

Marks_Distribution_as_per_2Year_Pattern_1st Term_Class 12th NSQF_Retail

2 Year Pattern					1st Term Class 12th							
Sr.No	Trade Name	Job role	QP Code	Class / Level	Part A	Unit Name	Marks Distribution					
10	Retail	Sales Associate	(RAS/Q0104)	12th / Level 4	Employability Skills	Unit 1: Communication Skills - IV	2					
						Unit 2: Self-management Skills – IV	2					
						Unit 3: Information and Communication Technology Skills – IV	1					
										Part B		
										Vocational Skills	Unit 1: Resolve Customer Concerns	7
											Unit 2: Delivery of Reliable Service	7
											Unit 3: Customer Relationship Management	6
					Total Marks		25					