

Micro Credential



Order Management

MCr Code: LFS/MCr-0006

Version: 1.0

NSQF Level: 4

Life Sciences Sector Skill Development Council || # 14, Rear 2nd Floor, Palam Marg, Vasant Vihar
New Delhi-110057 || email: ANSHUL.SAXENA@LSSSDC.IN



Micro Credential

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Micro Credential

LFS/MCr-0006 : Order Management

Description

The Micro Credential on Order Management provides learners with the essential knowledge and skills required to effectively handle and oversee point of sale operations. The program covers various aspects, including payment modes and procedures, transaction processing, customer service, and security measures. Learners will gain an understanding of the different payment modes accepted in retail environments and the procedures involved in processing each type of payment, such as cash, credit cards, and mobile payments. They will learn how to handle transaction errors, resolve payment discrepancies, and follow company-approved procedures for refunds and exchanges.

Micro Credential Module Details and Duration

Training Delivery Mode	Theory (Hours)	Practical (Hours)	Total (Hours)
Classroom Offline Only	0021:00	0009:00	30:00



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Assessment Criteria

Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Passing Percentage
80	20	-	-	100	70



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Micro Credential (Mcr) Parameters

MCr Code	LFS/MCr-0006
MCr Name	Order Management
Sector	Life Sciences
NSQF Level	4
Credits	1.00
Version	1.0
Minimum Job Entry Age	NA
Minimum Educational Qualification & Experience	12th grade Pass OR Pursuing 3rd year of 3-year diploma after 10th (in relevant field)
Pre-Requisite License or Training	NA
Last Reviewed Date	29/09/2023
Next Review Date	29/09/2026
NSQC Clearance Date	29/09/2023
Reference code on NQR	NM-04-LS-01050-2023-V1-LSSSDC
NQR Version	1