



Model Curriculum

QP Name: Retail Order Fulfilment Assistant

QP Code: RAS/Q0303

QP Version: 2.0

NSQF Level: 3

Table of Contents

Training Parameters	2
Program Overview.....	3
Training Outcomes.....	3
Compulsory Modules.....	4
Module Details	6
Module 1: Introduction.....	6
Module 2: Receiving and storing goods in retail operations.....	7
Module 3: Planning and scheduling delivery.....	9
Module 4: Processing Cash, Returns and customer's orders.....	11
Module 5: Creating a positive and lasting Impression of Self and the organization in the customers minds	13
Module 6: Maintain health and safety	15
Module 7: Working in a Team	16
Module 8: Employability Skills.....	18
Module 9: On-the-Job Training.....	20
Annexure	22
Trainer Requirement for Domain Skills	22
Trainer Requirement for Employability Skills	23
Master Trainers Requirements for Employability Skills	24
Assessor Requirements for Domain Skills	25
Assessment Strategy	26
Assessment Strategy for Employability Skills	27
References.....	28
Glossary	28
Acronyms and Abbreviations.....	28

Training Parameters

Sector	Retail
Sub-Sector	Retail E-commerce; Retail Operations
Occupation	Sales Operations; Store Operations
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5243.0300
Minimum Educational Qualification and Experience	<ul style="list-style-type: none"> • 10th Grade pass. • 9th Grade pass with 1.5-year relevant experience • 8th grade pass with 3-year relevant experience • Previous relevant Qualification of NSQF Level 2.5 with 1.5-year relevant experience
Pre-Requisite License or Training	NIL
Minimum Job Entry Age	18 years
Last Reviewed On	04/03/2020
Next Review Date	04/03/2023
NSQC Approval Date	11/08/2020
QP Version	2.0
Model Curriculum Creation Date	01/03/2023
Model Curriculum Valid Up to Date	04/03/2023
Model Curriculum Version	1.0
Minimum Duration of the Course	390 Hours
Maximum Duration of the Course	390 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.

- Receive and store goods in retail operations
- Deliver products to customers
- Process orders for customers
- Process payments transactions for customers
- Provide information and advice to meet the needs of customers
- Facilitate return of goods by the customers
- Maintain health and safety at work
- Build good relationships with the customers
- Work effectively in a Retail team
- Work effectively in an organisation
- Employability Skills

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
Bridge Module	00:00	00:00	00:00		00:00
Module 1: Introduction	00:00	00:00	00:00		00:00
RAS/N0101: To receive and store goods in retail operations NSQF Level: 1	38:00	40:00	12:00		90:00
Module 2: Receiving and storing goods	38:00	40:00	12:00		90:00
RAS/N0102: To deliver products to the customers NSQF Level: 1	38:00	40:00	12:00		90:00
Module 3: Planning and Scheduling Delivery	38:00	40:00	12:00		90:00
RAS/N0112: To process customer orders for goods NSQF Level: 2					
RAS/N0116: To process cash and credit transactions NSQF Level: 2	25:00	34:00	16:00		75:00
RAS/N0117: To process returned goods NSQF Level: 2					
Module 4: Processing Cash, Returns and Customer's Orders	25:00	34:00	16:00		75:00
RAS/N0124: To Provide Information and Advice to Customers NSQF Level: 3	05:00	05:00	05:00		15:00
Module 5: Creating a Positive and Lasting Impression of Self and the Organization in the Customers' Minds	05:00	05:00	05:00		15:00
RAS/N0121: To Maintain Health and Safety -v2 NSQF Level: 3	05:00	05:00	05:00		15:00
Module 6: Maintain Health and Safety	05:00	05:00	05:00		15:00
RAS/N0137: To work effectively in a retail team NSQF Level: 3	15:00	20:00	10:00		45:00

RAS/N0138: To work effectively in an organisation NSQF Level: 3					
Module 7: Working in a team	15:00	20:00	10:00		45:00
DGT/VSQ/N0102: Employability skills NSQF Level:4	24:00	36:00	00:00		60:00
Introduction to employability skills	00:30	01:00	00:00		01:30
Constitutional values - Citizenship	00:30	01:00	00:00		01:30
Become a professional in 21 st century	01:00	01:30	00:00		02:30
Basic English skills	04:00	06:00	00:00		10:00
Career Development and Goal settings	01:00	01:00	00:00		02:00
Communication Skills	02:00	03:00	00:00		05:00
Diversity and inclusion	01:00	01:30	00:00		02:30
Financial and legal literacy	02:00	03:00	00:00		05:00
Essential Digital skills	04:00	06:00	00:00		10:00
Entrepreneurship	03:00	04:00	00:00		07:00
Customer Service	02:00	03:00	00:00		05:00
Getting Ready for apprenticeship and jobs	03:00	05:00	00:00		08:00
Total Duration	150:00	180:00	60:00		390:00

Module Details

Module 1: Introduction

Bridge Module

Terminal Outcomes:

- State the roles and responsibilities of a Retail Order Fulfilment Assistant.
- Describe the services that are provided by the Retail order fulfilment Assistant.
- Explain the significance of Backend Operations in Retail.
- Outline the Career progression of Retail Order Fulfilment Assistant.

<i>Duration: 00:00</i>	<i>Duration: 00:00</i>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Outline the evolution of retail and ecommerce in India. • List the roles and responsibilities of the Retail Order Fulfilment Assistant. • Describe the factors that led to the progression of Omni channel retailing in India. • Explain the meaning of backend operations. • Distinguish between Backend and front - end operations. • Explain the operational services that are performed by the backend operations. • Explain the career progression map of the Retail Order Fulfilment Assistant. 	
Classroom Aids	
LCD Projector, Laptop/Computer with the internet, White Board, Flip Chart, Markers	
Tools, Equipment and Other Requirements	
Posters and charts for describing the retail sector	

Module 2: Receiving and storing goods in retail operations

Mapped to RAS/N0101

Terminal Outcomes:

- List the functions involved in storage operation.
- Identify the key product categories present in the store.
- Explain the key policies for receiving and storing different categories of goods.
- Describe the measures taken to maintain the quality of the stock.

<i>Duration: 38:00</i>	<i>Duration: 40:00</i>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the meaning and significance of store operations. • List the functions involved in store operations. • Describe the staff responsibilities towards pre store opening & post-store closing activities. • Explain the stages involved in the receiving and unloading of goods. • Identify the key product categories present in the store. • Discuss ways of ensuring appropriate storage space availability in the storeroom. • List the equipment's that are important to check before receiving goods. • Explain the stock control system • Explain the components of a storage location master and its usage. • Identify the important registers maintained in the store. • Explain the concept of delivery note. • Discuss the consequence of inaccurate recording and reporting of goods in receipt and storage. • Explain the handling procedures of perishable and non-perishable goods. • Identify the storage requirements and standard storage conditions for the incoming goods. • List the criteria for maintaining security and safety during delivery and storage. 	<ul style="list-style-type: none"> • Demonstrate the steps performed in receiving goods. • Demonstrate appropriate handling procedures for perishable and non-perishable goods. • Dramatize on how to rotate the stocks in order to avoid the costs of inventory wastage. • Demonstrate the knowledge and skills required for receiving and storing goods. • Verify stock by using the stock control system to identify current stock levels, the stock levels needed, and any shortfalls in stock. • Verify all required equipment for receipt and movement of goods are in good working order. • Access the required paperwork for accuracy and completeness. • Role-play a situation to report any shortfall in space or malfunction with equipment to the supervisor. • Roleplay a situation on ensuring that the for receiving goods is clean, tidy and free from obstruction and perils. • Demonstrate the steps involved in the sequencing and docking process. • Roleplay a situation for conducting checks to ensure that all goods mentioned in the delivery note have been received. • Dramatize a situation on conducting a visual inspection and quality check for the received goods before getting them stored.

	<ul style="list-style-type: none"> • Demonstrate steps to record refusals accurately following organizational standard operating procedures. • Demonstrate the process to accurately update stock control systems to reflect the receipt of goods.
<p>Classroom Aids</p>	
<p>LCD Projector, Laptop/Computer with the internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine), Dummy Products (Products with add-on accessories such as mobile handsets with ear phones etc.) with barcodes, specifications, price tags, VM elements (Mannequins - Full/Half Bust, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Dummy Fire Extinguishers, Customer Feedback Forms, Billing Dummy Software, UV light fake note detecting machine, Posters showing various types of digital payment options such as PayTM, PayPal, etc.), Sample of Gift Cards/Coupons/Vouchers, Credit Notes to demonstrate sales return, Sample forms showing Loyalty scheme/EMI Offers</p>	

Module 3: Planning and scheduling delivery

Mapped to RAS/N0102

Terminal Outcomes:

- Prepare a plan to deliver products to the customers.
- Describe the administrative activities for product delivery.

<i>Duration: 38:00</i>	<i>Duration: 40:00</i>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the essential equipment's used in delivering products. • List the classification of products that need to be delivered to the customers. • List the important papers required for delivering products. • Explain the delivery schedule. • Explain the concept of delivery management and key performance indicators of delivery management. • Explain the criterion of identifying the customer who is legally eligible for collecting the product packages. • Explain the importance of planning a schedule of deliveries for optimum utilisation of time and resources. • Discuss the action to be taken as per the company policy in case of early or late arrival at the customer's premise. • Explain the scenario when customer refuses for collecting products' packages • Describe the company procedures for ensuring that deliveries are left only with individuals who may legally receive them. • Discuss the impacts of early delivery of products. • Discuss the impacts of late delivery of products • List the potential causes of late delivery of products • Describe the method of dealing with the late deliveries of products • Explain in detail about post-delivery process. • Explain the concept of customer satisfaction. 	<ul style="list-style-type: none"> • Illustrate the process of planning to be followed before delivery to customers. • Verify the equipment's, delivery details and paperwork needed for the delivery are available. • Follow company procedure to get fuel for the scheduled deliveries. • Follow standard procedure to deliver the products at the time mentioned by the customer. • Demonstrate on how to unload products from the truck by protecting them from potential damage. • Roleplay a scenario of treating the customer courteously throughout the delivery process. • Identify current stock levels, the stock levels needed, and any shortfalls in stock with the use of stock control system . • Demonstrate the process of transporting products and equipment safely and securely • Demonstrate the steps to update records of delivery and non-delivery promptly and in line with company procedures.

<ul style="list-style-type: none"> • Explain the differences between internal and external customers. • Explain why it is essential to build rapport with the internal and external customers. • Discuss the ways of building rapport with all customers in the direction of giving appropriate treatment to them. 	
<p>Classroom Aids</p>	
<p>LCD Projector, Laptop/Computer with the internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine), Dummy Products (Products with add-on accessories such as mobile handsets with ear phones etc.) with barcodes, specifications, price tags, VM elements (Mannequins - Full/Half Bust, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Dummy Fire Extinguishers, Customer Feedback Forms, Billing Dummy Software, UV light fake note detecting machine, Posters showing various types of digital payment options such as PayTM, PayPal, etc.), Sample of Gift Cards/Coupons/Vouchers, Credit Notes to demonstrate sales return, Sample forms showing Loyalty scheme/EMI Offers</p>	

Module 4: Processing Cash, Returns and customer's orders

Mapped to RAS/N0112, RAS/N0116, RAS/N0117

Terminal Outcomes:

- Explain about the cash and credit transactions.
- Describe the role of service fulfillment executive in processing of cash and credit transaction.
- Discuss the steps involved in processing returned goods.
- Explain the importance of processing customer orders.
- List the communication methods that facilitate in sharing of information with the customers.

<i>Duration: 25:00</i>	<i>Duration: 34:00</i>
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • List the type of payments. • Explain the processing of cash and credit transactions. • Describe the features and functions of credit sales. • Discuss the associated risks to the company of offering credit to customers. • State the legal rights and obligations of customers and retailers in relation to credit. • Explain the company's return and refund policies. • Explain the return and refund processing of CODs and pre-paid. • Describe the process of return of goods. • Describe the importance of processing customers' orders for Sale. • Explain the importance of understanding customers' needs accurately by asking suitable questions. • Explain the backend processing of customers' order. • List the communication methods that facilitate in sharing of information with the customers. 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Follow the company guidelines for setting customer credit limits. • Demonstrate the process of reviewing customers account accurately and at suitable intervals to check that payments are up to date. • Demonstrate steps in processing customer payment. • Roleplay a scenario of reporting to the concerned authority about the actions taken to deal with customers who go over their credit limits. • Follow the legal and company policy for return and refund. • Follow the return and refund processing of CODs and pre-paid. • Demonstrate the steps involved in the process of returned goods. • Roleplay a scenario on how to process customer orders for sale. • Dramatize a situation of preparing accurate, clear, and complete information about the order & pass this information to people responsible for fulfillment. • Dramatize a scenario of communicating promptly and politely to the customers about their order cannot be delivered within the agreed time.
<p>Classroom Aids</p> <p>LCD Projector, Laptop/Computer with the internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Point of Sale (POS) Terminal (Computer, Cash drawer,</p>	

Receipt printer, Barcode scanner, Card swiping machine), Dummy Products (Products with ad-on accessories such as mobile handsets with ear phones etc.) with barcodes, specifications, price tags, VM elements (Mannequins - Full/Half Bust, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Dummy Fire Extinguishers, Customer Feedback Forms, Billing Dummy Software, UV light fake note detecting machine, Posters showing various types of digital payment options such as PayTM, PayPal, etc.), Sample of Gift Cards/Coupons/Vouchers, Credit Notes to demonstrate sales return, Sample forms showing Loyalty scheme/EMI Offers

Module 5: Creating a positive and lasting Impression of Self and the organization in the customers minds

Mapped to RAS/N0124

Terminal Outcomes:

- Explain the need to identify customer requirements and provide relevant information.
- Explain the importance of resolving customer complaints.
- Identify Customer Service problems.
- Show how to deal with customers in difficult situations and find solutions to resolve customer service problems.
- Explain the importance of establishing an organizational image.
- Elaborate on the concept of development of basic etiquette and Customer service etiquettes.
- Explain the need to Build relationships with internal and external customers.

<i>Duration: 05:00</i>	<i>Duration: 05:00</i>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of identifying the precise needs of the customer. • Describe the elements that help in providing information and advice to the customers • Describe the steps involved in customer complaint-handling process. • Explain the steps of resolving customer service solutions. • Discuss the consequences of not resolving customer queries and complaints satisfactorily. • Explain the referral procedure to the customer. • Explain the importance of establishing an organizational image. • Elaborate on the need to improve relationship and communication with the customers. • List the factors that affect the corporate image of an organization. • Explain the basic meaning of communication. • Explain the fundamental principles of customer service etiquette. • Explain the appropriate criterion for sharing the correct information with customers. 	<ul style="list-style-type: none"> • Dramatize a situation to communicate an amicable resolution to their problem. • Roleplay a situation on handling customer complaints by using proper tone and intonation. • Roleplay a situation to demonstrate traits of behaviour and verbal communication in a way that recognizes customers' problems and understands their points of view. • Demonstrate the process of working together with team to resolve customer concerns. • Roleplay a situation to resolve a customer service problem by working together with the team by using standard practices/ policies. • Demonstrate on how to prepare a sample template to report customer feedback with others to identify potential problems before they happen. • Roleplay a situation to demonstrate collection of feedback from customers about their overall experience. • Dramatize a situation to provide complete and accurate information to the customers on the progress of their desired resolutions of complaints. • Roleplay a situation to demonstrate friendliness and respect while greeting customers in the store. • Roleplay a situation to identify and gauge the customers understanding on the

	<p>information provided to them.</p> <ul style="list-style-type: none"> • Demonstrate on how to confirm customers' expectations and needs. • Show how to promptly respond to the customers seeking assistance through a dramatized situation. • Roleplay a situation to show how to inform customers the reason why their needs or expectations cannot be met.
<p>Classroom Aids</p>	
<p>LCD Projector, Laptop/Computer with the internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine), Dummy Products (Products with add-on accessories such as mobile handsets with ear phones etc.) with barcodes, specifications, price tags, VM elements (Mannequins - Full/Half Bust, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Dummy Fire Extinguishers, Customer Feedback Forms, Billing Dummy Software, UV light fake note detecting machine, Posters showing various types of digital payment options such as PayTM, PayPal, etc.), Sample of Gift Cards/Coupons/Vouchers, Credit Notes to demonstrate sales return, Sample forms showing Loyalty scheme/EMI Offers</p>	

Module 6: Maintain health and safety

Mapped to RAS/N0121

Terminal Outcomes:

- Identify and report accidents and emergencies.
- Describe the safety practices followed in the store.
- State the procedures for dealing with emergencies in a retail store.

<i>Duration: 05:00</i>	<i>Duration: 05:00</i>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List different types of emergency situations that may arise in the store. • Explain the company procedures and legal requirements for dealing with accidents and emergencies. • Discuss the need for being calm and composed while dealing with accidents and emergencies. • Describe the steps of evacuation during emergency. • List the key health and safety policies laid down by the company and by law for a retail store. • State the importance of being always situationally aware or alert. • State the basic definition of waste management. • Explain the concept of how industries are going green. • List the different techniques for reducing waste in an economy. • List the different types of packing materials. 	<ul style="list-style-type: none"> • Roleplay a scenario to report accidents and emergencies promptly, accurately and to the right person. • Demonstrate the procedure of raising alarm in emergency situation • Roleplay a situation to take promptaction to deal with risks. • Dramatize a situation to Identify, report and mitigate potential hazards and risks at workplace. • Dramatize a situation on using approved techniques for safe handling and lifting of equipment's. • Demonstrate on how to Prepare an incident report after recording such incidents of hazards and accidents. • Demonstrate the use of equipment and materials in line with the manufacturer's instructions.
Classroom Aids	
LCD Projector, Laptop/Computer with the internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards	
Tools, Equipment and Other Requirements	
Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almira, Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine), Dummy Products (Products with add-on accessories such as mobile handsets with ear phones etc.) with barcodes, specifications, price tags, VM elements (Mannequins - Full/Half Bust, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Dummy Fire Extinguishers, Customer Feedback Forms, Billing Dummy Software, UV light fake note detecting machine, Posters showing various types of digital payment options such as PayTM, PayPal, etc.), Sample of Gift Cards/Coupons/Vouchers, Credit Notes to demonstrate sales return, Sample forms showing Loyalty scheme/EMI Offers	

Module 7: Working in a Team

Mapped to RAS/N0137 & RAS/N0138

Terminal Outcomes:

- Discuss the role of a Team in Retail sector.
- Explain the responsibilities of an employee towards the team.
- Demonstrate etiquettes followed at the workplace.
- Develop effective work habits.
- Explain the importance of knowing workplace information (legal policies, sexual harassment, daily work routine, workplace information).
- Demonstrate good interpersonal skills on the personal and professional front.

<i>Duration: 15:00</i>	<i>Duration: 20:00</i>
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • State the meaning of teamwork. • Explain the characteristics of effective teamwork. • State the reporting hierarchy and escalation matrix of a retail store. • Describe the importance of prioritizing and completing the allocated tasks according to the required timeframe. • Explain the steps in planning and organizing daily work routine within the scope of the job role. • List the consequences of poor team participation on job outcomes. • Describe the process to identify and display a non-discriminatory attitude with customers and other staff members. • Explain the benefits of good interpersonal skills. • Discuss the implications of giving colleagues the opportunities to practice new skills and innovations. 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Illustrate the reporting hierarchy and escalation matrix of a typical retail store. • Demonstrate courteous and helpful behaviour at all times. • Show how to use appropriate gestures or simple words to communicate where language barriers exist. • Follow personal hygiene procedures according to organisational policy and relevant legislation. • Dramatise a situation to seek assistance when difficulties arises. • Demonstrate ways to ask questions to seek and clarify workplace information • Interpret, confirm, and act on workplace information, instructions, and procedures relevant to the particular task • Interpret, verify, and work on legal requirements regarding anti-discrimination, sexual harassment, and bullying • Role-play to encourage colleagues to ask for work-related information or advice. • Role-play on how to encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect .
<p>Classroom Aids</p> <p>LCD Projector, Laptop/Computer with the internet, White Board, Flip Chart, Markers, Trainer Chair & Table, Demonstration Table, Pin Up Boards</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Display Racks - Gondola / Shelves, Display/Boards/ Standees for product categories and offers</p>	

(Different Types), Calculator, Stock Almirah, Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine), Dummy Products (Products with add-on accessories such as mobile handsets with ear phones etc.) with barcodes, specifications, price tags, VM elements (Mannequins - Full/Half Bust, Dangers, Wobblers, Hangers, Fixtures, Banners, Posters, POS Display (LED Lightbox); Signage Board; Offer /Policy Signage), Shopping Basket/Shopping Cart, Dummy Fire Extinguishers, Customer Feedback Forms, Billing Dummy Software, UV light fake note detecting machine, Posters showing various types of digital payment options such as PayTM, PayPal, etc.), Sample of Gift Cards/Coupons/Vouchers, Credit Notes to demonstrate sales return, Sample forms showing Loyalty scheme/EMI Offers

Module 8: Employability Skills

Mapped to: DGT/VSQ/N0102

Key Learning Outcomes:

Introduction to Employability Skills Duration: 1.5 Hours

After completing this programme, participants will be able to:

1. Discuss the Employability Skills required for jobs in various industries
2. List different learning and employability related GOI and private portals and their usage

Constitutional values - Citizenship Duration: 1.5 Hours

3. Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
4. Show how to practice different environmentally sustainable practices.

Becoming a Professional in the 21st Century Duration: 2.5 Hours

5. Discuss the importance of relevant 21st century skills.
6. Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc., in personal or professional life.
7. Describe the benefits of continuous learning.

Basic English Skills Duration: 10 Hours

8. Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
9. Read and interpret text written in basic English
10. Write a short note/paragraph/letter/e-mail using basic English

Career Development & Goal Setting Duration: 2 Hours

11. Create a career development plan with well-defined short- and long-term goals

Communication Skills Duration: 5 Hours

12. Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
13. Explain the importance of active listening for effective communication
14. Discuss the significance of working collaboratively with others in a team

Diversity & Inclusion Duration: 2.5 Hours

15. Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
16. Discuss the significance of escalating sexual harassment issues as per the POSH act.

Financial and Legal Literacy Duration: 5 Hours

17. Outline the importance of selecting the right financial institution, product, and service
18. Demonstrate how to carry out offline and online financial transactions safely and securely
19. List the common components of salary and compute income, expenditure, taxes, investments etc.

20. Discuss the legal rights, laws, and aids

Essential Digital Skills **Duration: 10 Hours**

21. Describe the role of digital technology in today's life
22. Demonstrate how to operate digital devices and use the associated applications and features safely and securely
23. Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely
24. Create sample word documents, excel sheets and presentations using basic features
25. utilise virtual collaboration tools to work effectively

Entrepreneurship **Duration: 7 Hours**

26. Explain the types of entrepreneurship and enterprises
27. Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
28. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per the requirement
29. Create a sample business plan for the selected business opportunity

Customer Service **Duration: 5 Hours**

30. Describe the significance of analysing different types and needs of customers
31. Explain the significance of identifying customer needs and professionally responding to them.
32. Discuss the significance of maintaining hygiene and dressing appropriately

Getting Ready for apprenticeship & Jobs **Duration: 8 Hours**

33. Create a professional Curriculum Vitae (CV)
34. Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals, respectively
35. Discuss the significance of maintaining hygiene and confidence during an interview
36. Perform a mock interview
37. List the steps for searching and registering for apprenticeship opportunities

LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS

S No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations – and Internet connection with the standard operating system and standard word processor and worksheet software (Licensed) (all software should either be the latest version or one/two versions below)	As required
2.	UPS	As required
3.	Scanner cum Printer	As required
4.	Computer Tables	As required
5.	Computer Chairs	As required
6.	LCD Projector	As required
7.	White Board 1200mm x 900mm	As required

Note: Above Tools & Equipment are not required if Computer LAB is available in the institute.

Module 9: On-the-Job Training

Mapped to Retail Order Fulfilment Assistant RAS/Q0303

Mandatory Duration: 60Hrs	Recommended Duration: NA
Location: Workplace/ On Site	
<ul style="list-style-type: none"> • Demonstrate the steps performed in receiving goods. • Demonstrate appropriate handling procedures for perishable and non-perishable goods. • Dramatize on how to rotate the stocks in order to avoid the costs of inventory wastage. • Verify stock by using the stock control system to identify current stock levels, the stock levels needed, and any shortfalls in stock. • Verify all required equipment for receipt and movement of goods are in good working order. • Access the required paperwork for accuracy and completeness. • Role-play a situation to report any shortfall in space or malfunction with equipment to the supervisor. • Demonstrate the steps involved in the sequencing and docking process. • Roleplay a situation for conducting checks to ensure that all goods mentioned in the delivery note have been received. • Dramatize a situation on conducting a visual inspection and quality check for the received goods before getting them stored. • Demonstrate steps to record refusals accurately following organizational standard operating procedures. • Verify the equipment's, delivery details and paperwork needed for the delivery are available. • Demonstrate on how to unload products from the truck by protecting them from potential damage. • Roleplay a scenario of treating the customer courteously throughout the delivery process. • Demonstrate the process of transporting products and equipment safely and securely • Demonstrate the steps to update records of delivery and non-delivery promptly and in line with company procedures. • Demonstrate the process of reviewing customers account accurately and at suitable intervals to check that payments are up to date. • Demonstrate steps in processing customer payment. • Roleplay a scenario of reporting to the concerned authority about the actions taken to deal with customers who go over their credit limits. • Demonstrate the steps involved in the process of returned goods. • Dramatize a situation of preparing accurate, clear, and complete information about the order & pass this information to people responsible for fulfillment. • Dramatize a scenario of communicating promptly and politely to the customers about their order cannot be delivered within the agreed time. • Roleplay a situation on handling customer complaints by using proper tone and intonation. • Roleplay a situation to resolve a customer service problem by working together with the team by using standard practices/ policies. • Demonstrate on how to prepare a sample template to report customer feedback with others to identify potential problems before they happen. 	

- Roleplay a situation to demonstrate collection of feedback from customers about their overall experience.
- Roleplay a situation to demonstrate friendliness and respect while greeting customers in the store.
- Roleplay a situation to identify and gauge the customers understanding on the information provided to them.
- Roleplay a scenario to report accidents and emergencies promptly, accurately and to the right person.
- Demonstrate the procedure of raising alarm in emergency situation.
- Roleplay a situation to take prompt action to deal with risks.
- Dramatize a situation to Identify, report and mitigate potential hazards and risks at workplace.
- Dramatize a situation on using approved techniques for safe handling and lifting of equipment's.
- Demonstrate on how to Prepare an incident report after recording such incidents of hazards and accidents.
- Demonstrate the use of equipment and materials in line with the manufacturer's instructions.
- Dramatize a situation to seek assistance when difficulties arise.
- Demonstrate ways to ask questions to seek and clarify workplace information.
- Interpret, confirm, and act on workplace information, instructions, and procedures relevant to the particular task
- Interpret, verify, and work on legal requirements regarding anti-discrimination, sexual harassment, and bullying
- Role-play to encourage colleagues to ask for work-related information or advice.
- Role-play on how to encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect.

Annexure

Trainer Requirement for Domain Skills

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
For Trainers						
12 th Pass		4	Retail store operations or Sales			
OR						
12 th Pass		2	Retail store operations or Sales	2	Retail store operations or Sales	
OR						
Graduate (In any Field) / Diploma in Retail Management		2	Retail store operations or Sales			
OR						
Graduate (In any Field) / Diploma in Retail Management		1	Retail store operations or Sales	1	Retail store operations or Sales	

Trainer Certification	
Domain Certification	Platform Certification
Seller activation Executive QP (RAS/Q0301) NSQF level 4.0 with Minimum pass percentage: 80%	Recommended that the Trainer is certified for the Job Role Retail Order Fulfilment Assistant: "Trainer (VET and skills)", mapped to the Qualification Pack: "MEP/Q2601, v2.0". The minimum accepted score is 80%.

Trainer Requirement for Employability Skills

Trainer Pre-requisites						
Minimum Educational Qualification	Specialisation	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialisation	Years	Specialisation	
Graduate/CITS	Any discipline			2	Teaching experience	Prospective ES trainers should: <ul style="list-style-type: none"> • have good communication skills • be well-versed in English • have digital skills • have attention to detail • be adaptable • have the willingness to learn
Current ITI trainers	Employability Skills Training (3 days full-time course done between 2019-2022)					
Certified current EEE trainers (155 hours)	from Management SSC (MEPSC)					
Certified Trainer	Qualification Pack: Trainer (MEP/Q0102)					

Domain Certification	Platform Certification
Certified in 60-hour Employability NOS (2022), with a minimum score of 80% OR Certified in 120-, 90-hour Employability NOS (2022), with a minimum score of 80%	NA

Master Trainers Requirements for Employability Skills

Master Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate/CITS	Any discipline			3	Employability Skills curriculum training experience with an interest to train as well as orient other peertrainers	Prospective ES Mastertrainer should: <ul style="list-style-type: none"> • have good communication skills • be well versed in English • have basic digital skills
Certified MasterTrainer	Qualification Pack: Master Trainer (MEP/Q2602)			3	EEE training of Management SSC (MEPSC) (155 hours)	<ul style="list-style-type: none"> • have attention to detail • be adaptable • have willingness to learn • be able to grasp concepts fast and is creative with teaching practices and likes sharing back their learning with others

Master Trainer Certification	
Domain Certification	Platform Certification
Certified in 60-hour Employability NOS (2022), with a minimum score of 90% . OR Certified in 120-, 90-hour Employability NOS (2022), with a minimum score of 90%	NA

Assessor Requirements for Domain Skills

Assessors Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
For Assessors						
12 th Pass		5	Retail Store Operations or Sales	-		
OR						
Graduate (In any Field) / Diploma in Retail Management		3	Retail Store Operations or Sales			

Assessor Certification	
Domain Certification	Platform Certification
Seller activation Executive QP (RAS/Q0301) NSQF level 4.0 with Minimum pass percentage: 80%	Recommended that the Assessor is certified for the Job Role Retail Order Fulfilment Assistant: "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