

Qualification Pack



Sales Supervisor

QP Code: RAS/Q0605

Version: 1.0

NSQF Level: 5

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

Qualification Pack

Contents

RAS/Q0605: Sales Supervisor	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
RAS/N0606: Facilitate acquisition of secondary sales orders	5
RAS/N0607: Manage operations at distributor point	12
RAS/N0608: Manage modern trade	18
RAS/N0609: Implement sales promotion activities	24
RAS/N0610: Build and retain effective sales relationships with customers	29
RAS/N0611: Expand market coverage	34
RAS/N0612: Furnish reports	38
RAS/N0138: To work effectively in an organisation	42
Assessment Guidelines and Weightage	47
<i>Assessment Guidelines</i>	47
<i>Assessment Weightage</i>	48
Acronyms	49
Glossary	50

Qualification Pack

RAS/Q0605: Sales Supervisor

Brief Job Description

The individual in this job role is responsible for achieving Sales Targets by driving secondary value & volume objectives for the General Trade Channel (GT) and Modern Trade (MT) Channel in the assigned geographical area. Individuals in this role typically supervise a set of salespeople employed by the channel partners. The individual is responsible for the expansion of the sales channel, increasing market share, and training & coaching the salespeople of the distributors / modern retailers. S/he is also responsible for ensuring general trade outstanding collections through distributor sales teams, based on defined norms.

Personal Attributes

The individual needs to be physically fit, willing to work in outdoor market environments. The job requires the individual to demonstrate leadership, analytical thinking, and planning. He / She must possess good interpersonal skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [RAS/N0606: Facilitate acquisition of secondary sales orders](#)
2. [RAS/N0607: Manage operations at distributor point](#)
3. [RAS/N0608: Manage modern trade](#)
4. [RAS/N0609: Implement sales promotion activities](#)
5. [RAS/N0610: Build and retain effective sales relationships with customers](#)
6. [RAS/N0611: Expand market coverage](#)
7. [RAS/N0612: Furnish reports](#)
8. [RAS/N0138: To work effectively in an organisation](#)

Qualification Pack (QP) Parameters

Sector	Retail
Sub-Sector	FMCG
Occupation	Sales

Qualification Pack

Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5249.0101
Minimum Educational Qualification & Experience	Graduate (in any stream) with 1 Year of experience in sale of products/ services OR 12th Class/I.T.I (after Class 10) with 3 Years of experience in a Job Role involving sale of products/ services OR Certificate-NSQF (Certified in NSQF Level 4 Job Roles of Retail Sector/ Distributor Salesman/ Retail Sales Associate/ Seller Activation Executive) with 3 Years of experience in the Job Role
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	04/03/2020
Next Review Date	26/05/2024
NSQC Approval Date	27/05/2021
Version	1.0
Reference code on NQR	2021/RET/RASCI/04281
NQR Version	1

Qualification Pack

RAS/N0606: Facilitate acquisition of secondary sales orders

Description

This OS describes the skills and knowledge required to support the distributors to acquire secondary sales orders from the retailers leading to booking of primary sales orders from the distributors.

Scope

The scope covers the following :

- Supervise market work of distributor salespeople
- Train and coach the distributor salespeople

Elements and Performance Criteria

Supervise market work of distributor salespeople

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

- PC1.** Create distributor wise target plan for the assigned territory based on opportunity & potential
- PC2.** Facilitate the creation of an efficient route /and beat plan for distributor salespeople
- PC3.** Guide Distributor Salespeople in creating route wise & beat wise periodic sales targets
- PC4.** Create a monthly Permanent Journey Plan (PJP) for self to visit the territory based on priorities
- PC5.** Ensure adherence to PJP, beat plans and thus optimal coverage of outlets using ABC category prioritization matrix for self and Distributor salespeople
- PC6.** Ensure that the distributor salespeople increase the market-share through increasing the coverage, number of outlets and the availability of the products therein
- PC7.** Conduct Gate meetings, ensure objectives are communicated and reviewed with the Distributor Salespeople at appropriate intervals
- PC8.** Provide action plan to the distributor salespeople to achieve sales targets
- PC9.** Visit key accounts and the territory as per the beat plan and follow the steps of the sales call
- PC10.** Plan and monitor growth by Range Selling, ECO (effective coverage outlets), TLS (Total lines sold) ND (Numeric Distribution) SAH (Share among Handlers)
- PC11.** Monitor the usage of POP (Point of Purchase material) and other merchandising material and ensure visibility and availability of the SKUs at the retail outlets
- PC12.** Check & ensure proper pass-through of company supported trade & consumer offers
- PC13.** Carry Merchandising kit and product sample to ensure demonstration and placement of the focus product
- PC14.** Organise the display of products at the outlets as per the Visual Merchandising guidelines of the organisation to ensure high visibility for the brand and the products
- PC15.** Ensure FIFO at the distributor point and freshness of stock in the market
- PC16.** Ensure Hygiene and prevent returns by rotating stocks using FIFO concept for SKUs at retailer's location
- PC17.** Book personal orders for the products at retailer's location

Qualification Pack

PC18. Plan & monitor effective use of trade funds / budgets allocated to the territory

Train and coach the distributor salespeople

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

- PC19.** Train the distributor salespeople on the products and offerings of the company
- PC20.** Provide up-to-date knowledge on channel wise, category wise, outlet type wise schemes
- PC21.** Coach the team on effective usage of merchandising and POP materials at retail outlets
- PC22.** Train the distributor salespeople on the techniques to achieve productivity targets
- PC23.** Provide training on the techniques and steps to make an effective sales call
- PC24.** Benchmark own products and sales strategies with that of competitor's and coach the team to counter the challenges from the competition
- PC25.** Work along and coach the distributor salespeople on the job by sharing constructive feedback and action plans

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Geographical & demographical structure of the territory
- KU2.** Sales plan and targets for the territory
- KU3.** Organisation structure, roles and responsibilities of self and people in hierarchy
- KU4.** Channel management process of the organisation
- KU5.** Roles and responsibilities of channel partners
- KU6.** Escalation matrix of the organisation
- KU7.** Latest updates on product portfolio and product mix of the organisation
- KU8.** Features, advantages and benefits of the products
- KU9.** Criteria for identifying outlets by A, B & C categories
- KU10.** Significance of Permanent journey plan (PJP) and beat plan
- KU11.** Productivity targets and measures to achieve targets such as Range Selling, Numeric Distribution (ND), Conversion Ratio, Total Lines Sold (TLC), Share Among Handlers (SAH), Bill Cut, Lines Cut, Average Bill Value
- KU12.** Meeting etiquette, organisation policies on grooming and self-presentation
- KU13.** Merchandising guidelines, techniques to create visibility of the brand and products at the retail outlet
- KU14.** Principles and techniques of merchandising, Stock Rotation, Inventory Management and Visual Merchandising applied in traditional trade
- KU15.** Grievance redressal and escalation process of the organisation for distributors and retailers
- KU16.** Process of order collection and processing
- KU17.** Sales process of the organisation
- KU18.** Process of the organisation to manage the budgets and trade funds
- KU19.** Policies of the organisation with respect to vendor / distributor / retailer payouts
- KU20.** Techniques to train, coach & mentor distributor salespeople
- KU21.** Sales cycle, Selling techniques and report formats

Qualification Pack

Generic Skills (GS)

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

- GS1.** Speak local / vernacular language of the region
- GS2.** Use questioning and active listening to determine and respond to customer needs to ensure customers enjoy a positive experience that reflects organisation values
- GS3.** Use arithmetic skills to perform simple and complex calculations
- GS4.** Use negotiation skills to manage day to day operations with retailers and distributors
- GS5.** Operate and use hand held terminals / devices to assist in better quality of selling
- GS6.** Read and interpret workplace document, Write reports and complete written workplace forms when required
- GS7.** Computer skills with respect to carry out official communication and data analysis
- GS8.** Share work-related information with other stake holders
- GS9.** Steps and methods of sales call
- GS10.** Follow organisation's policies regarding work availability, rosters and work duties
- GS11.** Work within the organisation's culture by practicing inclusive behaviour
- GS12.** Manage personal presentation, hygiene and time
- GS13.** Prioritise and complete the tasks delegated by supervisor
- GS14.** Demonstrate sensitivity to customer needs and concerns
- GS15.** Anticipate problems and act to avoid them where possible
- GS16.** Respond to and overcome breakdowns and malfunction of equipment
- GS17.** Respond to unsafe and hazardous working conditions
- GS18.** Respond to security breaches within the guidelines of the organisation
- GS19.** Recognize and report faulty equipment and follow workplace health and safety procedures
- GS20.** Ensure that the safety guidelines at work are adhered to by the distributor salespeople
- GS21.** Recognize and report faulty business processes in the territory and recommend improvements to relevant departments within the company and to the distributor externally
- GS22.** Identify learning and training needs for self

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise market work of distributor salespeople</i>	30	30	-	-
PC1. Create distributor wise target plan for the assigned territory based on opportunity & potential	2	2	-	-
PC2. Facilitate the creation of an efficient route /and beat plan for distributor salespeople	2	2	-	-
PC3. Guide Distributor Salespeople in creating route wise & beat wise periodic sales targets	2	2	-	-
PC4. Create a monthly Permanent Journey Plan (PJP) for self to visit the territory based on priorities	2	2	-	-
PC5. Ensure adherence to PJP, beat plans and thus optimal coverage of outlets using ABC category prioritization matrix for self and Distributor salespeople	2	2	-	-
PC6. Ensure that the distributor salespeople increase the market-share through increasing the coverage, number of outlets and the availability of the products therein	1	1	-	-
PC7. Conduct Gate meetings, ensure objectives are communicated and reviewed with the Distributor Salespeople at appropriate intervals	1	1	-	-
PC8. Provide action plan to the distributor salespeople to achieve sales targets	1	1	-	-
PC9. Visit key accounts and the territory as per the beat plan and follow the steps of the sales call	2	2	-	-
PC10. Plan and monitor growth by Range Selling, ECO (effective coverage outlets), TLS (Total lines sold) ND (Numeric Distribution) SAH (Share among Handlers)	2	2	-	-
PC11. Monitor the usage of POP (Point of Purchase material) and other merchandising material and ensure visibility and availability of the SKUs at the retail outlets	1	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Check & ensure proper pass-through of company supported trade & consumer offers	2	2	-	-
PC13. Carry Merchandising kit and product sample to ensure demonstration and placement of the focus product	1	1	-	-
PC14. Organise the display of products at the outlets as per the Visual Merchandising guidelines of the organisation to ensure high visibility for the brand and the products	2	2	-	-
PC15. Ensure FIFO at the distributor point and freshness of stock in the market	2	2	-	-
PC16. Ensure Hygiene and prevent returns by rotating stocks using FIFO concept for SKUs at retailer's location	1	1	-	-
PC17. Book personal orders for the products at retailer's location	2	2	-	-
PC18. Plan & monitor effective use of trade funds / budgets allocated to the territory	2	2	-	-
<i>Train and coach the distributor salespeople</i>	20	20	-	-
PC19. Train the distributor salespeople on the products and offerings of the company	2	2	-	-
PC20. Provide up-to-date knowledge on channel wise, category wise, outlet type wise schemes	2	2	-	-
PC21. Coach the team on effective usage of merchandising and POP materials at retail outlets	2	2	-	-
PC22. Train the distributor salespeople on the techniques to achieve productivity targets	3	3	-	-
PC23. Provide training on the techniques and steps to make an effective sales call	3	3	-	-
PC24. Benchmark own products and sales strategies with that of competitor's and coach the team to counter the challenges from the competition	4	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. Work along and coach the distributor salespeople on the job by sharing constructive feedback and action plans	4	4	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0606
NOS Name	Facilitate acquisition of secondary sales orders
Sector	Retail
Sub-Sector	FMCG
Occupation	Sales
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	04/03/2020
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Qualification Pack

RAS/N0607: Manage operations at distributor point

Description

This OS details the competencies of the Sales Supervisor to partner effectively with the distributor to ensure their ROI and achieve the sales objectives of the organization.

Scope

The scope covers the following :

- Manage operations at distribution point

Elements and Performance Criteria

Manage operations at distribution point

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

- PC1.** Procure orders from distributor in line with secondary sales achievements to meet the primary sales targets of the territory
- PC2.** Follow-up with the distributor to ensure in time delivery of the order, review cancellations / part - deliveries and returns
- PC3.** Facilitate order fulfillment by the company
- PC4.** Reconcile the receivables and payments of the distributors towards the company
- PC5.** Collect payments against the orders from the distributor as per organisation policy
- PC6.** Facilitate timely payouts to distributors from the company on their receivables
- PC7.** Monitor ROI of the distributor, provide plans to achieve the ROI objectives
- PC8.** Resolve the grievances of the distributor related to payments, processes and service related matters
- PC9.** Update and train distributors on new product launches to leverage them best in their markets
- PC10.** Encourage distributors to maintain sufficient stocks of entire range of products
- PC11.** Ensure accurate and timely settlement of financial claims for the distributors
- PC12.** Ensure allocation of promotional stocks in adequate quantities
- PC13.** Design incentive schemes for distributor salesmen and ensure timely and accurate disbursement
- PC14.** Ensure that the distributor is aware of the escalation matrix of the company
- PC15.** Monitor distributor performance on market coverage and ensure effective market coverage
- PC16.** Ensure that the distributor maintains required infrastructure for smooth operations in the territory
- PC17.** Facilitate rewards to the distributors as per the reward and recognition policies of the company
- PC18.** Monitor the credit limits of the distributor and ensure that the credit ageing of the distributor is within the prescribed limits

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** Primary sales plan and primary targets for the territory
- KU2.** Organisation process for order fulfillment
- KU3.** Logistic infrastructure required for order fulfillment
- KU4.** Escalation matrix and process for resolution of distributor problems
- KU5.** Organisation processes for settlement of distributor dues
- KU6.** Payment collection and remittance procedures against the distributor orders
- KU7.** Features, advantages and benefits of new products launched
- KU8.** Product portfolios of the organisation
- KU9.** Replacement process for damaged stocks
- KU10.** Methods of incentivizing distributor's sales team
- KU11.** Methods to monitor and analyze performance based on effective outlet coverage
- KU12.** Infrastructure and resources required to be maintained by the distributor for seamless operations
- KU13.** Reward and recognition programs and policies of the organisation for the distributors
- KU14.** Credit & payment Collection norms of the organisation
- KU15.** Delivery norms of the organization
- KU16.** Methods to assess pending payments and distributor credit status
- KU17.** Processes to ensure on time and in full delivery of all orders securely
- KU18.** Processes to report distributor wise credit status to the supervisor

Generic Skills (GS)

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

- GS1.** Speak local / vernacular language of the region
- GS2.** Complete documentation accurately, Write simple reports and complete written workplace forms when required, Read and interpret workplace documents and instructions
- GS3.** Use questioning and active listening to determine and respond to customer needs to ensure customers enjoy a positive retail experience that reflects store values
- GS4.** Share work-related information with other team members
- GS5.** Make appropriate decisions regarding the responsibilities of the job role
- GS6.** Follow organisation policies regarding work availability, rosters and work duties
- GS7.** Work within the organisation's culture by practicing inclusive behaviour
- GS8.** Manage personal presentation, hygiene and time
- GS9.** Prioritise and complete delegated tasks under instruction
- GS10.** Adapt to new situations, including changing workplace procedures
- GS11.** Demonstrate sensitivity to customer needs and concerns
- GS12.** Anticipate problems and act to avoid them where possible
- GS13.** Respond to breakdowns and malfunction of equipment
- GS14.** Respond to unsafe and hazardous working conditions



Qualification Pack

- GS15.** Respond to security breaches
- GS16.** Recognize and report faulty processes and follow workplace health and safety procedures
- GS17.** Identify learning / training needs for self - accept opportunities to learn new ways of doing things and implement changes under instruction in the context of organisational procedures

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage operations at distribution point</i>	50	50	-	-
PC1. Procure orders from distributor in line with secondary sales achievements to meet the primary sales targets of the territory	3	3	-	-
PC2. Follow-up with the distributor to ensure in time delivery of the order, review cancellations / part - deliveries and returns	3	3	-	-
PC3. Facilitate order fulfillment by the company	2	2	-	-
PC4. Reconcile the receivables and payments of the distributors towards the company	3	3	-	-
PC5. Collect payments against the orders from the distributor as per organisation policy	3	3	-	-
PC6. Facilitate timely payouts to distributors from the company on their receivables	3	3	-	-
PC7. Monitor ROI of the distributor, provide plans to achieve the ROI objectives	3	3	-	-
PC8. Resolve the grievances of the distributor related to payments, processes and service related matters	3	3	-	-
PC9. Update and train distributors on new product launches to leverage them best in their markets	3	3	-	-
PC10. Encourage distributors to maintain sufficient stocks of entire range of products	3	3	-	-
PC11. Ensure accurate and timely settlement of financial claims for the distributors	3	3	-	-
PC12. Ensure allocation of promotional stocks in adequate quantities	3	3	-	-
PC13. Design incentive schemes for distributor salesmen and ensure timely and accurate disbursement	3	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Ensure that the distributor is aware of the escalation matrix of the company	2	2	-	-
PC15. Monitor distributor performance on market coverage and ensure effective market coverage	3	3	-	-
PC16. Ensure that the distributor maintains required infrastructure for smooth operations in the territory	3	3	-	-
PC17. Facilitate rewards to the distributors as per the reward and recognition policies of the company	2	2	-	-
PC18. Monitor the credit limits of the distributor and ensure that the credit ageing of the distributor is within the prescribed limits	2	2	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0607
NOS Name	Manage operations at distributor point
Sector	Retail
Sub-Sector	FMCG
Occupation	Sales
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	04/03/2020
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Qualification Pack

RAS/N0608: Manage modern trade

Description

This OS describes the skills and knowledge required to achieve volume and value objectives of the organisation for the assigned channel within budget, time and policy parameters through efficient control of the modern trade outlets under charge

Scope

The scope covers the following :

- Achieve offtake targets at the retail outlets

Elements and Performance Criteria

Achieve offtake targets at the retail outlets

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

- PC1.** Visit modern retail stores as per the PJP and beat plan
- PC2.** Liaise with merchandising team, category management team, store managers, department managers to implement sales and marketing strategies of the brand(s)
- PC3.** Negotiate, acquire and control dominant shelf space at the retail stores
- PC4.** Translate planogram objectives into store-level implementation
- PC5.** Appoint, train & coach and review In-Store Promoters, Merchandisers
- PC6.** Equip team with right capabilities, skills, resources and information to deliver business objectives
- PC7.** Plan work schedule for In-Store Promoters, Merchandisers
- PC8.** Maintain rosters of In-Store Promoters, Merchandisers on a daily basis
- PC9.** Supervise the team to ensure availability of the products on the shelf
- PC10.** Build brand image and visibility in the store by ensuring the implementation of merchandising at POS and high traffic locations at the stores
- PC11.** Monitor conversion ratios at the store and take corrective action to optimize conversions
- PC12.** Supervise the team to adhere to the store policies and guidelines
- PC13.** Implement Schemes & Promotional Activities (Marketing & Sales)
- PC14.** Track performance of Schemes & Promotional activities and take corrective actions if required
- PC15.** Assist the supervisor to forecast Brand and SKU wise Sales
- PC16.** Review and interpret the competition after in-depth analysis of market information
- PC17.** Provide proper and immediate feedback to supervisor for appropriate and timely action to mitigate challenges from competition
- PC18.** Report outlet wise expenses towards damages, trade schemes, promotional expenses and visibility expenses
- PC19.** Facilitate settlement of financial claims of the retail outlets

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Principles and techniques of merchandising, Stock Rotation, Inventory Management and Visual Merchandising applied in modern trade
- KU2.** Training, coaching & mentoring techniques
- KU3.** Techniques to gather market intelligence and competitor performance
- KU4.** Sales cycle and selling techniques for the modern trade
- KU5.** Range of products / SKUs along with their features, benefits and advantages
- KU6.** Pricing strategy for modern trade channel
- KU7.** Store / outlet wise offtake targets for every SKUs
- KU8.** Reporting formats and templates
- KU9.** IT devices and applications used for recording and reporting
- KU10.** Content to be discussed during the review meetings
- KU11.** Meeting etiquette
- KU12.** Organisation's financial policies and standard operating procedures with modern trade

Generic Skills (GS)

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

- GS1.** Speak local / vernacular language of the region
- GS2.** Use questioning and active listening to determine and respond to customer needs to ensure customers enjoy a positive experience that reflects organisation values
- GS3.** Arithmetic skills to perform simple and complex calculations
- GS4.** Negotiation skills to manage day to day operations with retailers and distributors
- GS5.** Build rapport with all the key stake holders at the retail stores
- GS6.** Negotiation skills to acquire space and implement promotions in the store premises
- GS7.** Operate and use hand held terminals / devices
- GS8.** Complete documentation accurately, Write simple reports and complete written workplace forms when required, Read and interpret workplace documents and instructions
- GS9.** Share work-related information with other stake holders
- GS10.** Steps and methods of sales call
- GS11.** Computer skills with respect to carry out official communication and data analysis
- GS12.** Follow organisation's policies regarding work availability, rosters and work duties
- GS13.** Work within the organisation's culture by practicing inclusive behaviour
- GS14.** Manage personal presentation, hygiene and time
- GS15.** Prioritise and complete delegated tasks under instruction
- GS16.** Demonstrate sensitivity to customer needs and concerns
- GS17.** Anticipate problems and act to avoid them where possible
- GS18.** Respond to breakdowns and malfunction of equipment



Qualification Pack

- GS19.** Respond to unsafe and hazardous working conditions
- GS20.** Respond to security breaches
- GS21.** Recognize and report faulty equipment and follow workplace health and safety procedures
- GS22.** Identify learning / training needs for self

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Achieve offtake targets at the retail outlets</i>	50	50	-	-
PC1. Visit modern retail stores as per the PJP and beat plan	3	3	-	-
PC2. Liaise with merchandising team, category management team, store managers, department managers to implement sales and marketing strategies of the brand(s)	4	4	-	-
PC3. Negotiate, acquire and control dominant shelf space at the retail stores	4	4	-	-
PC4. Translate planogram objectives into store-level implementation	3	3	-	-
PC5. Appoint, train & coach and review In-Store Promoters, Merchandisers	3	3	-	-
PC6. Equip team with right capabilities, skills, resources and information to deliver business objectives	3	3	-	-
PC7. Plan work schedule for In-Store Promoters, Merchandisers	2	2	-	-
PC8. Maintain rosters of In-Store Promoters, Merchandisers on a daily basis	1	1	-	-
PC9. Supervise the team to ensure availability of the products on the shelf	2	2	-	-
PC10. Build brand image and visibility in the store by ensuring the implementation of merchandising at POS and high traffic locations at the stores	3	3	-	-
PC11. Monitor conversion ratios at the store and take corrective action to optimize conversions	4	4	-	-
PC12. Supervise the team to adhere to the store policies and guidelines	1	1	-	-
PC13. Implement Schemes & Promotional Activities (Marketing & Sales)	2	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Track performance of Schemes & Promotional activities and take corrective actions if required	2	2	-	-
PC15. Assist the supervisor to forecast Brand and SKU wise Sales	3	3	-	-
PC16. Review and interpret the competition after in-depth analysis of market information	3	3	-	-
PC17. Provide proper and immediate feedback to supervisor for appropriate and timely action to mitigate challenges from competition	3	3	-	-
PC18. Report outlet wise expenses towards damages, trade schemes, promotional expenses and visibility expenses	2	2	-	-
PC19. Facilitate settlement of financial claims of the retail outlets	2	2	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0608
NOS Name	Manage modern trade
Sector	Retail
Sub-Sector	FMCG
Occupation	Sales
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	04/03/2020
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Qualification Pack

RAS/N0609: Implement sales promotion activities

Description

This OS describes the skills and knowledge required to implement sales promotional activities to increase brand visibility and thereby leading to increase in sales volume.

Scope

The scope covers the following :

- Implement sales promotion campaign
- Manage waste

Elements and Performance Criteria

Implement sales promotion campaign

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

- PC1.** Identify key locations and or retail outlets to set up the promotions
- PC2.** Ensure the promotions of the brand and products are setup at the designated location
- PC3.** Communicate sales promotions objectives to the distribution team and other stakeholders
- PC4.** Explain merchandising themes and plots to the team setting up the displays
- PC5.** Communicate the sales promotion incentive and response mechanisms to the stakeholders
- PC6.** Identify the resources required to implement the agreed sales promotion
- PC7.** Organise to roll-out of the sales promotion and make adjustments within the limits of own authority to make it a success
- PC8.** Monitor the sales promotion activities by tracking the sales performance indicators identified for the promotion
- PC9.** Evaluate and report the results of the promotion to the supervisor
- PC10.** Propagate the company's trade schemes among the retailers
- PC11.** Educate retailers on the portfolio of the products carried by the organisation
- PC12.** Answer customer's / distributor's / retailer's / sales team queries regarding the implemented scheme

Manage waste

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

- PC13.** Follow company procedures in preparing waste for disposal
- PC14.** Organise disposal of waste in ways that are safe and hygienic and that meet legal and company requirements for recycling
- PC15.** Follow company procedures for re-usable and recyclable waste materials
- PC16.** Follow company procedures to recycle unwanted packaging materials
- PC17.** Dispose of food waste in line with company and legal food safety requirements

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** Branding guidelines of the organisation
- KU2.** Objective of the sales promotional activity
- KU3.** Guidelines for the promotional activities
- KU4.** Merchandising and visual merchandising principles, trends, techniques & guidelines of the organisation
- KU5.** POP materials to be used for the promotional activity
- KU6.** Health, safety and security arrangements needed for displays
- KU7.** Activities and resources need to put the promotional activity / display together
- KU8.** The value of acquiring space for promotional activities, display of products within the store premises
- KU9.** Market intelligence on promotional activities of the competition
- KU10.** Methods and tools to calculate and present the performance of the promotional activity
- KU11.** Business profitability parameters
- KU12.** Category / Brand merchandising norms
- KU13.** Schematic presentations of merchandising themes and plots
- KU14.** Effects of seasonality on different categories of products being sold
- KU15.** Factors affecting customers buying behavior for a particular category
- KU16.** Store sales data for various categories
- KU17.** Why waste must be handled and disposed of correctly
- KU18.** Company procedures for recycling packaging waste
- KU19.** Legal requirements and the company's procedures for disposing of waste products and recording food disposals
- KU20.** Company procedures for recycling packaging waste

Generic Skills (GS)

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

- GS1.** Complete documentation accurately, Write simple reports and complete written workplace forms when required, Read and interpret workplace documents and instructions.
- GS2.** Use appropriate styles of communication with the stakeholders
- GS3.** Make decisions pertaining to the concerned area of work, anticipate problems and act to avoid them where possible
- GS4.** Analyse customer buying behavior to plan merchandising schemes accordingly
- GS5.** Resolve problems related to sourcing and allocating of resources during implementation
- GS6.** Identify immediate or temporary solutions to resolve delays
- GS7.** Analyze data collected in reports to be able to plan future merchandising events
- GS8.** Apply, analyze, and evaluate the information gathered from observation, experience
- GS9.** 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>Implement sales promotion campaign</i>	40	40	-	-
PC1. Identify key locations and or retail outlets to set up the promotions	4	4	-	-
PC2. Ensure the promotions of the brand and products are setup at the designated location	4	4	-	-
PC3. Communicate sales promotions objectives to the distribution team and other stakeholders	4	4	-	-
PC4. Explain merchandising themes and plots to the team setting up the displays	2	2	-	-
PC5. Communicate the sales promotion incentive and response mechanisms to the stakeholders	3	3	-	-
PC6. Identify the resources required to implement the agreed sales promotion	3	3	-	-
PC7. Organise to roll-out of the sales promotion and make adjustments within the limits of own authority to make it a success	4	4	-	-
PC8. Monitor the sales promotion activities by tracking the sales performance indicators identified for the promotion	4	4	-	-
PC9. Evaluate and report the results of the promotion to the supervisor	4	4	-	-
PC10. Propagate the company's trade schemes among the retailers	3	3	-	-
PC11. Educate retailers on the portfolio of the products carried by the organisation	3	3	-	-
PC12. Answer customer's / distributor's / retailer's / sales team queries regarding the implemented scheme	2	2	-	-
<i>Manage waste</i>	10	10	-	-
PC13. Follow company procedures in preparing waste for disposal	2	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Organise disposal of waste in ways that are safe and hygienic and that meet legal and company requirements for recycling	2	2	-	-
PC15. Follow company procedures for re-usable and recyclable waste materials	2	2	-	-
PC16. Follow company procedures to recycle unwanted packaging materials	2	2	-	-
PC17. Dispose of food waste in line with company and legal food safety requirements	2	2	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0609
NOS Name	Implement sales promotion activities
Sector	Retail
Sub-Sector	FMCG
Occupation	Sales
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	04/03/2020
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Qualification Pack

RAS/N0610: Build and retain effective sales relationships with customers

Description

This OS describes the skills and knowledge required to build a strong partnership with customers (Viz distributors, retailers and key accounts) to understand their needs and expectations This standard is also about building and maintaining sales relationships based upon trust, commitment and co-operation designed to achieve long-term loyalty

Scope

The scope covers the following :

- Build and retain sales relationship with customers

Elements and Performance Criteria

Build and retain sales relationship with customers

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

- PC1.** Identify customers with whom to build effective sales relationships and prioritise an outreach
- PC2.** Establish existing and potential customer needs and expectations and balance them with the organisation's sales strategy
- PC3.** Develop a customer relationship plan and Agree with the customer the basis on which the relationship should operate and be maintained
- PC4.** Ensure that the product/service offer is clearly defined in terms of customer needs and expectations
- PC5.** Negotiate with the customers a range of mutually beneficial sales solutions identify opportunities to develop the relationship with the customer
- PC6.** Identify and follow up appropriate opportunities for up-selling, cross-selling and selling add-ons
- PC7.** Seek and collect customer feedback about the organisation's provision of products and/or services
- PC8.** Use feedback to ensure that the quality and consistency of service is being maintained
- PC9.** Deal with customer complaints or problems; provide suitable sales solutions; and ensure regular feedback is given to the sales team on the status of the relationship
- PC10.** Monitor and evaluate the relationship on a regular basis

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Quality and compliance issues
- KU2.** Methods and tools for customer relationship management
- KU3.** Organisational criteria for establishing customer relationships
- KU4.** The focus of the sales strategy, sales activity plans, sales targets and sales objectives

Qualification Pack

- KU5.** Methods to identify and prioritise customers with whom the organisation should be building long term and profitable relationships
- KU6.** The nature and scope of the relationship and its potential long term value to the organisation
- KU7.** The value, context, and content of a customer relationship plan
- KU8.** The interpersonal skills required to establish relationships and build rapport with customers
- KU9.** Methods to assess the risk and potential benefits of the relationship
- KU10.** Importance of communicating with key customers effectively in order to develop trust, commitment and co-operation
- KU11.** Value of establishing a mutually beneficial financial outcome with customers to from the relationship
- KU12.** The concepts of up-selling, cross-selling and selling add-ons and when it is appropriate to do this
- KU13.** Methods for monitoring and evaluating customer relationships
- KU14.** Methods to aggregate resources required to manage a customer relationship effectively
- KU15.** Ways to identify and grasp sales opportunities when maintaining a customer relationship

Generic Skills (GS)

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

- GS1.** Speak local / vernacular language of the region
- GS2.** Complete documentation accurately, Write simple reports and complete written workplace forms when required, Read and interpret workplace documents and instructions
- GS3.** Use questioning and active listening to determine and respond to customer needs to ensure customers enjoy a positive retail experience that reflects store values
- GS4.** Share work-related information with other team members
- GS5.** Build rapport with the customers
- GS6.** Make appropriate decisions regarding the responsibilities of the job role
- GS7.** Follow organisation policies regarding work availability, rosters and work duties
- GS8.** Work within the organisation's culture by practicing inclusive behaviour
- GS9.** Manage personal presentation, hygiene and time
- GS10.** Prioritise and complete delegated tasks under instruction
- GS11.** Adapt to new situations, including changing workplace procedures
- GS12.** Demonstrate sensitivity to customer needs and concerns
- GS13.** Anticipate problems and act to avoid them where possible
- GS14.** Respond to breakdowns and malfunction of equipment
- GS15.** Respond to unsafe and hazardous working conditions
- GS16.** Respond to security breaches
- GS17.** Recognize and report faulty equipment and follow workplace health and safety procedures
- GS18.** Identify personal strengths and weaknesses in the context of the job role and recognize how to personally learn best



Qualification Pack

GS19. Accept opportunities to learn new ways of doing things and implement changes under instruction in the context of organisational procedures

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Build and retain sales relationship with customers</i>	50	50	-	-
PC1. Identify customers with whom to build effective sales relationships and prioritise an outreach	5	5	-	-
PC2. Establish existing and potential customer needs and expectations and balance them with the organisation's sales strategy	5	5	-	-
PC3. Develop a customer relationship plan and Agree with the customer the basis on which the relationship should operate and be maintained	5	5	-	-
PC4. Ensure that the product/service offer is clearly defined in terms of customer needs and expectations	5	5	-	-
PC5. Negotiate with the customers a range of mutually beneficial sales solutions identify opportunities to develop the relationship with the customer	5	5	-	-
PC6. Identify and follow up appropriate opportunities for up-selling, cross-selling and selling add-ons	5	5	-	-
PC7. Seek and collect customer feedback about the organisation's provision of products and/or services	5	5	-	-
PC8. Use feedback to ensure that the quality and consistency of service is being maintained	5	5	-	-
PC9. Deal with customer complaints or problems; provide suitable sales solutions; and ensure regular feedback is given to the sales team on the status of the relationship	5	5	-	-
PC10. Monitor and evaluate the relationship on a regular basis	5	5	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0610
NOS Name	Build and retain effective sales relationships with customers
Sector	Retail
Sub-Sector	FMCG
Occupation	Sales
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	04/03/2020
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Qualification Pack

RAS/N0611: Expand market coverage

Description

This OS describes the skills and knowledge required to plan the infrastructure and resources, to retain and/or expand the existing market in the assigned territory, to achieve the organisation's business objectives.

Scope

The scope covers the following :

- Plan and acquire infrastructure

Elements and Performance Criteria

Plan and acquire infrastructure

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

- PC1.** Map the current market coverage with the universe of the market
- PC2.** Assess gap versus opportunity for current brands/SKUs by benchmarking with competition/comparable brands
- PC3.** Enhance the coverage of outlets by increasing the number of category wise outlets
- PC4.** Identify if the current distributor & infrastructure can cover the additional outlets
- PC5.** Evaluate distributors based on the criteria defined by the organisation
- PC6.** Facilitate the appointment of distributors for the territory as per the opportunity
- PC7.** Facilitate procurement of resources and infrastructure for the distributor to function
- PC8.** Facilitate distributors with guidelines and specifications to appoint eligible distributor salespeople
- PC9.** Facilitate Induction training to the distributor salespeople
- PC10.** Supervise the deployment of distributor sales force into the market in line with expansion plans

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Geographical structure of the market and the region
- KU2.** Areas and outlet universe that is not covered under the current market coverage
- KU3.** Methods to analyze the capability of current distributor to cover the additional outlets
- KU4.** Distributor selection and appointment process of the organisation
- KU5.** Infrastructure that is required to be possessed by the distributor
- KU6.** Selection and appointment process of the distributor salespeople
- KU7.** Importance of inducting distributor and distribution sales team into the organisation

Qualification Pack

Generic Skills (GS)

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

- GS1.** Speak local / vernacular language of the region
- GS2.** Complete documentation accurately, Write simple reports and complete written workplace forms when required, Read and interpret workplace documents and instructions
- GS3.** Use questioning and active listening to determine and respond to customer needs to ensure customers enjoy a positive retail experience that reflects store values
- GS4.** Carry out verbal instructions from other team members and supervisors
- GS5.** Make appropriate decisions regarding the responsibilities of the job role
- GS6.** Follow organisation policies regarding work availability, rosters and work duties
- GS7.** Work within the organisation's culture by practicing inclusive behaviour
- GS8.** Manage personal presentation, hygiene and time
- GS9.** Prioritise and complete delegated tasks under instruction
- GS10.** Adapt to new situations, including changing workplace procedures
- GS11.** Demonstrate sensitivity to customer needs and concerns
- GS12.** Anticipate problems and act to avoid them where possible
- GS13.** Respond to breakdowns and malfunction of equipment
- GS14.** Respond to unsafe and hazardous working conditions
- GS15.** Respond to security breaches
- GS16.** Recognize and report faulty equipment and follow workplace health and safety procedures
- GS17.** Identify personal strengths and weaknesses in the context of the job role and recognize how to personally learn best
- GS18.** Accept opportunities to learn new ways of doing things and implement changes under instruction in the context of organisational procedures

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan and acquire infrastructure</i>	50	50	-	-
PC1. Map the current market coverage with the universe of the market	3	3	-	-
PC2. Assess gap versus opportunity for current brands/SKUs by benchmarking with competition/comparable brands	6	6	-	-
PC3. Enhance the coverage of outlets by increasing the number of category wise outlets	3	3	-	-
PC4. Identify if the current distributor & infrastructure can cover the additional outlets	6	6	-	-
PC5. Evaluate distributors based on the criteria defined by the organisation	6	6	-	-
PC6. Facilitate the appointment of distributors for the territory as per the opportunity	5	5	-	-
PC7. Facilitate procurement of resources and infrastructure for the distributor to function	5	5	-	-
PC8. Facilitate distributors with guidelines and specifications to appoint eligible distributor salespeople	6	6	-	-
PC9. Facilitate Induction training to the distributor salespeople	5	5	-	-
PC10. Supervise the deployment of distributor sales force into the market in line with expansion plans	5	5	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0611
NOS Name	Expand market coverage
Sector	Retail
Sub-Sector	FMCG
Occupation	Sales
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	04/03/2020
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Qualification Pack

RAS/N0612: Furnish reports

Description

This OS describes the skills and knowledge deals with the competencies that are necessary to analyze data, prepare reports to provide insights on the current performance and draw action plans for the future

Scope

The scope covers the following :

- Prepare reports and review performance

Elements and Performance Criteria

Prepare reports and review performance

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

- PC1.** Fill up the sales data in the handheld provided or in the Daily Sales Report (DSR) template
- PC2.** Furnish daily, weekly and monthly reports to the supervisor
- PC3.** Review modern trade outlet wise, store promoter wise monthly performance
- PC4.** Review distributor wise outlet wise monthly performance
- PC5.** Report performance to the supervisor with action plans for improvements
- PC6.** Collate information on the performance of competitor products and schemes
- PC7.** Report the performance of competition products and schemes to the supervisor in comparison to the organisation's
- PC8.** Review own performance with the supervisor and agree on improvement measures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisation structure and reporting hierarchy
- KU2.** Reporting process and formats
- KU3.** Process to conduct review meetings with the distributors and their sales teams
- KU4.** Processes to review the performance of the teams and prepare reports
- KU5.** Ways to collect information on strategies and performance pertaining to competitors from the market
- KU6.** Process for review of self-performance with the supervisor

Generic Skills (GS)

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

- GS1.** Speak local / vernacular language of the region

Qualification Pack

- GS2.** Complete documentation accurately, Write simple reports and complete written workplace forms when required, Read and interpret workplace documents and instructions
- GS3.** Use questioning and active listening to determine and respond to customer needs to ensure customers enjoy a positive retail experience that reflects store values
- GS4.** Share work-related information with other team members
- GS5.** Make appropriate decisions regarding the responsibilities of the job role
- GS6.** Follow organisation policies regarding work availability, rosters and work duties
- GS7.** Work within the organisation's culture by practicing inclusive behaviour
- GS8.** Manage personal presentation, hygiene and time
- GS9.** Prioritise and complete delegated tasks under instruction
- GS10.** Adapt to new situations, including changing workplace procedures
- GS11.** Demonstrate sensitivity to customer needs and concerns
- GS12.** Anticipate problems and act to avoid them where possible
- GS13.** Respond to breakdowns and malfunction of equipment
- GS14.** Respond to unsafe and hazardous working conditions
- GS15.** Respond to security breaches
- GS16.** Recognize and report faulty equipment and follow workplace health and safety procedures
- GS17.** Identify personal strengths and weaknesses in the context of the job role and recognize how to personally learn best
- GS18.** Accept opportunities to learn new ways of doing things and implement changes under instruction in the context of organisational procedures

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare reports and review performance</i>	50	50	-	-
PC1. Fill up the sales data in the handheld provided or in the Daily Sales Report (DSR) template	6	6	-	-
PC2. Furnish daily, weekly and monthly reports to the supervisor	6	6	-	-
PC3. Review modern trade outlet wise, store promoter wise monthly performance	6	6	-	-
PC4. Review distributor wise outlet wise monthly performance	6	6	-	-
PC5. Report performance to the supervisor with action plans for improvements	8	8	-	-
PC6. Collate information on the performance of competitor products and schemes	6	6	-	-
PC7. Report the performance of competition products and schemes to the supervisor in comparison to the organisation's	6	6	-	-
PC8. Review own performance with the supervisor and agree on improvement measures	6	6	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0612
NOS Name	Furnish reports
Sector	Retail
Sub-Sector	FMCG
Occupation	Sales
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	04/03/2020
Next Review Date	27/05/2026
NSQC Clearance Date	27/05/2021

Qualification Pack

RAS/N0138: To work effectively in an organisation

Description

This OS describes the skills and knowledge required to work effectively in an organisation

Scope

The scope covers the following :

- Support effective team working
- Help plan and organise own learning
- Help others learn

Elements and Performance Criteria

Support effective team working

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

- PC1.** share work fairly with colleagues, taking account of own and others preferences, skills and time available
- PC2.** make realistic commitments to colleagues and do what has been promised
- PC3.** let colleagues know promptly if he/she will not be able to do what has been promised and suggest suitable alternatives
- PC4.** encourage and support colleagues when working conditions are difficult
- PC5.** encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect
- PC6.** follow the companys health and safety procedures while working
- PC7.** adapt appropriate behaviour and communication standards with colleagues and customers of different Gender
- PC8.** adapt behaviour that is appropriate with customers, colleagues and stakeholders with disability
- PC9.** select the most appropriate method of communication to suit the gender, age and culture of the colleague or customer
- PC10.** respond to people with disabilities in a manner that upholds their self-respect

Help plan and organise own learning

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

- PC11.** discuss and agree with the right people goals that are relevant, realistic and clear
- PC12.** identify the knowledge and skills needed to achieve his/her goals
- PC13.** agree action points and deadlines that are realistic, taking account of past learning experiences and the time and resources available for learning
- PC14.** regularly check his/her progress and, when necessary, change the way of working
- PC15.** ask for feedback on his/her progress from those in a position to give it, and use their feedback to improve his/her performance

Help others learn

Qualification Pack

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

- PC16.** encourage colleagues to ask him/her for work-related information or advice that he/she is likely to be able to provide
- PC17.** notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice
- PC18.** give clear, accurate and relevant information and advice relating to tasks and procedures
- PC19.** explain and demonstrate procedures clearly, accurately and in a logical sequence
- PC20.** encourage colleagues to ask questions if they don't understand the information and advice given to them
- PC21.** give colleagues opportunities to practice new skills, and give constructive feedback
- PC22.** check that health, safety and security are not compromised when helping others to learn
- PC23.** provide equal learning opportunities to colleagues across different genders
- PC24.** adapt appropriate style and techniques of training while delivering training and coaching to people with disability

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** teams purpose, aims and targets
- KU2.** responsibility for contributing to the team's success
- KU3.** colleagues' roles and main responsibilities
- KU4.** the importance of sharing work fairly with colleagues
- KU5.** the factors that can affect own and colleagues' willingness to carry out work, including skills and existing workload
- KU6.** the importance of being a reliable team member
- KU7.** factors to take account of when making commitments, including your existing workload and the degree to which interruptions and changes of plan are within your control
- KU8.** the importance of maintaining team morale, the circumstances when morale is likely to flag, and the kinds of encouragement and support that are likely to be valued by colleagues
- KU9.** the importance of good working relations, and techniques for removing tension between colleagues
- KU10.** the importance of following the company's policies and procedures for health and safety, including setting a good example to colleagues
- KU11.** who can help set goals, help plan your learning, and give you feedback about your progress
- KU12.** identify the knowledge and skills he/she will need to achieve his/her goals
- KU13.** methods to check his/her progress
- KU14.** methods used to adjust plans as needed to meet goals
- KU15.** methods to ask for feedback on progress
- KU16.** importance of responding positively
- KU17.** need to help others to learn in the workplace
- KU18.** skills and knowledge he / she can share with others

Qualification Pack

- KU19.** health, safety and security risks that are likely to arise when people are learning on the job, and how to reduce these risks
- KU20.** organisation's standards and policies on gender equality
- KU21.** communication methods used to respond in a gender neutral manner organisation's policies and operating procedures with respect to customers and colleagues with disability

Generic Skills (GS)

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

- GS1.** complete documentation accurately; Write simple reports and complete written workplace forms when required; Read and interpret workplace documents and instructions
- GS2.** follow instructions accurately
- GS3.** use gestures or simple words to communicate where language barriers exist
- GS4.** use questioning to minimise misunderstandings
- GS5.** display courteous and helpful behaviour at all times
- GS6.** make appropriate decisions regarding the responsibilities of the job role
- GS7.** plan and schedule routines
- GS8.** build relationships with internal and external customers
- GS9.** respond to breakdowns and malfunction of equipment
- GS10.** respond to unsafe and hazardous working conditions
- GS11.** respond to security breaches

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support effective team working</i>	15	15	-	-
PC1. share work fairly with colleagues, taking account of own and others preferences, skills and time available	2	2	-	-
PC2. make realistic commitments to colleagues and do what has been promised	2	2	-	-
PC3. let colleagues know promptly if he/she will not be able to do what has been promised and suggest suitable alternatives	2	2	-	-
PC4. encourage and support colleagues when working conditions are difficult	2	2	-	-
PC5. encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect	2	2	-	-
PC6. follow the companys health and safety procedures while working	1	1	-	-
PC7. adapt appropriate behaviour and communication standards with colleagues and customers of different Gender	1	1	-	-
PC8. adapt behaviour that is appropriate with customers, colleagues and stakeholders with disability	1	1	-	-
PC9. select the most appropriate method of communication to suit the gender, age and culture of the colleague or customer	1	1	-	-
PC10. respond to people with disabilities in a manner that upholds their self-respect	1	1	-	-
<i>Help plan and organise own learning</i>	12.5	12.5	-	-
PC11. discuss and agree with the right people goals that are relevant, realistic and clear	2.5	2.5	-	-
PC12. identify the knowledge and skills needed to achieve his/her goals	2.5	2.5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. agree action points and deadlines that are realistic, taking account of past learning experiences and the time and resources available for learning	2.5	2.5	-	-
PC14. regularly check his/her progress and, when necessary, change the way of working	2.5	2.5	-	-
PC15. ask for feedback on his/her progress from those in a position to give it, and use their feedback to improve his/her performance	2.5	2.5	-	-
<i>Help others learn</i>	22.5	22.5	-	-
PC16. encourage colleagues to ask him/her for work-related information or advice that he/she is likely to be able to provide	2.5	2.5	-	-
PC17. notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice	2.5	2.5	-	-
PC18. give clear, accurate and relevant information and advice relating to tasks and procedures	5	5	-	-
PC19. explain and demonstrate procedures clearly, accurately and in a logical sequence	2.5	2.5	-	-
PC20. encourage colleagues to ask questions if they don't understand the information and advice given to them	2.5	2.5	-	-
PC21. give colleagues opportunities to practice new skills, and give constructive feedback	2.5	2.5	-	-
PC22. check that health, safety and security are not compromised when helping others to learn	2	2	-	-
PC23. provide equal learning opportunities to colleagues across different genders	2	2	-	-
PC24. adapt appropriate style and techniques of training while delivering training and coaching to people with disability	1	1	-	-
NOS Total	50	50	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	RAS/N0138
NOS Name	To work effectively in an organisation
Sector	Retail
Sub-Sector	Retail Operations
Occupation	Store Operations
NSQF Level	4
Credits	TBD
Version	3.0
Last Reviewed Date	04/03/2020
Next Review Date	27/05/2026
NSQ 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.

Qualification Pack

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/N0606.Facilitate acquisition of secondary sales orders	50	50	-	-	100	16
RAS/N0607.Manage operations at the distributor point	50	50	-	-	100	16
RAS/N0608.Manage modern trade accounts	50	50	-	-	100	12
RAS/N0609.Implement Sales Promotion Activities	50	50	-	-	100	10
RAS/N0610.Build and retain effective sales relationships with customers	50	50	-	-	100	12
RAS/N0611.Expand market coverage	50	50	-	-	100	12
RAS/N0612.Furnish reports	50	50	-	-	100	12
RAS/N0138.To work effectively in an organisation	50	50	-	-	100	10
Total	400	400	-	-	800	100

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.

Qualification Pack

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.