



Model Curriculum

Micro credential Name: Sustainable Practices for Retail Store Operations

Micro credential Code: RAS/MCr-0003

Micro credential Version: 1.0

NSQF Level: 3

Model Curriculum Version: 1.0

Retailers Association's Skill Council of India, 703-704 Sagar Tech Plaza - A, Andheri-Kurla Road, Sakinaka Junction, Sakinaka, Andheri (E) Mumbai-400072.

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Training Parameters

Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
Country	India
NSQF Level	3.0
Aligned to NCO/ISCO/ISIC Code	NA
Minimum Educational Qualification and Experience	• 10th grade pass or Pursuing • Grade 8 pass with two years of (NTC/ NAC) after 8th • Previous relevant Qualification of NSQF Level 2.5 with 1.5-year relevant experience • Previous relevant Qualification of NSQF Level 2.0 with 3-year relevant experience
Pre-Requisite License or Training	NIL
Minimum Job Entry Age	-
Last Reviewed On	NA
Next Review Date	08/05/2028
NSQC Approval Date	08/05/2025
QP Version	1.0
Model Curriculum Creation Date	16/6/2023
Model Curriculum Valid Up to Date	08/05/2028
Model Curriculum Version	1.0
Minimum Duration of the Course	30 Hours
Maximum Duration of the Course	30 Hours

Program Overview

This section summarises the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Show how to reduce the usage of materials and resources during day-to-day operations by optimizing processes.
- Explain the importance of reducing wastage by reusing material & resources.
- Describe the process of Waste Management.
- Discuss the need to engage team members and promote all marketing collateral to promote sustainability initiatives to customers.
- Determine KPIs for compliance, monitoring and reporting of sustainability initiatives taken in all process and procedures while managing a Retail Store.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Sustainability practices for Retail store operations	15:00	15:00	00:00	00:00	30:00
Module 1: Optimizing Resource Efficiency for Sustainable Retail	04:00	04:00	00:00	00:00	08:00
Module 2: Waste Management	04:00	04:00	00:00	00:00	08:00
Module 3: Initiatives to promote Sustainability	04:00	04:00	00:00	00:00	08:00
Module 4: Ensuring Compliance in Retail Operations	01:00	01:00	00:00	00:00	02:00
Module 5: Monitoring and reporting Sustainability Metrics in Retail operations	02:00	02:00	00:00	00:00	04:00
Total Duration	15:00	15:00	00:00	00:00	30:00

Module Details

Module 1: Optimizing Resource Efficiency for Sustainable Retail

Terminal Outcomes:

- Reduce usage of materials during day-to-day operations by optimizing processes.
- Reduce usage of resources like water and energy by raising awareness among team members.
- Reduce wastage by assessing the need for and reusing materials and resources.

Duration: 04:00 Hours	Duration: 04:00 Hours
Theory–Key Learning Outcomes	Practical–Key Learning Outcomes
• Discuss the environmental impact of various materials and identify methods to reduce their usage. • Explain the causes and effects of natural resource depletion and suggest ways to conserve them. • Outline the environmental and financial impacts of waste materials and develop methods to reduce waste.	• Show how to prepare a sample report on materials used in business operations, and their environmental impact. • Develop a sample report detailing the trends in natural resource depletion over the past five decades. • Recommend strategies for conservation based on the case study. • Demonstrate a scenario that outlines the environmental and financial impact of waste materials and resources and suggests methods to reduce this wastage.
Classroom Aids:	
Projector, white board and white board marker, pen, notepad, Participant Handbook, Presentation deck	
Tools, Equipment and Other Requirements	
Card sheets, Sketch pens / Marker pens, Case Study, Feasibility Analysis Report Template	

Module 2: Waste Management

Terminal Outcomes:

- Promote recycling of all waste materials by raising awareness and engaging team members to adhere to established recycling processes.
- Reuse material to maximum usage and then recycle them.
- Dispose waste responsibly.

Duration: 04:00 Hours	Duration: 04:00 Hours
Theory–Key Learning Outcomes	Practical–Key Learning Outcomes
• Explain the process of recycling various types of waste and identify available partners who can support these efforts. • List various methods for maximizing the reuse of materials before ensuring they are recycled. • List the different types of waste generated, the methods for segregating them, and the processes for disposing of biodegradable waste.	• Demonstrate how different types of waste are recycled and illustrate the importance of recycling. • Show the various methods and benefits of maximizing the reuse of materials before recycling. • Demonstrate the processes for recycling or disposal. • List the vendors who manage wet waste in the vicinity of operations.
Classroom Aids:	
Projector, white board and white board marker, pen, notepad, Participant Handbook, Presentation deck	
Tools, Equipment and Other Requirements	
Card sheets, Sketch pens / Marker pens, Case Study, Feasibility Analysis Report Template	

Module 3: Initiatives to promote Sustainability

Terminal Outcomes:

- Engage team members and promote all marketing collateral to promote sustainability initiatives to customers like product exchange programmes, product rental options, recycling and collection centers.
- Encourage participation in volunteering activities related to protecting the environment.
- Enhance advocacy on global awareness days related to protecting the environment.

Duration: 04:00 Hours	Duration: 04:00 Hours
Theory–Key Learning Outcomes	Practical–Key Learning Outcomes
• Discuss the internal initiatives to promote sustainability and the processes setup to support these initiatives. • Describe the value of trees to the environment, and benefits of recycling. • List the partners who can support initiatives. • Discuss the background of global awareness days i.e. what is the purpose, when and where did it start, how to participate/celebrate, how to engage teams.	• Identify various initiatives that are taken to promote sustainability. • Create a sample report to demonstrate the tangible value of the initiatives taken based on a case study. • Prepare a list of global awareness days, their origins, purposes and impact and how they can be used to drive employee engagement and generate customer goodwill.
Classroom Aids:	
Projector, white board and white board marker, pen, notepad, Participant Handbook, Presentation deck	
Tools, Equipment and Other Requirements	
Card sheets, Sketch pens / Marker pens, Case Study, Feasibility Analysis Report Template	

Module 4: Ensuring Compliance in Retail Operations

Terminal Outcomes:

- Ensure compliances are met in every area of operations.

<i>Duration: 01:00 Hours</i>	<i>Duration: 01:00 Hours</i>
Theory–Key Learning Outcomes	Practical–Key Learning Outcomes
• List the various compliance requirements as outlined by the relevant authorities in their respective fields.	• Show how to create a monitoring tracker to remind about expiry dates for each document.
Classroom Aids:	
Projector, white board and white board marker, pen, notepad, Participant Handbook, Presentation deck	
Tools, Equipment and Other Requirements	
Card sheets, Sketch pens / Marker pens, Case Study, Reporting Format template	

Module 5: Monitoring and reporting Sustainability Metrics in Retail operations

Terminal Outcomes:

- Define the key performance indicators (KPIs) and evaluation parameters related to environment sustainability during process of manufacturing products.

Duration: 02:00 Hours	Duration: 02:00 Hours
Theory–Key Learning Outcomes	Practical–Key Learning Outcomes
Identify the KPIs to be reported regularly that reflect the progress and impact of the sustainability initiatives undertaken by the business.	Prepare a sample tracker for measuring sustainability practices at the store level & overall business level.
Classroom Aids:	
Projector, white board and white board marker, pen, notepad, Participant Handbook, Presentation deck	
Tools, Equipment and Other Requirements	
Card sheets, Sketch pens / Marker pens, Case Study, Monitoring Tracker, Reporting Format template	

Annexure

Trainer Requirement for Domain Skills

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
For Existing Trainers						
Diploma	Retail Operations/ Retail Management	5	practicing sustainability in product sourcing. Area of Experience - sourcing Processes, understanding retail, knowledge of general environmental sustainability, vendor management.	0		
OR						
Graduate	Retail operations / Retail management	0	Teaching Sustainability in product sourcing.	5	Teaching in sustainability practices for graduate/diplo ma students. Area of Experience – sourcing Processes, understanding retail, knowledge of general environmental sustainability, vendor management.	
Trainer Certification						
Domain Certification				Platform Certification		
Certified for the Micro Credential “Sustainability practices for Retail store operations RAS/MCr-0003 level 3 with Minimum pass percentage: 80%				Recommended that the Trainer is certified for the Job Role: “Trainer (VET and skills)”, mapped to the Qualification Pack: “MEP/Q2601, v2.0”. The minimum accepted score is 80%.		

Assessor Requirements for Domain Skills

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
For Existing Assessors						
Diploma	Retail Operations/ Retail Management	5	practicing sustainability in product sourcing. Area of Experience - sourcing Processes, understanding retail , knowledge of general environmental sustainability , vendor management.	0		
OR						
Graduate	Retail operations / Retail management	0	Teaching Sustainability in product sourcing.	5	Teaching in sustainability practices for graduate/diploma students. Area of Experience – sourcing Processes, understanding retail, knowledge of general environmental ssustainability,vendor management	
Assessor Certification						
Domain Certification				Platform Certification		
Certified For Micro Credential “Sustainability practices for Retail store operations RAS/MCr-0003 level 3 with Minimum pass percentage: 80%				Recommended that the Assessor is certified for the Job Role: “Assessor (VET and skills)”, mapped to the Qualification Pack: “MEP/Q2701, v2.0”. The minimum accepted score is 80%.		

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

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

Testing Tools

- Carry out assessments under realistic work pressures that are found in the normal industry workplace.
- Ensure that the range of materials, equipment and tools that learners use are current and of the type routinely found in the normal industry workplace environments.

Assessment Type	Formative or Summative	Strategies
Theory	Summative	(Web proctoring/Paper pencil/Tab based): Written test will be Multiple Choice Questions (MCQ) based. In case of availability of internet connectivity, the test will be hosted on the web (online). In case of the absence of internet connectivity, the test will be administered in offline mode on a tablet or via paper pencil.
Practical	Summative	This test will be administered through an online digital assessment platform in the form of situation based / case based multiple choice questions

The assessment results are backed by evidence collected by assessors.

1. The assessor/proctor must collect a copy of the attendance for the training under the scheme. The attendance sheets are signed and stamped by the in-charge / Head of the Training Centre.
2. The assessor/proctor needs to verify the authenticity of the candidates by checking the photo ID card issued by the institute as well as anyone Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross-verify the trainee's credentials in the enrolment form.

3. The assessor/proctor needs to punch the trainee's roll number on all the evidence.
4. The assessor/proctor can take a photograph of all the students along with the assessor standing in the middle and with the centre name/banner at the back as evidence.
5. The assessor also needs to carry his/her photo ID card.

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

Assessment Strategy for Employability Skills

The trainee will be tested for the acquired skill, knowledge and attitude through formative/summative assessment at the end of the course, and as this NOS and MC are adopted across sectors and qualifications, the respective AB can conduct the assessments as per their requirements.

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or solve a problem.
Key Learning Outcome	The key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something or how to perform a task. It is the ability to work or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	The terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards