



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role In-store Promoter
Qualification Pack TEL/Q2101
Sector Skill Council Telecom

Guidelines for Assessment:

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. Individual assessment agencies will create *unique question papers for theory part for each candidate at each examination/training center* (as per assessment criteria below)
4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS and overall of 50%.
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment Outcome	Assessment Criteria	Total Mark (300)	Out Of	Marks Allocation	
				Theory	Skills Practical
1. TEL/N2104 (Managing the Counter)	PC1. adhere to specified uniform/dress code as per grooming guidelines	100	10	0	10
	PC2. arrange counter and keep it clean and tidy		30	0	30
	PC3. display merchandise, brochures, leaflets to draw customer's attention		30	10	20
	PC4. monitor stock and facilitate stock replenishment		30	10	20
Total			100	20	80
2. TEL/N2105 (Sale and promotion of handsets)	PC1. obtain sales targets from store manager	100	10	10	0
	PC2. open sales call with enthusiasm to convert into a positive lead		20	5	15
	PC3. probe to identify and address needs of the customer		10	0	10
	PC4. offer and demonstrate varied range of products to walk-in customer		20	10	10
	PC5. handle customer's doubts and objections		10	0	10
	PC6. transit customer smoothly from the sale counter to the billing counter		10	0	10
	PC7. up-sell and cross-sell associated products Knowledge and Understa		20	10	10
			100	35	65
3. TEL/N2106 (Daily reporting)	PC1. submit reports on daily target versus achievement	100	20	10	10
	PC2. track unit-wise, model-wise, value-wise MTD sales at regular intervals		30	15	15
	PC3. review sales targets versus achievement, with store manager		25	15	10
	PC4. submit stock requirement report, whenever necessary		25	25	0
			100	65	35