteria, knowledge and understanding including generic skills required to share the sustainability initiatives done by the business with their customers and providing them an opportunity to do their part to protect the environment.

Micro Credential Module Details and Duration

| Training Delivery Mode | Theory (Hours) | Practical (Hours) | Total (Hours) |
|------------------------|----------------|-------------------|---------------|
| Online Only | 0010:00 | 0005:00 | 15:00 |

Micro Credential

Assessment Criteria

| Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Passing Percentage |
|--------------|-----------------|---------------|------------|-------------|--------------------|
| 50 | 50 | - | - | 100 | 70 |

Micro Credential

Micro Credential (MCr) Parameters

| | |
|---|--|
| MCr Code | RAS/MCr-0002 |
| MCr Name | Customer Engagement for Environmental Sustainability |
| Sector | Retail |
| NSQF Level | 4 |
| Credits | 0.5 |
| Version | 1.0 |
| Minimum Job Entry Age | 14 |
| Minimum Educational Qualification & Experience | <p>12th grade Pass OR 12th Class (pursuing) OR 10th grade pass (2 years of any combination of NTC/NAC/CITS or equivalent.) OR Previous relevant Qualification of NSQF Level (3.5) with 1.5 years of experience Relevant experience in retail operations OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience Relevant experience in retail operations</p> |
| Pre-Requisite License or Training | NA |
| Last Reviewed Date | 08/05/2025 |
| Next Review Date | 08/05/2030 |
| NSQF Clearance Date | 08/05/2025 |
| Reference code on NQR | NM-04-OR-04258-2025-V1-RASCI |
| NQR Version | 1.0 |