



# Model Curriculum

**QP Name: Distributor Sales Representative**

**QP Code: TEL/Q2100**

**QP Version: 4.0**

**NSQF Level: 3**

**Model Curriculum Version: 1.0**

Telecom Sector Skill Council  
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# Training Parameters

Sector	Telecom
Sub-Sector	Handset
Occupation	Sales and Distribution – Handset Segment
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO- 2015/5243.0401
Minimum Educational Qualification & Experience	Grade 9 <b>OR</b> Grade 8 pass and pursuing continuous schooling in regular school with vocational subject <b>OR</b> 8th grade pass with 1-year relevant experience <b>OR</b> 5th grade pass with 4-year relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	15 Years
Last Reviewed On	30/12/2021
Next Review Date	30/12/2024
NSQC Approval Date	30/12/2021
QP Version	4.0
Model Curriculum Creation Date	30/12/2021
Model Curriculum Valid Up to Date	30/12/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	420 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.

- Plan and perform the activities to achieve sales target
- Strategize for product distribution
- Optimize resources, work efficiently and adhere to safety standards
- Interact effectively with others while being sensitive of gender and persons with disabilities

## 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>Bridge Module</b>	<b>20:00</b>	<b>10:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Introduction to the role of a Distributor Sales Representative <i>Bridge Module</i>	20:00	10:00	00:00	00:00	30:00
<b>TEL/N2110 – Coach retailers to achieve sales targets NOS Version No. 2.0 NSQF Level 3</b>	<b>40:00</b>	<b>50:00</b>	<b>60:00</b>	<b>00:00</b>	<b>150:00</b>
Coach retailers to achieve sales targets	40:00	50:00	60:00	00:00	150:00
<b>TEL/N2111 – Perform pre-planning for product distribution NOS Version No. 2.0 NSQF Level 3</b>	<b>40:00</b>	<b>50:00</b>	<b>60:00</b>	<b>00:00</b>	<b>150:00</b>
Perform pre-planning for product distribution	40:00	50:00	60:00	00:00	150:00
<b>TEL/N9101 – Organize work and resources as per health and safety standards 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>
Plan Work Effectively, Optimise Resources and Implement Safety Practices	10:00	20:00	00:00	00:00	30:00

<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>
Communication and interpersonal skills	10:00	20:00	00:00	00:00	30:00
DGT/VSQ/N0101 Employability Skills (30 Hours)	30:00	00:00	00:00	00:00	30:00
<b>Total Duration</b>	<b>150:00</b>	<b>150:00</b>	<b>120:00</b>	<b>00:00</b>	<b>420:00</b>

# Module Details

## Module 1: Introduction to the Role of Distributor Sales Representative Mapped to Bridge Module

### Terminal Outcomes:

- Describe the role and responsibilities to be performed by a distributor sales representative.
- Explain the scope of work for a distributor sales representative.

<b>Duration:</b> 20:00	<b>Duration:</b> 10:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the role and responsibilities of telecom distributor sales representative.</li> <li>• Describe the size and scope of the Telecom industry and its various sub-sectors.</li> <li>• Discuss the various opportunities for a distributor sales representative in the Telecom industry.</li> <li>• Discuss the organisational policies on workplace ethics, managing sites, quality standards, personnel management and public relations (PR).</li> <li>• Describe the process workflow in the organization and the role of telecom distributor sales representative in the process.</li> <li>• List the various daily, weekly, monthly operations/activities that take place at the site under a distributor sales representative.</li> </ul>	<ul style="list-style-type: none"> <li>• Role play based on case studies, outlining the scope, responsibilities, and challenges of a distributor sales representative.</li> <li>• Performing regular inventory checks and ensuring that stock levels are maintained.</li> <li>• Analyse the requirements for the course and prepare as per the pre-requisites of the course.</li> <li>• Plan and assist with product launches and brand events.</li> </ul>
<b>Classroom Aids:</b>	
Laptop, white board, marker, projector	
<b>Tools, Equipment and Other Requirements</b>	
Documents of standard operating procedures, code of conduct, checklists, schedules tools and equipment, status report	

## Module 2: Coach retailers to achieve sales targets Mapped to TEL/N2110

### Terminal Outcomes:

- Develop the strategies to achieve sales targets

<b>Duration: 40:00</b>	<b>Duration: 50:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Define the basics of commercial accounting.</li> <li>• Explain the concepts of product mix, inventory turnovers and return on investment (ROI) and their applications</li> <li>• List the steps of calculating return on investment (ROI) as typically advised by the Telecom industry’s Sales sub-sector.</li> <li>• Discuss strategies to achieve daily/weekly and monthly sales targets.</li> <li>• Examine how to identify new business opportunities based on the Route Plan and daily Beat Plan given by the supervisor.</li> <li>• Distinguish between different types of selling such as line selling and range selling.</li> <li>• Compare the range and features of company’s products with those of the competitor’s products.</li> <li>• Describe processes for the inventory management of products.</li> <li>• State the importance of creating brand visibility at retailer outlet.</li> <li>• Explain the payment collection and claim settlement process.</li> <li>• Enquire about the needs of a customer and offer appropriate products based on their needs.</li> <li>• Discuss the common product queries/concerns and their solutions.</li> <li>• Describe new offers, promotional discounts, different finance options and schemes to the customers for the selected product(s).</li> <li>• Analyse the line and range selling process of products to increase sales.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a list of basic probing questions to analyse handset requirements of the retailers.</li> <li>• Use basic accounting techniques to calculate debit, credit, outstanding and cash payments etc.</li> <li>• Calculate sample return on investment (ROI) for retailers.</li> <li>• Calculate basic inventory ratio to maintain the required quantity of stock.</li> <li>• Use basic selling skills to showcase the technical specifications of mobile handsets to potential customers.</li> <li>• Demonstrate the USPs and strengths of the product/services to new retailers by using feature advantage benefits (FAB) approach.</li> <li>• Inform the customers about various promotional schemes and finance options to make the offer feasible and attractive.</li> </ul>
<b>Classroom Aids:</b>	
Laptop, white board, marker, projector	
<b>Tools, Equipment and Other Requirements</b>	
Complete range of handset, accessories, merchandising elements, competitor’s products Product Manuals, Customer Registration form, Merchandises, Sales record book	

## Module 3: Perform pre-planning for product distribution Mapped to TEL/N2111

### Terminal Outcomes:

- Plan and perform the activities to achieve sales target

<b>Duration: 40:00</b>	<b>Duration: 50:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the daily sales plan with the supervisor for achieving sales targets.</li> <li>Analyse the latest trends, market schemes and offers to increase sales.</li> <li>Describe the role of BTS utilization model to analyse business trends.</li> <li>Identify issues in selling strategies if monthly sales are not achieved as per the set targets.</li> <li>Describe the importance of verifying the quality of stock and reporting any defect/damage to the concerned person.</li> <li>Discuss how to work as per the route and beat plan before going into the field.</li> <li>Distinguish between cross-selling and up-selling of products.</li> <li>Compare the range of product exclusively offered by the company vis-à-vis the competitor’s products to highlight the product’s edge over the competitor’s product.</li> <li>Explain procedures for enrolling new retailers.</li> </ul>	<ul style="list-style-type: none"> <li>Check the quality of procured merchandise using visual inspection.</li> <li>Prepare a sample daily/weekly sales report.</li> <li>Use various merchandising elements to display the product at the retailer outlet.</li> <li>Create a plan to receive regular feedback from customers and supervisors for reporting any faults/issues in the merchandise.</li> <li>Prepare a comparison report for current and future handset demands of retailers.</li> <li>Perform a role play to sell, cross-sell and up-sell new variants/products/accessories to the retailers.</li> </ul>
<b>Classroom Aids:</b>	
Laptop, white board, marker, projector	
<b>Tools, Equipment and Other Requirements</b>	
Complete range of handset, accessories, merchandising elements, competitor’s products Product Manuals, Customer Registration form, Merchandises, Sales record book	



## Module 4: 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

<b>Duration: 10:00</b>	<b>Duration: 20:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<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>• Outline the organizational structure to receive work instruction and report issues to the supervisor.</li> <li>• Discuss the importance of having timely discussions with all genders to avoid repeated errors.</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>• State the work ethics, workplace etiquettes as well as standards and guidelines for all genders and PwD.</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>• Use inclusive language irrespective of the gender/ disability of the person.</li> <li>• Demonstrate appropriate behaviour towards all genders and differently abled people.</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>
<b>Classroom Aids:</b>	
White board/ black board marker / chalk, duster, computer or Laptop attached to LCD projector	
<b>Tools, Equipment and Other Requirements</b>	
Sample of escalation matrix, organisation structure.	

## Module 5: 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: 10:00</b>	<b>Duration: 20:00</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	
<b>Tools, Equipment and Other Requirements</b>	
Personal Protection Equipment: safety glasses, head protection, rubber gloves, safety footwear, warning signs and tapes, fire extinguisher and first aid kit	

<b>Mandatory Duration:</b> 120:00	<b>Recommended Duration:</b> 00:00
<b>Location: On-Site</b>	
<b>Terminal Outcomes</b>	
<ol style="list-style-type: none"> <li>1. Shortlist questions to ask retailers their handset requirements.</li> <li>2. Demonstrate how to calculate sample return on investment (ROI) for retailers as well as the basic inventory ratio needed to maintain the stock.</li> <li>3. Apply appropriate selling skills for selling mobile handsets to prospective customers.</li> <li>4. Demonstrate how to tell the USPs and strengths of the product/services to new customers.</li> <li>5. Perform the steps to give appropriate information to the customers about various promotional schemes and finance options.</li> <li>6. Analyse the quality of procured merchandise through visual inspection.</li> <li>7. Record data about sample daily/weekly sales as per formats.</li> <li>8. Apply different merchandising techniques to create attractive visual displays for the product at the retailer outlet.</li> <li>9. Demonstrate how to plan to receive regular feedback from customers and supervisors.</li> <li>10. Record data for comparison of current and future handset demands of retailers.</li> </ol>	

## Module 7: DGT/VSQ/N0101 Employability Skills (30 hours)

### Mapped to Distributor Sales Representative

**Mandatory Duration: 30:00**

**Location: On-Site**

S.No.	Module Name	Key Learning Outcomes	Duration (hours)
1.	Introduction to Employability Skills	<ul style="list-style-type: none"> <li>Discuss the importance of Employability Skills in meeting the job requirements.</li> </ul>	1
2.	Constitutional values - Citizenship	<ul style="list-style-type: none"> <li>Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen.</li> <li>Show how to practice different environmentally sustainable practices.</li> </ul>	1
3.	Becoming a Professional in the 21st Century	<ul style="list-style-type: none"> <li>Discuss 21st century skills.</li> <li>Display positive attitude, self-motivation, problem solving, time management skills and continuous learning mindset in different situations.</li> </ul>	1
4.	Basic English Skills	<ul style="list-style-type: none"> <li>Use appropriate basic English sentences/phrases while speaking.</li> </ul>	2
5.	Communication Skills	<ul style="list-style-type: none"> <li>Demonstrate how to communicate in a well-mannered way with others.</li> <li>Demonstrate working with others in a team.</li> </ul>	4
6.	Diversity & Inclusion	<ul style="list-style-type: none"> <li>Show how to conduct oneself appropriately with all genders and PwD.</li> <li>Discuss the significance of reporting sexual harassment issues in time.</li> </ul>	1
7.	Financial and Legal Literacy	<ul style="list-style-type: none"> <li>Discuss the significance of using financial products and services safely and securely.</li> <li>Explain the importance of managing expenses, income, and savings.</li> <li>Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws.</li> </ul>	4
8.	Essential Digital Skills	<ul style="list-style-type: none"> <li>Show how to operate digital devices and use the associated applications and features, safely and securely.</li> <li>Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely.</li> </ul>	3
9.	Entrepreneurship	<ul style="list-style-type: none"> <li>Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges.</li> </ul>	7
10.	Customer Service	<ul style="list-style-type: none"> <li>Differentiate between types of customers.</li> <li>Explain the significance of identifying customer needs and addressing them.</li> <li>Discuss the significance of maintaining hygiene and dressing appropriately.</li> </ul>	4
11	Getting ready for apprenticeship & Jobs	<ul style="list-style-type: none"> <li>Create a biodata.</li> <li>Use various sources to search and apply for jobs.</li> <li>Discuss the significance of dressing up neatly and maintaining hygiene for an interview.</li> <li>Discuss how to search and register for apprenticeship opportunities.</li> </ul>	2

**LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS**

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

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

# Annexure

## Trainer Requirements (Distributor Sales Representative)

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
Job Role: “Distributor Sales Representative Level 3” “TEL/Q2100 v2.0”, Minimum accepted score is 80%	Job Role: “Trainer”, “MEP/Q2601 v1.0”, Minimum accepted score is 80%

## Assessor Requirements (Distributor Sales Representative)

Assessor Pre-requisites						
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
Job Role: “Distributor Sales Representative Level 3” “TEL/Q2100 v2.0”, Minimum Accepted score is 80%	Job Role: “Assessor” “MEP/Q2701, v1.0”, Minimum Accepted score is 80%

## Trainer Requirements (Employability Skills 30 hours)

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

Trainer Certification	
Domain Certification	Platform Certification
Certified in 30-hour Employability NOS (2022), with a minimum score of <b>80%</b>  <b>OR</b> Certified in 120- OR 90- OR 60-hour Employability NOS (2022), with a minimum score of <b>80%</b>	NA



## Master Trainer Requirements (Employability Skills 30 hours)

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

Master Trainer Certification	
Domain Certification	Platform Certification
Certified in 30-hour Employability NOS (2022), with a minimum score of <b>90%</b> .  <b>OR</b> Certified in 120- OR 90- OR 60-hour EmployabilityNOS (2022), with a minimum score of <b>90%</b>	NA

## Assessment Strategy

1. Assessment System Overview:
  - Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
  - Assessment agencies send the assessment confirmation to VTP/TC looping SSC
  - Assessment agency deploys the ToA certified Assessor for executing the assessment
  - SSC monitors the assessment process & records
2. Testing Environment:
  - Confirm that the centre is available at the same address as mentioned on SDMS or SIP
  - Check the duration of the training.
  - Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
  - If the batch size is more than 30, then there should be 2 Assessors.
  - Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
  - Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
  - Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
  - Check the availability of the Lab Equipment for the particular Job Role.
3. Assessment Quality Assurance levels / Framework:
  - Question papers created by the Subject Matter Experts (SME)
  - Question papers created by the SME verified by the other subject Matter Experts
  - Questions are mapped with NOS and PC
  - Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
  - Assessor must be ToA certified & trainer must be ToT Certified
  - Assessment agency must follow the assessment guidelines to conduct the assessment
4. Types of evidence or evidence-gathering protocol:
  - Time-stamped & geotagged reporting of the assessor from assessment location
  - Center photographs with signboards and scheme specific branding
  - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
  - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos
5. Method of verification or validation:
  - Surprise visit to the assessment location
  - Random audit of the batch
  - Random audit of any candidate
6. Method for assessment documentation, archiving, and access
  - Hard copies of the documents are stored
  - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage
  - Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

## Assessment Strategy (Employability Skills 30 hours)

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

## 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
USP	Unique Selling Proposition
PPE	Personal Protective Equipment
PwD	Persons with Disabilities
FAB	Feature Advantage Benefits
ROI	Return on Investment
PR	Public Relations
ES	Employability Skills