



Rashtriya Uchchatar Shiksha Abhiyan (RUSA)
Gujarat State

Component No: 12

Component Name: Vocationalisation of higher education
Year From: 2018 to 2019

College Name : Government B. Ed. College, Vansda
Address: At & Post : Vansda, Taluka : Vansda, Dist :
Navsari, 396580

Email id: gbedprincipalvansda@yahoo.com

Website: <http://www.gbedvansda.org>

Contact No: 02630 222327



Prepared by :

Name of the RUSA Coordinator
Dr. Jitendra M. Agrawal


Name of the Principal
Dr. Dilipbhai M. Gamit

Course No. : 1

Sr. No	Particulars	Details
1.	Name of the College	Government B. Ed. College, Vansda
2.	Name of the NSDC Training Partners	ICA EDU. Skills PVT. LTD.
3.	Name of the Sector Skill Council	Retail
4.	Name of the Course	Retail Trainee Associate
5.	Objectives of the Course	<ul style="list-style-type: none"> To Increase Decision Making Power To Plan and Organize Customer Centricity (Relationship Build with Customers) Problem Solving Analytical thinking
6	Course Content	attached course content
7	Course Hours	320
8	Total No of the Students in the Program	48
9	Training commencement Date	30/10/2018
10	Training Completion Date	09/03/2019
11	Students Attendance Report consolidated and day wise	attached details in prescribed Performa
12	Faculty participated in the Program	Yes Faculty : Dr. J. M. Agrawal (Librarian)
13	Assessment Date	Pending, Arrange By NSDC Partner
14	Result of the Assessment	Pending, Arrange By NSDC Partner
15	Placement Details	Pending, Arrange By NSDC Partner
16	Written Testimonial	Pending, Arrange By NSDC Partner
17	Video Testimonial	Pl attach CD
18	Cost of the Program	RS. 422400/-
19	Payment done by the College for this Program	30% (Rs. 126720/-)
20.	Benefits from the course	Students will get job in retail sector

J. M. Agrawal
Sign of RUSA Coordinator




Principal,
Government B. Ed. College,
VANSDA, Dist. Navsari.
Principal Sign and Stamp

Glimpse of the Course :

- To Increase Decision Making Power -
- To Plan and Organize
- Customer Centricity (Relationship Build with Customers)
- Problem Solving
- Analytical thinking
- Job opportunity increase



J.N. Aggarwal
Sign of RUSA Coordinator



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RASHTRIYA UCHCHATAR SHIKSHA ABHIYAN (RUSA)
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Name Of College: Government B. Ed. College, vandsa

Course Name: Retail Trainee Associate

Sr. No.	Date	Total Enrolled Student	Total Present Student
1	30/10/2018	48	45
2	31/10/2018	48	45
3	01/11/2018	48	45
4	02/11/2018	48	46
5	03/11/2018	48	46
6	19/11/2018	48	47
7	20/11/2018	48	47
8	21/11/2018	48	47
9	22/11/2018	48	47
10	24/11/2018	48	47
11	26/11/2018	48	47
12	27/11/2018	48	48
13	28/11/2018	48	48
14	29/11/2018	48	42
15	30/11/2018	48	46
16	1/12/2018	48	48
17	3/12/2018	48	48
18	4/12/2018	48	48
19	5/12/2018	48	48
20	6/12/2018	48	48
21	7/12/2018	48	48
22	8/12/2018	48	48
23	10/12/2018	48	48
24	11/12/2018	48	48
25	12/12/2018	48	48
26	13/12/2018	48	48
27	14/12/2018	48	48
28	15/12/2018	48	48
29	17/12/2018	48	48
30	18/12/2018	48	48
31	19/12/2018	48	48
32	20/12/2018	48	48
33	21/12/2018	48	48
34	22/12/2018	48	48
35	14/02/2019	48	48
36	15/02/2019	48	48
37	16/02/2019	48	48
38	18/02/2019	48	48



[Signature]
Principal,
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VANSDA, Dist. Navsari.

J.M. Appawal

39	19/02/2019	48	48
40	20/02/2019	48	48
41	21/02/2019	48	48
42	22/02/2019	48	48
43	23/02/2019	48	48
44	25/02/2019	48	48
45	26/02/2019	48	48
46	27/02/2019	48	48
47	28/02/2019	48	48
48	1/3/2019	48	48
49	2/3/2019	48	48
50	5/3/2019	48	48
51	6/3/2019	48	48
52	7/3/2019	48	48
53	8/3/2019	48	48
54	9/3/2019	48	48

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J.M. Aggarwal
Sign Of RUSA Coordinator



RASHTRIYA UCHCHATAR SHIKSHA ABHIYAN (RUSA)

Component 12 Vocationalization of Higher Education

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Name of the faculty who is participating in this Programme: DR. J.M. AGRAWAL (LIBRARIAN)

Time-Table

Date	Time		Topic Name	NSDC Trainer's Name
	From	To		
14/02/2019	10:30 A.M.	17:00 P.M.	Communicate English	Ramiz Shaikh
15/02/2019	10:30 A.M.	17:00 P.M.	Making Good Impression	Ramiz Shaikh
16/02/2019	10:30 A.M.	17:00 P.M.	know my Customer	Ramiz Shaikh
17/02/2019	10:30 A.M.	17:00 P.M.	Know my walk place	Ramiz Shaikh
19/02/2019	10:30 A.M.	17:00 P.M.	Personal effectiveness	Ramiz Shaikh
20/02/2019	10:30 A.M.	17:00 P.M.	The First Impression	Ramiz Shaikh
21/02/2019	10:30 A.M.	17:00 P.M.	Communication	Ramiz Shaikh
22/02/2019	10:30 A.M.	17:00 P.M.	Self Management	Ramiz Shaikh
23/02/2019	10:30 A.M.	17:00 P.M.	Carrier Skill	Ramiz Shaikh
25/02/2019	10:30 A.M.	17:00 P.M.	Resume	Ramiz Shaikh
26/02/2019	10:30 A.M.	17:00 P.M.	Interview	Ramiz Shaikh
27/02/2019	10:30 A.M.	17:00 P.M.	Exercise	Ramiz Shaikh
28/02/2019	10:30 A.M.	17:00 P.M.	SWOT	Ramiz Shaikh
01/03/2019	10:30 A.M.	17:00 P.M.	Tour of Retail outlet – Practices	Ramiz Shaikh
02/03/2019	10:30 A.M.	17:00 P.M.	Reading Section	Ramiz Shaikh
05/03/2019	10:30 A.M.	17:00 P.M.	Vocabulary of walk place	Ramiz Shaikh
06/03/2019	10:30 A.M.	17:00 P.M.	Who is my Customer	Ramiz Shaikh
07/03/2019	10:30 A.M.	17:00 P.M.	Reading Section Activity	Ramiz Shaikh
08/03/2019	10:30 A.M.	17:00 P.M.	Reading Activity	Ramiz Shaikh
09/03/2019	10:30 A.M.	17:00 P.M.	Soft Skills Health and Hygiene	Ramiz Shaikh

Co-ordinator

J.M. Agrawal

(Dr. J.M. Agrawal)

Dr 7/2/2019



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18/12/2018	10:30 A.M.	17:00 P.M.	CLEANLINESS AND HIGYENIC	DHARMESH GAMIT
19/12/2018	10:30 A.M.	17:00 P.M.	CLEANLINESS AND HIGYENIC	DHARMESH GAMIT
20/12/2018	10:30 A.M.	17:00 P.M.	PROVIDING INFORMATION AND ADVICE	DHARMESH GAMIT
21/12/2018	10:30 A.M.	17:00 P.M.	PROVIDING INFORMATION AND ADVICE	DHARMESH GAMIT
22/12/2018	10:30 A.M.	17:00 P.M.	PROVIDING INFORMATION AND ADVICE	DHARMESH GAMIT



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RASHTRIYA UCHCHATAR SHIKSHA ABHIYAN (RUSA)

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Name of the faculty who is participating in this Programme: DR. J.M.AGRWAL (LIBRARIAN)

Time-Table

Date	Time		Topic Name	NSDC Trainer's Name
	From	To		
30/10/2018	10:30 A.M.	17:00 P.M.	INTRODUCTION & RETAIL	DHARMESH GAMIT
31/10/2018	10:30 A.M.	17:00 P.M.	RETAIL MARKET & OUTLETS	DHARMESH GAMIT
01/11/2018	10:30 A.M.	17:00 P.M.	PRACTICE TO BE PERFECT	DHARMESH GAMIT
02/11/2018	10:30 A.M.	17:00 P.M.	SALES EXERCISE	DHARMESH GAMIT
03/11/2018	10:30 A.M.	17:00 P.M.	PROMOTING SALES & MORELS	DHARMESH GAMIT
19/11/2018	10:30 A.M.	17:00 P.M.	VISUAL EFFECT, LIMITION & AUTHORITY	DHARMESH GAMIT
20/11/2018	10:30 A.M.	17:00 P.M.	PREPARING VISUAL DISPLAY	DHARMESH GAMIT
21/11/2018	10:30 A.M.	17:00 P.M.	PREPARING VISUAL DISPLAY	DHARMESH GAMIT
22/11/2018	10:30 A.M.	17:00 P.M.	PREPARING VISUAL DISPLAY	DHARMESH GAMIT
24/11/2018	10:30 A.M.	17:00 P.M.	DISMENTAL DISPLAYS	DHARMESH GAMIT
26/11/2018	10:30 A.M.	17:00 P.M.	DISMENTAL DISPLAYS	DHARMESH GAMIT
27/11/2018	10:30 A.M.	17:00 P.M.	PREPARING PRODUCTS FOR SELL	DHARMESH GAMIT
28/11/2018	10:30 A.M.	17:00 P.M.	PREPARING PRODUCTS FOR SELL	DHARMESH GAMIT
29/11/2018	10:30 A.M.	17:00 P.M.	PREPARING PRODUCTS FOR SELL	DHARMESH GAMIT
30/11/2018	10:30 A.M.	17:00 P.M.	PROMOTING LOYATY SCHEME TO CUSTOMER	DHARMESH GAMIT
01/12/2018	10:30 A.M.	17:00 P.M.	PROMOTING LOYATY SCHEME TO CUSTOMER	DHARMESH GAMIT
03/12/2018	10:30 A.M.	17:00 P.M.	PROMOTING LOYATY SCHEME TO CUSTOMER	DHARMESH GAMIT
04/12/2018	10:30 A.M.	17:00 P.M.	SECURITY OF THE STORE	DHARMESH GAMIT
05/12/2018	10:30 A.M.	17:00 P.M.	SECURITY OF THE STORE	DHARMESH GAMIT
06/12/2018	10:30 A.M.	17:00 P.M.	HEALTH AND SAFETY	DHARMESH GAMIT
07/12/2018	10:30 A.M.	17:00 P.M.	HEALTH AND SAFETY	DHARMESH GAMIT
08/12/2018	10:30 A.M.	17:00 P.M.	HEALTH AND SAFETY	DHARMESH GAMIT
10/12/2018	10:30 A.M.	17:00 P.M.	HEALTH AND SAFETY	DHARMESH GAMIT
11/12/2018	10:30 A.M.	17:00 P.M.	HEALTH AND SAFETY	DHARMESH GAMIT
12/12/2018	10:30 A.M.	17:00 P.M.	CLEANLINESS AND HIGYENIC	DHARMESH GAMIT
13/12/2018	10:30 A.M.	17:00 P.M.	CLEANLINESS AND HIGYENIC	DHARMESH GAMIT
14/12/2018	10:30 A.M.	17:00 P.M.	CLEANLINESS AND HIGYENIC	DHARMESH GAMIT
15/12/2018	10:30 A.M.	17:00 P.M.	CLEANLINESS AND HIGYENIC	DHARMESH GAMIT
17/12/2018	10:30 A.M.	17:00 P.M.	CLEANLINESS AND HIGYENIC	DHARMESH GAMIT



J.M.A.
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SUMMARY INDEX

TRNG DAY NO	SESSION		TIME
Day 1	Knowing Each Other	Icebreaker and Trainer and team Introduction	60
	Expectation Setting	List expectation from the program	
		Identify and list the expected outcome of the training	
	Introduction to Program	Map the Participant expectation and the training outcome	60
		About ICA	
	WIIFM	Aligning to the Program(PMKVY/DDUGKY/NULM etc.) vision and mission	
		(WIIFM)What's In It For Me - Benefits of undergoing this Program	60
Day 2	Introduction to Retail	My Roles and Responsibilities	
		My Team & Reporting (Broad Structure)	
	Practice to perfect	My Performance Criteria (Broad Structure)	
		What is Retail?	120
	Let's Summarize	Big Brands in Retail Market	
		Typical Retail outlet	
	Drill & Practice (Role-plays, Simulations & Exercises)		240
Day 3	Summarize the learnings of the day		240
	Field visit	A tour to a relevant Company	240
			240
	Let's Recap	A quick brief of the previous day	60
	To display stock to promote sales	Identify the need for the display in relation to stock, space, position of the display and dates.	
		Check that the display area is the right size and report any concerns promptly.	
Day 4	Practice to perfect	Gather the materials, equipment and stock he/she need for the display and check that they are clean, safe and in good working order.	60
		Follow company procedures for clearing, cleaning and preparing the display area before use.	
	Let's Summarize	Drill & Practice (Role-plays, Simulations & Exercises)	
		Summarize the learnings of the day	120
			240
	Let's Recap	A quick brief of the previous day	120
	To display stock to promote sales	Set up and dismantle the display safely, in line with plans and within the time allowed.	
		Check that the display is clean, tidy and safe for use.	
	Practice to perfect	Check that the display has the required levels of stock.	120
		Clean and store equipment and excess materials; get rid of waste safely, correctly and promptly.	
	Let's Summarize	Drill & Practice (Role-plays, Simulations & Exercises)	
		Summarize the learnings of the day	120
			240
	Let's Recap	A quick brief of the previous day	

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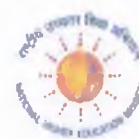
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Day 5	To display stock to promote sales	<p>Check requirements for labelling stock.</p> <p>Check whether the information on the label is clear, accurate and legal before starting to label stock.</p> <p>report promptly any information on labels that may need change.</p> <p>Attach the right labels to the right products.</p> <p>Position labels so that they are securely fastened and customers can see them clearly.</p> <p>Complete labelling within the time allowed.</p>	120
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
	Let's Recap	A quick brief of the previous day	
Day 6	To plan and prepare visual merchandising displays	<p>Identify the purpose, content and style of the display.</p> <p>Identify the equipment, materials, Merchandise and props needed to create and install the display and the dates for completing it.</p> <p>Evaluate whether the place to put the display is likely to fulfil the design brief.</p> <p>Create new and effective ways of improving the visual effect, within his/her limits of design brief, company's visual design policies and authority.</p>	120
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
	Let's Recap	A quick brief of the previous day	
Day 7	To plan and prepare visual merchandising displays	<p>Confirm that the features of merchandise and props shown in the design brief are those most likely to attract customers' attention.</p> <p>Identify other merchandise and props when those originally specified are not available or not suitable, and agree the selections with the right person.</p>	120
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
	Let's Recap	A quick brief of the previous day	
Day 8	To plan and prepare visual merchandising displays	<p>Verify arrangements for delivery of merchandise & props with the right people, allowing enough time for deliveries to arrive before display must be installed.</p> <p>Check the progress of deliveries and take suitable action if delays seem likely.</p> <p>Update stock records to account for merchandise on display.</p>	60
	To dress visual	<p>Use the design brief to identify the focal points of the display.</p> <p>Choose shapes, colours and groupings that are suited to the purpose and style of the display.</p> <p>Create displays that achieve the required Visual effect and are consistent with the company's visual design policy.</p> <p>Position merchandise, graphics and signs in ways that promote sales.</p> <p>Check that lighting is installed in line with the design brief.</p>	
	Let's Summarize	Summarize the learnings of the day	240
	Let's Recap	A quick brief of the previous day	

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	To dress visual merchandising displays	<p>Check that the finished display meets health and safety guidelines and legal requirements.</p> <p>Position merchandise, graphics & signs according to guidelines & in ways that attract attention & interest of customers & give customers information they need.</p> <p>Group merchandise appropriately for the purpose & style of display, the selling features of merchandise & the visual effect needed under the design brief.</p> <p>Make sure that lighting is installed in line with lighting requirements.</p>	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 9	Let's Recap	A quick brief of the previous day	
	To dress visual merchandising displays	<p>Check that all the parts of the display are suitable for the purpose of the display and meet requirements.</p> <p>Check that the display meets requirements for easy access, safety and security.</p> <p>Identify safety and security risks to the display and choose suitable ways of reducing risks.</p> <p>Consider how the display looks from all the directions from which customers will approach it.</p>	60
		Encourage colleagues to provide constructive comments about the display. Promptly make any adjustments that he/she is authorised to make and that are needed to achieve the visual effect and to make the	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 10	Let's Recap	A quick brief of the previous day	
	To dismantle and store visual merchandising displays	<p>Dismantle displays safely.</p> <p>Protect the parts of the display from being damaged during dismantling. Return the parts of the display to the appropriate places promptly and, if needed, in a saleable condition.</p> <p>Get rid of unwanted materials safely and keep accurate records of this if needed.</p>	60
		<p>Clean display sites and parts using safe and approved cleaning materials and equipment</p> <p>Work out accurately the storage space required.</p> <p>Identify the protective packaging he/she needs and the security measures that need to be in place.</p>	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 11	Let's Recap	A quick brief of the previous day	
	To dismantle and store visual merchandising displays	<p>Store items in suitable places and with clear and accurate labels.</p> <p>Keep accurate and up-to-date records of items in storage.</p> <p>Identify damaged items, missing items and dangers and risks to health and safety, and report these promptly to the right person.</p>	60
		Check that storage facilities and items in storage are clean, safe, secure and accessible only to those with a right to them.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240

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Day 12	Let's Recap	A quick brief of the previous day	
	To prepare products for sale	Check that all expected items and parts of the product are in the package. Remove all unwanted packaging and safely get rid of waste. Gather the tools he/she needs for putting products together.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 13	Let's Recap	A quick brief of the previous day	
	To prepare products for sale	Check that products have been assembled correctly and can be used safely. Ask the right person for help when products are proving difficult to put together.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 14	Let's Recap	A quick brief of the previous day	
	To prepare products for sale	Check regularly that products on display are in a satisfactory condition. Promptly remove damaged products from display and follow company procedures for dealing with them.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 15	Let's Recap	Quiz	60
	To promote loyalty schemes to customers	Take suitable opportunities to ask customers if they are members of the loyalty scheme and whether they are interested in joining. Explain clearly and accurately to customers how joining the scheme would benefit them, including management of the scheme.	120
	Assessment	Written / Practical Assessment	60
			240
Day 16	Let's Recap	A quick brief of the previous day	60
	To promote loyalty schemes to customers	Respond positively to any questions or objections that the customer raises. Provide relevant information to the customer to help them decide whether to join the scheme. Treat the customer politely at all times and in a way that promotes	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 17	Let's Recap	A quick brief of the previous day	
	To promote loyalty schemes to customers	Fill in the membership application accurately with the customer, using the information they provide. Give the customer proof of their membership.	60
		Check with the customer that their details, as shown on the membership documentation, are correct. Give application forms to customers who show interest but are not willing to join the scheme then and there.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240

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Day 18	Let's Recap	A quick brief of the previous day	
	To keep the store secure	Notice and correctly identify security risks. Follow company procedures for reporting security risks.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	60
	Let's Summarize	Summarize the learnings of the day	120
240			
Day 19	Let's Recap	A quick brief of the previous day	
	To keep the store secure	Report security risks to the right people promptly and accurately. Follow company procedures for preventing security risks while he/she works.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	60
	Let's Summarize	Summarize the learnings of the day	120
240			
Day 20	Let's Recap	A quick brief of the previous day	
	To keep the store secure	Notice where stock may have been stolen and tell the right person about it.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	60
	Let's Summarize	Summarize the learnings of the day	120
240			
Day 21	Let's Recap	A quick brief of the previous day	
	To maintain health and safety	Notice and correctly identify accidents and emergencies. Get help promptly and in the most suitable way.	60
	Context	Drill & Practice (Role-plays, Simulations & Exercises)	60
	Let's Summarize	Summarize the learnings of the day	120
240			
Day 22	Let's Recap	A quick brief of the previous day	
	To maintain health and safety	Follow company policy and procedures for preventing further injury while waiting for help to arrive.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	60
	Let's Summarize	Summarize the learnings of the day	120
240			
Day 23	Let's Recap	A quick brief of the previous day	
	To maintain health and safety	Act within the limits of his/her responsibility and authority when accidents and emergencies arise. Promptly follow instructions given by senior staff and the emergency services.	120
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	
	Let's Summarize	Summarize the learnings of the day	120
240			
	Let's Recap	A quick brief of the previous day	

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Day 24	To maintain health and safety	Follow company procedures and legal requirements for reducing health and safety risks as far as possible while working. Use safety equipment correctly and in the right situations.	120
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 25	Let's Recap	A quick brief of the previous day	60
	To maintain health and safety	Get advice and help from the right people when he/she is concerned about his/her ability to work safely.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 26	Let's Recap	A quick brief of the previous day	60
	To maintain health and safety	Use safety equipment correctly and in the right situations. Get advice and help from the right people when he/she is concerned about	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 27	Let's Recap	A quick brief of the previous day	60
	To maintain health and safety	Take suitable safety measures before lifting to protect himself/herself and other people. Use approved lifting and handling techniques.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 28	Let's Recap	A quick brief of the previous day	60
	To maintain health and safety	Use lifting and handling equipment in line with company guidelines and manufacturers' instructions. Plan a safe and efficient route for moving goods.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 29	Let's Recap	A quick brief of the previous day	60
	To maintain health and safety	Make sure that he/she understands his/her own responsibilities when he/she asks others to help in lifting and handling operations.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 30	Let's Recap	A quick brief of the previous day	120
	To keep the store clean and hygienic	Get the equipment and materials that are suitable for the surfaces that need cleaning	60
	Assessment	Written / Practical Assessment	60
	Let's Summarize	Quiz	240
Day 31	Let's Recap	A quick brief of the previous day	60
	To keep the store clean and hygienic	safely position the cleaning equipment and materials and any items he/she must move.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
	Let's Recap	A quick brief of the previous day	

Retail Sector Skill Council



**RASHTRIYA UCHCHATAR SHIKSHA ABHIYAN
(RUSA)**



**Component 12 Vocationalization of Higher Education
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Day 32	To keep the store clean and hygienic	Keep the risk of spillages to a minimum and clean up any spillages promptly and thoroughly. Get rid of rubbish and waste promptly and safely.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	60
	Let's Summarize	Summarize the learnings of the day	120
			240
Day 33	Let's Recap	A quick brief of the previous day	60
	To keep the store clean and hygienic	Disturb other people as little as possible while cleaning. Check that surfaces are thoroughly clean.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 34	Let's Recap	A quick brief of the previous day	60
	To keep the store clean and hygienic	Store cleaning equipment and materials correctly and promptly when he/she has finished cleaning. Use suitable equipment to tidy work areas.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 35	Let's Recap	A quick brief of the previous day	60
	To keep the store clean and hygienic	Check that equipment is safe to use before starting to use it. Get rid of waste and litter safely and in line with company procedures.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 36	Let's Recap	A quick brief of the previous day	60
	To keep the store clean and hygienic	Disturb other people as little as possible while getting rid of waste and litter. Store equipment correctly and promptly after use.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 37	Let's Recap	A quick brief of the previous day	60
	To keep the store clean and hygienic	Wear protective clothing that is clean and suitable for the work he/she needs to do. Correctly dispose of used clothing and products.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 38	Let's Recap	A quick brief of the previous day	60
	To keep the store clean and hygienic	Use effective practices and techniques for keeping his/her hair, skin and nails clean enough for the work he/she does.	60

Retail Sector Skill Council



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	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 39	Let's Recap	A quick brief of the previous day	
			60
	To provide information and advice to customers	Acknowledge promptly and politely customers' requests for information and advice.	
			60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 40	Let's Recap	A quick brief of the previous day	
			60
	To provide information and advice to customers	Identify the customer's needs for information and advice.	
			60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 41	Let's Recap	A quick brief of the previous day	
			60
	To provide information and advice to customers	Communicate information and advice to customers in ways they can understand. Provide relevant, complete, accurate and upto-date information and advice to customers	
			60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 41	Let's Recap	A quick brief of the previous day	
			60
	To provide information and advice to customers	Check politely that the information and advice provided meets the customer's needs. Find other ways to help the customer when the information and advice given is not satisfactory.	
			60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 42	Let's Recap	A quick brief of the previous day	
			60
	To provide information and advice to customers	Refer requests for information or advice to the right person when he/she cannot help the customer	
			60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 43	Let's Recap	A quick brief of the previous day	
			60
	To provide information and advice to customers	Identify the nature of the complaint from information obtained from customers.	
			60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
	Let's Recap	A quick brief of the previous day	
	To provide information	Acknowledge the complaint clearly and	60

Retail Sector Skill Council



RASHTRIYA UCHCHATAR SHIKSHA ABHIYAN
(RUSA)



Component 12 Vocationalization of Higher Education
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Day 44	and advice to customers	accurately and apologise to the customer	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 45	Let's Recap	A quick brief of the previous day	
	To provide information and advice to customers	Follow legal requirements and company policies and procedures for dealing with complaints.	120
	Assessment	Written / Practical Assessment	60
	Let's Summarize	Quiz	60
Day 46	Let's Recap	A quick brief of the previous day	
	To provide information and advice to customers	Promptly refer complaints to the right person & explain the referral procedure clearly to the customer, when it is beyond his/her responsibility to sort them.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 47	Let's Recap	A quick brief of the previous day	
	To provide information and advice to customers	Discuss and agree the options for solving the problem with your customer. Take action to implement the option agreed with your customer.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 47	Let's Recap	A quick brief of the previous day	
	To provide information and advice to customers	Work with others and your customer to make sure that any promises related to solving the problem are kept. Keep your customer fully informed about what is happening to resolve problem.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 48	Let's Recap	A quick brief of the previous day	
	To provide information and advice to customers	Check with your customer to make sure the problem has been resolved to their satisfaction. Give clear reasons to your customer when the problem has not been resolved to their satisfaction.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 49	Let's Recap	A quick brief of the previous day	
	To create a positive image of self & organisation in the customers mind	Meet the organisation's standards of appearance and behaviour. Greet customers respectfully and in a friendly manner.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	240
Day 50	Let's Recap	A quick brief of the previous day	
	To create a positive image of self & organisation in the customers mind	Communicate with customers in a way that makes them feel valued and respected. Identify and confirm the customer's expectations.	60
			60

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	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 51	Let's Recap	A quick brief of the previous day	
	To create a positive image of self & organisation in the customers mind	Treat customers courteously and helpfully at all times. Keep customers informed and reassured. Adapt his/her behaviour to respond effectively to different customer behavior	60
			60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 52	Let's Recap	A quick brief of the previous day	
	To create a positive image of self & organisation in the customers mind	Respond promptly to a customer seeking assistance. Select the most appropriate way of communicating with customers. Check with customers that he/she has fully understood their expectations	60
			60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 53	Let's Recap	A quick brief of the previous day	
	To create a positive image of self & organisation in the customers mind	Respond promptly and positively to customers' questions and comments. Allow customers time to consider his/her response and give further explanation when appropriate.	60
			60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 54	Let's Recap	A quick brief of the previous day	
	To create a positive image of self & organisation in the customers mind	Quickly locate information that will help customers. Give customers the information they need about the services or products offered by the organization.	60
			60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 55	Let's Recap	A quick brief of the previous day	
	To create a positive image of self & organisation in the customers mind	Recognise information that customers might find complicated and check whether they fully understand. Explain clearly to customers any reasons why their needs or expectations cannot be met.	60
			60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 56	Let's Recap	A quick brief of the previous day	
	To work effectively in a retail team	Display courteous and helpful behaviour at all times. Take opportunities to enhance the level of assistance offered to colleagues.	60
			60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 57	Let's Recap	A quick brief of the previous day	
	To work effectively in a retail team	Meet all reasonable requests for assistance within acceptable workplace timeframes. Complete allocated tasks as required. Seek assistance when difficulties arise.	60
			60

Retail Sector Skill Council



RASHTRIYA UCHCHATAR SHIKSHA ABHIYAN (RUSA)



Component 12 Vocationalization of Higher Education RUSA 1.0

	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120	
	Let's Summarize	Summarize the learnings of the day		
			240	
Day 58	Let's Recap	A quick brief of the previous day		
	To work effectively in a retail team	Use questioning techniques to clarify instructions or responsibilities. Identify and display a non discriminatory attitude in all contacts with customers and other staff members.	60	
			60	
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120	
	Let's Summarize	Summarize the learnings of the day		
			240	
Day 59	Let's Recap	A quick brief of the previous day		
	To work effectively in a retail team	Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact. Follow personal hygiene procedures according to organisational policy and relevant legislation.	60	
			60	
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120	
	Let's Summarize	Summarize the learnings of the day		
			240	
Day 60	Let's Recap	A quick brief of the previous day		
	To work effectively in a retail team	Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task. Interpret, confirm and act on legal requirements in regard to antidiscrimination, sexual harassment and bullying.	60	
			60	
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120	
	Let's Summarize	Summarize the learnings of the day		
			240	
Day 61	Let's Recap	A quick brief of the previous day		
	To work effectively in a retail team	Ask questions to seek and clarify workplace information. Plan and organise daily work routine within the scope of the job role. Prioritise and complete tasks according to required timeframes. Identify work and personal priorities and achieve a balance between	60	
			60	
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120	
	Let's Summarize	Summarize the learnings of the day		
			240	
Day 62	Let's Recap	A quick brief of the previous day		
	Writing Skills	Complete documentation accurately. Write simple reports when required.	60	
			60	
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120	
	Let's Summarize	Summarize the learnings of the day		
			240	
Day 63	Let's Recap	A quick brief of the previous day		
	Writing Skills	Complete documentation accurately. Write simple reports when required.	60	
			60	
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120	
	Let's Summarize	Summarize the learnings of the day		
			240	
Day 64	Let's Recap	A quick brief of the previous day		
	Reading Skills	Read information accurately. Read and interpret data sheets	60	
			60	

Retail Sector Skill Council



RASHTRIYA UCHCHATAR SHIKSHA ABHIYAN (RUSA)



Component 12 Vocationalization of Higher Education RUSA 1.0

	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 65	Let's Recap	A quick brief of the previous day	
	Reading Skills	Read information accurately.	60
		Read and interpret data sheets	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 66	Let's Recap	A quick brief of the previous day	
	Oral Communication (Listening and Speaking skills)	Follow instructions accurately.	60
		Use gestures or simple words to communicate Where language barriers exist.	60
		Use questioning to minimise misunderstandings.	
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 67	Let's Recap	A quick brief of the previous day	
	Oral Communication (Listening and Speaking skills)	Follow instructions accurately.	60
		Use gestures or simple words to communicate Where language barriers exist.	60
		Use questioning to minimise misunderstandings.	
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 68	Let's Recap	A quick brief of the previous day	
	Decision Making	Make appropriate decisions regarding the responsibilities of the job role.	60
	Plan and Organise	Plan and schedule routines.	60
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 69	Let's Recap	A quick brief of the previous day	
	Customer Centricity	Build relationships with internal and external customers.	60
	Problem Solving	Respond to breakdowns and malfunction of equipment.	
		Respond to unsafe and hazardous working conditions.	60
		Respond to security breaches.	
	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Let's Summarize	Summarize the learnings of the day	
			240
Day 70	Practice to perfect	Drill & Practice (Role-plays, Simulations & Exercises)	120
	Assessment	Written / Practical Assessment	60
	Let's Summarize	Quiz	60
			240



Training Feedback Form - RUSA



Trainee Name:	Carish Krishikumar Perumal	Training Center Name:	B. Ed. College Vamsam
Job Role Enrolled	Referral Trainee Asseente	Trainer's name:	Dharmen Gurnit
Training Start Date:	30-10-2018	Training End Date:	09-03-2019

A) About Trainer and Training (Kindly tick one option)

Particulars	Excellent	Good	Average	Poor
The Trainer is Knowledgeable	<input checked="" type="checkbox"/>			
Adequate time is provided for questions & discussion, and clearing doubts	<input checked="" type="checkbox"/>			
The topics mentioned in the Course outline are taught in the class	<input checked="" type="checkbox"/>			
The trainer demonstrates the use of Tools & Equipment to conduct the training (if applicable)	<input checked="" type="checkbox"/>			
Classes are conducted regularly and on time		<input checked="" type="checkbox"/>		

B) About The Training Venue (Kindly tick one option)

Particulars	Excellent	Good	Average	Poor
The Center and Labs/ Workshop is hygienic and safe	<input checked="" type="checkbox"/>			
The workshop/Lab is good in terms of space, lighting and seating arrangement	<input checked="" type="checkbox"/>			

C) Awareness on RUSA (Kindly tick one option)

Particulars	Yes	No
Were you briefed about RUSA in the beginning of the course	<input checked="" type="checkbox"/>	
Were You Received the books of a particular job role	<input checked="" type="checkbox"/>	

D) (Kindly tick one option)

	Excellent	Good	Average	Poor
How would you rate the training overall	<input checked="" type="checkbox"/>			

Trainee's Signature

[Signature]

Date

09-03-2019



Training Feedback Form - RUSA



Trainee Name:	Patel Dipmala D	Training Center Name:	Nedcollege Vashishta
Job Role Enrolled:	Retreat Trainee Associate	Trainer's name:	Dhanendra Kumar
Training Start Date:	30/10/2018	Training End Date:	09/03/2019

A) About Trainer and Training (Kindly tick one option)

Particulars	Excellent	Good	Average	Poor
The Trainer is Knowledgeable	<input checked="" type="checkbox"/>			
Adequate time is provided for questions & discussion, and clearing doubts		<input checked="" type="checkbox"/>		
The topics mentioned in the Course outline are taught in the class			<input checked="" type="checkbox"/>	
The trainer demonstrates the use of Tools & Equipment to conduct the training (if applicable)		<input checked="" type="checkbox"/>		
Classes are conducted regularly and on time		<input checked="" type="checkbox"/>		

B) About The Training Venue (Kindly tick one option)

Particulars	Excellent	Good	Average	Poor
The Center and Labs/ Workshop is hygienic and safe	<input checked="" type="checkbox"/>			
The workshop/Lab is good in terms of space, lighting and seating arrangement	<input checked="" type="checkbox"/>			

C) Awareness on RUSA (Kindly tick one option)

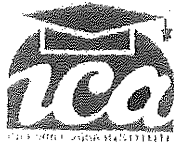
Particulars	Yes	No
Were you briefed about RUSA in the beginning of the course	<input checked="" type="checkbox"/>	
Were You Received the books of a particular job role	<input checked="" type="checkbox"/>	

D) (Kindly tick one option)

	Excellent	Good	Average	Poor
How would you rate the training overall	<input checked="" type="checkbox"/>			

Trainee's Signature Dip Patel

Date 09/03/2019



Training Feedback Form - RUSA



Trainee Name:	CHIDUHAN AMITA E.	Training Center Name:	Govt. Bed College Vasda
Job Role Enrolled:	Retail Training Assistant	Trainer's name:	Dharmesh Gani
Training Start Date:	30-10-2018	Training End Date:	09-03-2019

A) About Trainer and Training (Kindly tick one option)

Particulars	Excellent	Good	Average	Poor
The Trainer is Knowledgeable		<input checked="" type="checkbox"/>		
Adequate time is provided for questions & discussion, and clearing doubts	<input checked="" type="checkbox"/>			
The topics mentioned in the Course outline are taught in the class	<input checked="" type="checkbox"/>			
The trainer demonstrates the use of Tools & Equipment to conduct the training (if applicable)	<input checked="" type="checkbox"/>			
Classes are conducted regularly and on time		<input checked="" type="checkbox"/>		

B) About The Training Venue (Kindly tick one option)

Particulars	Excellent	Good	Average	Poor
The Center and Labs/ Workshop is hygienic and safe	<input checked="" type="checkbox"/>			
The workshop/Lab is good in terms of space, lighting and seating arrangement	<input checked="" type="checkbox"/>			

C) Awareness on RUSA (Kindly tick one option)

Particulars	Yes	No
Were you briefed about RUSA in the beginning of the course	<input checked="" type="checkbox"/>	
Were You Received the books of a particular job role	<input checked="" type="checkbox"/>	

D) (Kindly tick one option)

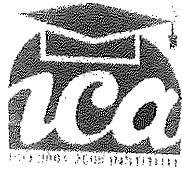
	Excellent	Good	Average	Poor
How would you rate the training overall		<input checked="" type="checkbox"/>		

Trainee's Signature.....

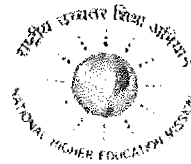
Amita

Date.....

09-03-2019



Training Feedback Form - RUSA



Trainee Name:	Atul Har Sidhi ben . N	Training Center Name:	Govt
Job Role:	Relaid Finance Associate	Trainer's name:	Phar mesh Gurnit
Enrolled:		Training End Date:	09-03-2019
Training Start Date:	03/10/2018		

A) About Trainer and Training (Kindly tick one option)

Particulars	Excellent	Good	Average	Poor
The Trainer is Knowledgeable	<input checked="" type="checkbox"/>			
Adequate time is provided for questions & discussion, and clearing doubts	<input checked="" type="checkbox"/>			
The topics mentioned in the Course outline are taught in the class		<input checked="" type="checkbox"/>		
The trainer demonstrates the use of Tools & Equipment to conduct the training (if applicable)		<input checked="" type="checkbox"/>		
Classes are conducted regularly and on time			<input checked="" type="checkbox"/>	

B) About The Training Venue (Kindly tick one option)

Particulars	Excellent	Good	Average	Poor
The Center and Labs/ Workshop is hygienic and safe	<input checked="" type="checkbox"/>			
The workshop/Lab is good in terms of space, lighting and seating arrangement		<input checked="" type="checkbox"/>		

C) Awareness on RUSA(Kindly tick one option)

Particulars	Yes	No
Were you briefed about RUSA in the beginning of the course	<input checked="" type="checkbox"/>	
Were You Received the books of a particular job role	<input checked="" type="checkbox"/>	

D) (Kindly tick one option)

	Excellent	Good	Average	Poor
How would you rate the training overall	<input checked="" type="checkbox"/>			

Trainee's Signature: H.N. Patel

Date: 09-03-2019



Training Feedback Form - RUSA



Trainee Name:	Payal Pankajbhai Putel	Training Center Name:	BEd College Vasda
Job Role Enrolled:	Retail Trainee Associate	Trainer's name:	Dharmesh Gamit
Training Start Date:	30-10-2018	Training End Date:	03-03-2019

A) About Trainer and Training (Kindly tick one option)

Particulars	Excellent	Good	Average	Poor
The Trainer is Knowledgeable	<input checked="" type="checkbox"/>			
Adequate time is provided for questions & discussion, and clearing doubts	<input checked="" type="checkbox"/>			
The topics mentioned in the Course outline are taught in the class	<input checked="" type="checkbox"/>			
The trainer demonstrates the use of Tools & Equipment to conduct the training (if applicable)	<input checked="" type="checkbox"/>			
Classes are conducted regularly and on time	<input checked="" type="checkbox"/>			

B) About The Training Venue (Kindly tick one option)

Particulars	Excellent	Good	Average	Poor
The Center and Labs/ Workshop is hygienic and safe	<input checked="" type="checkbox"/>			
The workshop/Lab is good in terms of space, lighting and seating arrangement	<input checked="" type="checkbox"/>			

C) Awareness on RUSA (Kindly tick one option)

Particulars	Yes	No
Were you briefed about RUSA in the beginning of the course	<input checked="" type="checkbox"/>	
Were You Received the books of a particular job role	<input checked="" type="checkbox"/>	

D) (Kindly tick one option)

	Excellent	Good	Average	Poor
How would you rate the training overall	<input checked="" type="checkbox"/>			

Trainee's Signature

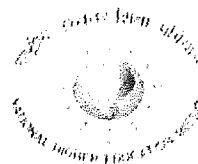
Payal P. Putel

Date

09-03-2019



Training Feedback Form - RUSA



Trainee Name:	Blamat Kunjal M.	Training Center Name:	Govt Bed College - Valsad
Job Role Enrolled:	Retail Trainee Associate	Trainer's name:	Dharmesh Ganshi
Training Start Date:	30/10/2013	Training End Date:	09/03/2013

A) About Trainer and Training (Kindly tick one option)

Particulars	Excellent	Good	Average	Poor
The Trainer is Knowledgeable		<input checked="" type="checkbox"/>		
Adequate time is provided for questions & discussion and clearing doubts			<input checked="" type="checkbox"/>	
The topics mentioned in the Course outline are taught in the class		<input checked="" type="checkbox"/>		
The trainer demonstrates the use of Tools & Equipment to conduct the training (if applicable)		<input checked="" type="checkbox"/>		
Classes are conducted regularly and on time	<input checked="" type="checkbox"/>			

B) About The Training Venue (Kindly tick one option)

Particulars	Excellent	Good	Average	Poor
The Center and Labs/ Workshop is hygienic and safe		<input checked="" type="checkbox"/>		
The workshop/Lab is good in terms of space, lighting and seating arrangement		<input checked="" type="checkbox"/>		

C) Awareness on RUSA (Kindly tick one option)

Particulars	Yes	No
Were you briefed about RUSA in the beginning of the course	<input checked="" type="checkbox"/>	
Were You Received the books of a particular job role	<input checked="" type="checkbox"/>	

D) (Kindly tick one option)

	Excellent	Good	Average	Poor
How would you rate the training overall	<input checked="" type="checkbox"/>			

Trainee's Signature

[Signature]

Date

09/03/2013



Rashtriya Uchchatar Shiksha Abhiyan (RUSA)

ICA Edu Skills Pvt. Ltd.
Vansda



Details of selected Course

- ❖ Name of Course :- Retail Trainee Associate
- ❖ Hours :- 320 Hrs



Objectives of Course

Retail Trainee Associate

A Retail Trainee Associate plan and prepare **visual** merchandising displays, keep the store clean and hygienic, display stock to promote sales and creates a positive image of self & organisation in the customers mind.

The other responsibilities are as under:-

- To Increase Decision Making Power
- To Plan and Organize
- Customer Centricity (Relationship Build with Customers)
- Problem Solving
- Analytical thinking



Course Content

- To display stock to promote sales
- To plan and prepare visual merchandising displays
- To dress visual merchandising displays
- To dismantle and store visual merchandising displays
- To prepare products for sale
- To promote loyalty schemes to customers
- To keep the store secure
- To maintain health and safety
- To keep the store clean and hygienic
- To provide information and advice to customers
- To create a positive image of self & organisation in the customers mind
- To work effectively in your team



Students Attendance

- Students Attendance till start date to end date is attached herewith in PDF file.



Feedback of Students

- Feedback of students are attached herewith.



Regarding Assessment

- Student's assessment is pending and it will be completed by this end of the month.



Regarding Placement

- Placement is under process. We are doing some activities for placement i.e. campus drive, One to one placement
- We also line-up interviews for students.
- As per guideline placement will be done after assessment.



Thanking You...!!

From,
ICA Edu Skills Pvt. Ltd.
Mo. 97129 97650

