



# Model Curriculum

**QP Name: In-Store Promoter (Divyangjan)**

**QP Code: PWD/TEL/Q2101**

**QP Version: 2.0**

**NSQF Level: 3**

**Model Curriculum Version: 1.0**

**Expository: Locomotor Disability (E001)**

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# Training Parameters

<b>Sector</b>	Telecom
<b>Sub-Sector</b>	Handset
<b>Occupation</b>	Sales and Distribution – Handset Segment
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5242.0401
<b>Minimum Educational Qualification &amp; Experience</b>	<p>10th Grade pass OR Grade 9 with one year of experience OR Grade 8 with two year of (NTC/ NAC) after 8<sup>th</sup> OR 8th grade pass with 2 year relevant Experience OR Grade 8 pass and pursuing continuous schooling in regular school with vocational subject OR 5th grade pass with 5 year relevant Experience OR Previous relevant Qualification of NSQF Level 2 with 1 year relevant Experience OR 8th Grade pass with no experience /In addition to Notional hours OJT/internship of 8 months</p> <p>5th grade pass with no experience / In addition to Notional hours OJT/internship of 20 months</p> <p>Previous relevant Qualification of NSQF Level 2 with no Experience / In addition to Notional hours OJT/internship of</p>

	4 months Minimum Job Entry Age: 18 years
Pre-Requisite License or Training	NA
Minimum Job Entry Age	15 Years
Last Reviewed On	30/12/2021
Next Review Date	31/01/2027
NSQC Approval Date	31/01/2023
Version	2.0
Model Curriculum Creation Date	30/12/2021
Model Curriculum Valid Up to Date	31/01/2027
Model Curriculum Version	1.0
Minimum Duration of the Course	300 Hours, 0 Minutes
Maximum Duration of the Course	420 Hours, 0 Minutes

# Program Overview

This section summarizes 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.

- Perform sales related activities at the store/showroom.
- Sell Telecom Products and Services to Customers.
- Organize work and resources as per health and safety standards.
- Inclusive communication, interpersonal skills, and sensitization towards gender and persons with disability (PwD).

## 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
<b>TEL/N2108 – Perform Sales related Activities at the Store/Showroom</b> NOS Version No. 1.0 NSQF Level 4	45:00	30:00	00:00	64:00	75:00
Module 1: Role and Responsibilities of an In-Store Promoter	05:00	00:00	00:00	00:00	05:00
Module 2: Perform Sales related Activities	40:00	30:00	00:00	64:00	70:00
<b>TEL/N2109 – Sell Telecom Products and Services to Customers</b> NOS Version No. 1.0 NSQF Level 4	45:00	30:00	00:00	60:00	75:00
Module 3: Sell Products and Services	45:00	30:00	00:00	60:00	75:00
<b>TEL/N9101 – Organise work and resources as per health and safety standards</b> NOS Version No. 1.0 NSQF Level 4	20:00	40:00	00:00	00:00	60:00

Module 4: Plan Work Effectively, Optimise Resources and Implement Safety Practices	20:00	40:00	00:00	00:00	60:00
<b>TEL/N9102 – Interact Effectively with Team Members and Customers NOS Version No. 1.0 NSQF Level 4</b>	<b>10:00</b>	<b>20:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 5: Communication and interpersonal skills	10:00	20:00	00:00	00:00	30:00
<b>Employability Skills</b>	<b>30:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Introduction to Employability Skills	<b>01:00</b>	<b>0:00</b>	<b>0:00</b>	<b>0:00</b>	<b>01:00</b>
Constitutional values – Citizenship	<b>01:00</b>	<b>0:00</b>	<b>0:00</b>	<b>0:00</b>	<b>01:00</b>
Becoming a Professional in the 21st Century	<b>01:00</b>	<b>0:00</b>	<b>0:00</b>	<b>0:00</b>	<b>01:00</b>
Basic English Skills	<b>02:00</b>	<b>0:00</b>	<b>0:00</b>	<b>0:00</b>	<b>02:00</b>
Career Development & Goal Setting	<b>04:00</b>	<b>0:00</b>	<b>0:00</b>	<b>0:00</b>	<b>04:00</b>
Communication Skills	<b>01:00</b>	<b>0:00</b>	<b>0:00</b>	<b>0:00</b>	<b>01:00</b>
Diversity & Inclusion	<b>04:00</b>	<b>0:00</b>	<b>0:00</b>	<b>0:00</b>	<b>04:00</b>
Financial and Legal Literacy	<b>03:00</b>	<b>0:00</b>	<b>0:00</b>	<b>0:00</b>	<b>03:00</b>
Essential Digital Skills	<b>07:00</b>	<b>0:00</b>	<b>0:00</b>	<b>0:00</b>	<b>07:00</b>
Entrepreneurship	<b>04:00</b>	<b>0:00</b>	<b>0:00</b>	<b>0:00</b>	<b>04:00</b>
Customer Service	<b>02:00</b>	<b>0:00</b>	<b>0:00</b>	<b>0:00</b>	<b>02:00</b>
<b>Total Duration</b>	<b>150:00</b>	<b>150:00</b>	<b>00:00</b>	<b>120:00</b>	<b>420:00</b>

# Module Details

## Module 1: Role and Responsibilities of an In-Store Promoter

### Bridge Module

#### Terminal Outcomes:

- Explain the job role of an In-Store Promoter.

Duration: 05:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain the role and responsibilities of In-Store Promoter.</li> <li>• Identify the various electrical and electronic components and their functionalities.</li> <li>• Explain sales related activities at the store/showroom.</li> <li>• Identify the customer requirements w.r.t brand/price restrictions/specifications.</li> <li>• Discuss ways to sell products to the customers.</li> <li>• State any precautions or handling specifications about the product to the customer.</li> <li>• Discuss the safety, health and environmental policies and regulations for the workplace as well as for telecom sites in general.</li> </ul>	
<b>Classroom Aids:</b>	
Laptop, white board, marker, projector	
<b>Tools, Equipment and Other Requirements</b>	
Computer, Sticky Keys, Foot Pedals, Access Switches, Wheelchair, Walker, One-Handed Keyboard, Pencil Gripper, Automatic Page Turner, Grab Bars, Speech to Text software	

## Module 2: Perform Sales related Activities

### Mapped to TEL/N2108 v1.0

#### Terminal Outcomes:

- Perform counter management activities.
- Discuss how to implement effective promotional and selling techniques.
- Create and maintain a sample report.

Duration: 40:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain the appropriate dress code as per grooming guidelines of the store/brand or manufacturer.</li> <li>• State the importance of cleanliness and appearance of the counter/display stand to attract customers</li> <li>• Explain how to display merchandise, brochures, leaflets etc. to draw customer’s attention.</li> <li>• State the process of collecting sales target from the store manager.</li> <li>• Outline the organisational procedures for opening sales call and converting into positive lead.</li> <li>• Discuss typical customer profiles for telecom products/brands.</li> <li>• Explain various ways/strategies to offer different range of products to walk-in customers especially OTT platforms services/offers.</li> <li>• Discuss typical customer queries, doubts and objections on telecom products and services.</li> <li>• Discuss the importance of maintaining query resolutions for solving customer’s problems.</li> <li>• Explain typical selling and buying process of various telecom products at store/showroom.</li> <li>• Discuss the importance of maintaining sales reports by tracking number of units, models, product value at regular interval of time.</li> <li>• List various Internet of Things (IoT) devices such as sensors, detectors along with environmental and wearable smart systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to monitor stocks and replenish item as per market demand.</li> <li>• Create a checklist of steps of pre-buying formalities for customer’s hassle- free experience.</li> <li>• Employ ways to gather sales data to upsell/cross sell associated products and accessories like add-on SIM cards, Over-the-Top (OTT) services, etc.</li> <li>• Prepare a sample report on daily target versus achievement.</li> <li>• Perform steps to review sale targets versus achievement with the store manager.</li> <li>• Perform submission of sample stock requirement reports to the store manager, whenever necessary.</li> <li>• Perform product demonstration and sales process as per the given brand’s/company’s standard.</li> <li>• Perform steps to complete billing and delivery process.</li> <li>• Calculate the monthly sales and performance targets.</li> <li>• Demonstrate use of basic mathematical calculations.</li> </ul>



<ul style="list-style-type: none"> <li>• Discuss various visual merchandizing and display norms of telecom products as per store/showroom.</li> <li>• Evaluate the features, benefits and product in competition with their pricing to achieve sales target.</li> <li>• Explain various selling techniques and processes such as billing and delivery.</li> <li>• Discuss how to perform data analysis for understanding trends.</li> </ul>	
<p><b>Classroom Aids:</b></p>	
<p>Whiteboard and markers, chart paper and sketch pens, LCD Projector and Laptop for presentations.</p>	
<p><b>Tools, Equipment and Other Requirements</b></p>	
<p>Customer enquiry form, Product manuals/Pamphlets, brochures, Service Manual/ User Manuals, Customer Registration, Program Authentication Form, Customer Feedback form, Computer, Sticky Keys, Foot Pedals, Access Switches, Wheelchair, Walker, One-Handed Keyboard, Pencil Gripper, Automatic Page Turner, Grab Bars, Speech to Text software</p>	

## Module 3: Sell Products and Services

### Mapped to TEL/N2109 v1.0

#### Terminal Outcomes:

- Discuss how to identify customer needs to be able offer a suitable product.
- Perform sample sale closures.
- Provide sample customer care services.

Duration: 45:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Describe different products, models, their variants and associated services while focusing on Features, Advantages and Benefits (FAB) of the product/service.</li> <li>• Discuss how to apply effective sales technique/approaches.</li> <li>• Explain how to describe product features and benefits to customers</li> <li>• Explain the precautions or handling specifications about the telecom products or services.</li> <li>• Describe the add-on plans for required services such as OTT subscriptions and offers.</li> <li>• List the complementary products or services.</li> <li>• List the various wearable telecom devices such as smart watches, smart glasses etc.</li> <li>• Explain in detail about warranty terms including ways to avail extended warranty.</li> <li>• State the Annual Maintenance Contracts (AMC) provided by a store or showroom.</li> <li>• Discuss how to encourage to customers for purchases.</li> <li>• Discuss how to provide price details after confirmation of the product.</li> <li>• Describe the process of escalating customer objections to the manager for further action.</li> <li>• Discuss how to handle complete Know Your Customer (KYC) process.</li> <li>• Explain how to take customer consent for feedback w.r.t the buying experience and brand/product.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to attend to walk-in customers using appropriate etiquette and manners.</li> <li>• Demonstrate the body language and gestures that make customers feel uncomfortable and unwelcomed.</li> <li>• Employ proper questioning techniques to find out about customer requirements.</li> <li>• Demonstrate physical or technical features and prepositions of different telecom products.</li> <li>• Demonstrate the process how to assist the customer through the final billing and delivery process.</li> <li>• Demonstrate how to resolve customer queries regarding postpaid/pre-paid bill plan.</li> <li>• Demonstrate how to help customers in payment of postpaid bills or recharge of pre-paid SIM cards.</li> </ul>

- Discuss how to guide customers for activation of SIM cards/dongles/Wi-Fi hotspot devices.
- Discuss how to guide customers to change or reactivate their broadband plan and other services.
- Discuss how to port mobile number from one operator to another.
- Differentiate between the types of broadband, post-paid and pre-paid plans, OTT platform etc.
- Explain the importance of customer awareness on safety and handling of products and services.
- Explain the typical customer profiles.
- State the typical line of business and product offerings in the telecom sector for in-store products.
- Differentiate between the types of customer and the after-sale support provided to customers.
- State different models of after sale support typically provided by companies in the telecom sector.

**Classroom Aids:**

Whiteboard and markers, chart paper and sketch pens, LCD Projector and Laptop for presentations.

**Tools, Equipment and Other Requirements**

Service Manual/ User Manuals, Customer Registration, Program Authentication Form, Customer Feedback form, Computer, Sticky Keys, Foot Pedals, Access Switches, Wheelchair, Walker, One-Handed Keyboard, Pencil Gripper, Automatic Page Turner, Grab Bars, Speech to Text software

## Module 4: Plan Work Effectively, Optimise Resources and Implement Safety Practices

*Mapped to TEL/N9101 v1.0*

### Terminal Outcomes:

- Explain how to plan work effectively, implement safety practices and optimise use of resources.

<b>Duration: 20:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• List the recent skills and technologies prevalent in the telecom industry.</li> <li>• Discuss the commonly occurring problems with their causes and solutions.</li> <li>• State the importance of keeping the workplace clean, safe and tidy.</li> <li>• List different types of hazards and the procedure to report it to the supervisor.</li> <li>• List the precautionary steps one needs to follow while handling hazardous materials.</li> <li>• State the importance of participating in fire drills and other safety workshops.</li> <li>• Discuss the significance of conforming to basic hygiene practices such as washing hands, using alcohol-based hand sanitizers.</li> <li>• List the different methods of cleaning, disinfection, sanitization, etc.</li> <li>• Discuss the importance of self-quarantine or self-isolation.</li> <li>• Explain the path of disease transmission.</li> <li>• Discuss organizational hygiene and sanitation guidelines and ways of reporting breaches/gaps, if any.</li> <li>• Explain the ways to optimize usage of resources.</li> <li>• Discuss various methods of waste management and disposal.</li> <li>• List the different categories of waste for the purpose of segregation.</li> <li>• Differentiate between recyclable and non-recyclable waste.</li> <li>• State the importance of using appropriate color dustbins for different types of waste.</li> <li>• Discuss the common sources of pollution and ways to minimize it.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a time schedule to complete the tasks on the given time.</li> <li>• Demonstrate the use of safety equipment such as goggles, gloves, ear plugs, shoes, etc.</li> <li>• Demonstrate the correct postures while working and handling hazardous materials at the workplace.</li> <li>• Demonstrate how to evacuate the workplace in case of an emergency.</li> <li>• Show how to sanitize and disinfect one's work area regularly.</li> <li>• Demonstrate the correct way of washing hands using soap and water.</li> <li>• Demonstrate the correct way of sanitizing hands using alcohol-based hand rubs.</li> <li>• Display the correct way of wearing and removing PPE such as face masks, hand gloves, face shields, PPE suits, etc.</li> <li>• Demonstrate warning labels, symbols and other related signages.</li> <li>• Perform basic checks to identify any spills and leaks and that need to be plugged /Stopped.</li> <li>• Demonstrate different disposal techniques depending upon different types of waste.</li> <li>• Employ different ways to clean and check if equipment/machines are functioning as per requirements and report malfunctioning, if observed.</li> <li>• Demonstrate ways for efficient utilization of material and water.</li> </ul>
<b>Classroom Aids</b>	

White board/ black board marker / chalk, Duster, Computer or Laptop attached to LCD projector

#### **Tools, Equipment and Other Requirements**

Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher and First aid kit, Computer, Sticky Keys, Foot Pedals, Access Switches, Wheelchair, Walker, One-Handed Keyboard, Pencil Gripper, Automatic Page Turner, Grab Bars, Speech to Text software

## Module 5: Communication and interpersonal skills

### Mapped to TEL/N9102 v1.0

#### Terminal Outcomes:

- Discuss how to communicate effectively and develop interpersonal skills
- Explain the importance of developing sensitivity towards differently abled people

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss the importance of following the standard operating procedures of the company w.r.t priority, confidentiality and security.</li> <li>• Explain the standard procedure of communication and escalations of issues at the workplace.</li> <li>• Discuss the importance of timely rectification of issues.</li> <li>• State the importance of coordinating and resolving conflicts with the team members to achieve smooth workflow.</li> <li>• Discuss about the different types of disabilities with their respective issues.</li> <li>• List health and safety requirements for persons with disability.</li> <li>• Describe the rights, duties and benefits available at workplace for person with disability.</li> <li>• Explain the process of recruiting people with disability for a specific job.</li> <li>• Discuss the specific ways to help people with disability to overcome the challenges.</li> </ul>	<ul style="list-style-type: none"> <li>• Use different modes of communication as per requirement and need.</li> <li>• Prepare a sample report of the commonly occurring errors and their solutions.</li> <li>• Demonstrate the use of gender and PwD (Person with Disability) inclusive language.</li> <li>• Prepare a list of institutes and government schemes that help PwD in overcoming challenges.</li> <li>• Demonstrate the ideal behaviour with a PwD in an organization.</li> </ul>
Classroom Aids	
Whiteboard and Markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, organization structure, Computer, Sticky Keys, Foot Pedals, Access Switches, Wheelchair, Walker, One-Handed Keyboard, Pencil Gripper, Automatic Page Turner, Grab Bars, Speech to Text software	

## Module 6: On-the-Job Training

### Mapped to In-Store Promoter

<b>Mandatory Duration:</b> 00:00	<b>Recommended Duration:</b> 120:00
<b>Location:</b> On-Site	
<b>Terminal Outcomes</b>	
<ol style="list-style-type: none"> <li>1. Monitor stocks and identify items to be replenished as per market demand.</li> <li>2. Plan and make a checklist for pre-buying customer formalities.</li> <li>3. Collate sales data to upsell/cross sell products and accessories.</li> <li>4. Record all date as per the prescribed report format for targets.</li> <li>5. Demonstrate the functionalities of a product and the sales process as per the given brand's/company's SOP.</li> <li>6. Ensure that all billing and delivery process are complete on a regular basis or daily, as specified by the organization.</li> <li>7. Demonstrate how to identify monthly sales and performance targets as given by the supervisor.</li> <li>8. Attend walk-in customers as per the appropriate etiquette and behaviour.</li> <li>9. Use appropriate verbal and non-verbal communication techniques while interacting with customers.</li> <li>10. Use proper questioning techniques to enquire customer requirements.</li> <li>11. Assist customers for final billing and delivery process.</li> <li>12. Resolve customer queries and complaints related to postpaid/pre-paid bill plan.</li> <li>13. Advise or guide customers in payment of postpaid bills or recharge of pre-paid SIM cards.</li> </ol>	

**DGT/VSQ/N0101 Employability Skills 30 hours**

Mapped to DGT/VSQ/N0101, V1.0

Terminal Outcomes:

- introduction to employability skills
- constitutional values - citizenship
- becoming a professional in the 21st century
- basic english skills
- career development & goal setting
- communication skills
- diversity & inclusion
- financial and legal literacy
- essential digital skills
- entrepreneurship
- customer service
- getting ready for apprenticeship & jobs

Duration: 30:00	Duration: 00:00
<p><b>Theory – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• discuss employability skills required for jobs in various industries</li> <li>• explain ways to explore learning and employability portals</li> <li>• discuss the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.</li> <li>• explain the significance of 21st Century Skills for employment</li> <li>• explain how to read and understand routine information, notes, instructions, mails, letters etc. written in English</li> <li>• list the difference between job and career</li> <li>• communicate and behave appropriately with all genders and PwD</li> <li>• discuss how to escalate any issues related to sexual harassment at workplace according to POSH Act</li> <li>• list common components of salary and compute income, expenses, taxes, investments etc</li> <li>• discuss relevant rights and laws and use legal aids to fight against legal exploitation</li> </ul>	<p><b>Practical – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• demonstrate how to follow environmentally sustainable practices</li> <li>• roleplay the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life</li> <li>• practice the use basic English for everyday conversation in different contexts, in person and over the telephone</li> <li>• write short messages, notes, letters, emails etc. in English</li> <li>• prepare a sample career development plan with short- and long-term goals, based on aptitude</li> <li>• practice following verbal and nonverbal communication etiquette and active listening techniques in various settings</li> <li>• roleplay how to work collaboratively with others in a team</li> </ul>



<ul style="list-style-type: none"> <li>• identify and list different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research</li> <li>• identify and list sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity</li> <li>• explain how to identify different types of customers</li> <li>• identify and list apprenticeship opportunities and register for it as per guidelines and requirements</li> </ul>	<ul style="list-style-type: none"> <li>• roleplay how to escalate any issues related to sexual harassment at workplace according to POSH Act</li> <li>• show how to select financial institutions, products and services as per requirement</li> <li>• practice how to carry out offline and online financial transactions, safely and securely</li> <li>• operate digital devices and carry out basic internet operations securely and safely</li> <li>• demonstrate the use of e- mail and social media platforms and virtual collaboration tools to work effectively</li> <li>• practice the of use basic features of word processor, spreadsheets, and presentations</li> <li>• develop a sample business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion</li> <li>• roleplay how to respond to customer requests and needs in a professional manner</li> <li>• show how to follow appropriate hygiene and grooming standards</li> <li>• create a sample professional Curriculum vitae (Résumé)</li> <li>• practice how to search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively</li> <li>• show how to apply to identified job openings using offline /online methods as per requirement</li> <li>• demonstrate how to answer questions politely, with clarity and confidence, during recruitment and selection</li> </ul>
<p><b>Classroom Aids:</b></p>	
<p>Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster</p>	
<p><b>Tools, Equipment and Other Requirements</b></p>	
<p>PPE, Basic Stationary, digital devices as per the requirement.</p>	

## ANNEXURE

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Any Stream	1	Telecom/Retail	0	NA	Eligible for ToT Program

Trainer Certification		
Domain Certification	Platform Certification	Disability specific Top Up training
Job Role: "In-Store Promoter" "TEL/Q2101v2.0", Minimum accepted score is 80%	Job Role: "Trainer", (VET & Skills) "MEP/Q2601" v2.0, Minimum accepted score is 80%	The Inclusive Trainer should be certified in Disability Specific Top Uptraining PWD/Q0101, v1.0 Trainer-PwD conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines.

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Any Stream	1	Telecom/Retail	0	NA	Eligible for ToA Program

Assessor Certification		
Domain Certification	Platform Certification	Disability specific Top Up training
Job Role: "In-Store Promoter" "TEL/Q2101 v2.0", Minimum accepted score is 80%	Job Role: "Assessor" (VET & Skills) "MEP/Q2701" v2.0, Minimum accepted score is 80%	The Inclusive Trainer should be certified in Disability Specific Top Uptraining PWD/Q0101, v1.0 Trainer-PwD conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines.



## Assessment Strategy

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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 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. examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each.
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, every trainee should score a minimum of 70% aggregate in QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

## References

## Glossary

Term	Description
<b>Declarative Knowledge</b>	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
<b>Key Learning Outcome</b>	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).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	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.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of the training.</b>
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module.</b> 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
SOP	Standard Operating Procedures
SLA	Service Level Agreement