

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

NSDA Reference

To be added by NSDA

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Directorate General of Training (DGT),
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List of documents submitted in support of the Qualifications File

1. Qualification document - BPO- Non Voice
2. Curriculum for BPO- Non Voice under Information and Communication Technology Sector for Modular Employable Scheme (MES)
3. Executive Summary of Human Resource and Skill Requirements in IT & ITes by NSDC
4. List of number of trainees of trained under MES in 2015-16 & 2016-17
5. List of candidates' placed for this course in 2016.

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SUMMARY

Qualification Title	BPO- Non Voice (NON VOICE BUSINESS PROCESS OUTSOURCING)
Qualification Code	ICT 705
Nature and purpose of the qualification	Nature of the Qualification is Certificate in job role BPO- Non Voice Main Purpose of the Qualification is to get acquainted with the concepts of Computer Fundamentals, customer relationship management and applied in an Business Process Outsourcing organisation
Body/bodies which will award the qualification	National Council for Vocational Training (NCVT)
Body which will accredit providers to offer courses leading to the qualification	GOI Ministries and State departments who have adopted MES qualifications accredit training providers for their programs and schemes (only in case of SDIS schemes Training providers accredited by States on behalf of NCVT)
Body/bodies which will carry out assessment of learners	Independent Agency empanelled as Assessing Bodies (ABs)
Occupation(s) to which the qualification gives access	After completion of the course the trainees shall be qualified for one or more of the following job roles: 1. Call centre support Executive 2. Transcription Job 3. Data Conversion Job 4. CRM Console Management
Licensing requirements	-NA-
Level of the qualification in the NSQF	Level 3
Anticipated volume of training/learning required to complete the qualification	500 Hours
Entry requirements and/or recommendations	Passed 10th class examination
Progression from the qualification	An Individual can progress vertically in an organisation as Executive/ Manager.
Planned arrangements for the Recognition of Prior learning (RPL)	RPL arrangements are not planned under this qualification.
International comparability where known	-NA-
Date of planned review of the qualification.	2 years after approval of the Qualification

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Formal structure of the qualification			
Title of component and identification code.	Mandatory/ Optional	Estimated size (learning hours)	Level
(i) DGT/MES/ICT/N01: Understand the Basic Fundamentals of Computer and Windows OS	M	25	3
(ii) DGT/MES/ICT/N02: Understand the Basic Structure of MS Office and able to use basic tools of MS-Word and MS- Excel	M	75	3
(iii) DGT/MES/ICT/N14: Acquire the Basic Concepts of Business Process Outsourcing .	M	150	3
(iv) DGT/MES/ICT/N15: Understanding of the basics of Customer Relationship Management.	M	100	3
(v) DGT/MES/ICT/N16: To have knowledge of English language	M	50	3
(vi) DGT/MES/ICT/N17: To have understanding of team work; control and management and soft skills	M	50	3
(vii) DGT/MES/ICT/N18: To have awareness of call centre, safe working environment and soft skills	M	50	3
Total		500	

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum Document or a Qualification Pack.

Curriculum for Accounts Assistant using Tally under Information and Communication Technology Sector for Modular Employable Scheme (MES) attached as annexure.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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SECTION 1 **ASSESSMENT**

Body/Bodies which will carry out assessment:

DGT empanelled Assessing Bodies (ABs)

How will RPL assessment be managed and who will carry it out?

RPL arrangements are not planned under this qualification.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.

Criteria for selection of Assessment body

Minimum Eligibility Criteria

- The applicant shall be a legal entity, registered in India.
- The applicant should have in last two years carried out competency / skill assessment for minimum 1000 persons or should have trained minimum 1000 persons and got tested by some agencies such as NCVT, Sector Skill Council, State, board/ council and reputed industry Association. Organizations having experience in testing of competencies would be preferred.
- In case more number of applications is received, preference will be given to those organizations that have trained/assessed larger number of persons.
- The applicant is not a Training Provider (TP) in the same sector and in same State, but it can be TP in other States, other Sectors or other scheme.
- The applicant shall have access to technically qualified personnel of repute and integrity in different industrial trades and technology.
- The applicant shall develop dedicated human resource for handling the processes in assessment process.
- The applicant shall declare its linkages with other organization(s), if any to ensure independence and avoid any conflict of interest.
- Institutions/ Firms blacklisted by any Government Department shall not be considered in this RFP.
- The Applicant shall provide the information and supporting documents towards their claims.
- Initially provisional empanelment will be awarded to the organizations based on the evaluation of eligibility of the Assessing Body based on the criteria.
- Based on the module and sector that will be handled by the assessor, the assessing body shall send its assessor for competency evaluation in the institutions which will be notified by DGT time to time. The assessor will be assessed to ascertain the competency to carry out competency based assessment.
- Final empanelment would be granted subject to the Assessing Body fulfilling the following conditions of getting the competencies of 2 assessors of each module per State evaluated in the institutes notified by the DGT. Testing charges for evaluating the competencies of the assessors will be borne by the Assessing Bodies.

(1) Assessment process:

The assessment process aims to test and certify the competency of the persons through Assessing Bodies who seek certification of their skills acquired informally or the persons who have been trained at the registered TPs. The competency assessment of the candidate is being done by the Assessor Competency Evaluation (ACE) qualified assessor of the independent Assessing Bodies (AB) which is not involved in training delivery, to ensure an impartial assessment. ACE is conducted to evaluate the competency of the assessor. In the assessment process, identification of competency, ways to measure the competency and deciding on the type of evidence that has to be collected are the responsibility of the Assessing bodies whereas administering the assessment and collecting the evidence and reporting the results are the responsibility of the assessors. The assessment process consists of following components:

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Theory Test:

- It must assess the knowledge which is essential for a person to do the job. Without this knowledge, the person will not be able to do the job.
- The questions shall be of objective type involving selection of correct response.
- The question paper should contain sketches/ diagrams/ photographs/ drawing to overcome the problems of reading comprehension.
- The test shall be of short duration.

Practical Test:

It shall be able to test:

- Manipulative skills to handle tools and equipment.
- Speed in doing work.
- Accuracy maintained
- Quality in workmanship.
- Sequence of performance.
- Economical use of material.
- Neatness & housekeeping.
- All the competencies prescribed in the course curriculum.

The Assessment Parameters adopted during assessment:

- Knowledge of equipment, limitation of use of tools and equipment, and methods & procedure.
- Understanding of functioning of equipment & tool, criteria to be used in selecting tools for given job, and the process of measurement.
- Skill in finishing to required measurement, handling measurement & calculations, handling tools and equipment with ease, finishing neatly.
- Abilities to take corrective steps, use correct work habits, take measurements, complete the job within stipulated time, and adopt safe practices.
- Attitude towards the work, accurate & precise work and co-workers and supervisor.

(2) Duration of Test:

The duration of test vary according to the task. Theory test shall be of 1 hour duration and practical test for engineering trade shall be 6 to 8 hours minimum and non-engineering it shall be of 4 hours minimum. Assessing Bodies while preparing practical test shall ensure that candidate shall be tested on all the competencies prescribed in the course module.

The marking pattern and distribution of marks for the qualification are as under:

Terminal competency	Maximum marks
Application of knowledge	30
Care for tools & equipment	15
Economic use of materials	15
Safety consciousness	10
Speed	10
Accuracy	15
Quality of workmanship	20
Amount of work	15
No. of attempts	10
Attitude	10
Total maximum marks for Practical	150
Maximum marks for theory	50

(3) **Minimum pass mark:**

Minimum passing marks for Practical is 60%

Minimum pass marks for theory is 40%

(4) **Testing and certifications process for the course:**

Pre- Assessment

- Regional Directorate of Apprenticeship Training (RDAT) allot batches to the Assessing Bodies on rotational basis depending on the presence of assessing body in that region sector wise and the assessing

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body in coordination with Training Provider and assessor should confirm and schedule the assessment.

- The Assessing Body confirms the date of assessment in consultation with Training Provider and communicate to the RDAT/State.
- The Assessing Body forms a panel of ACE qualified assessors of high repute and integrity, sector wise and location wise.
- The assessment of the candidates is done by the Assessing Bodies in designated Testing Centre (TC). The Testing Centre where the assessment is carried out and Testing Centre can be Training Center also. The Assessing Body select the TC based on the location, accessibility and the infrastructure facilities available for conducting the test.
- The testing center is approved by the RDAT incase of courses run by DGT,MSDE. Incase where the courses are run by the Sate Govt., TC is approved by State Govt.. Training conducted by other dept. at their accredited Training Centre, same training centre is designated as Testing centre.
- The Assessing Body provide details of selected TC along with skill areas in which assessment can be done at the TC, to the RDAT and respective States/UTs.
- The Assessing Bodies depute ACE qualified assessors for assessments whose details are furnished by Assessing Bodies to DGT in advance.
- Assessing Body has to communicate to the Testing Centre following:
 - Details of the candidates to appear for assessment in various MES courses.
 - Details of Assessors selected with their contact details.
 - Requirement of infrastructure, raw material etc.
 - Testing charges to be reimbursed to Testing Centre

Preparation of assessment tools and prerequisites:

- The assessment tools contain components for testing the knowledge, application of knowledge and demonstration of skill. The knowledge test is objective paper based test or short structured questions based. The application of knowledge is verified based on questioning or seeking response for a case. Demonstration of skill is verified based on practical demonstration by the candidate.
- The type of assessment tools to be used for assessment are to be prepared in advance by the assessing body in accordance to the guidelines as prescribed below:
 - Define the performance objective – This is based on the course objectives and competency in workplace as prescribed by MES curriculum. The written tests and practical tests assess all the competencies mentioned in course curriculum.
 - In case of practical test, the operations which are to be observed in case of process test (how a particular task is being carried out) are clearly mentioned and the specifications of the final product in case of product test (the task in itself).
 - List of tools, infrastructure, and equipment to carry out the assessment are prepared based on the test instruments that are planned to be used.
 - Written directions are given to the candidates before the task is attempted.
 - Scoring system, observations and rating is prepared for each competency which is going to be assessed.

Pre-assessment activities for Assessor at the Testing Centre

- Verification of student credentials: The assessor check the application form submitted by the candidates and verify the photo pasted on the forms with candidates who are taking assessment in accordance with checklist
- Verification of testing centre for adequate infrastructure, tools and equipment: The assessor verifies the availability of infrastructure, tools and equipment for carrying out both theory and practical assessments. The minimum requirement prescribed under the MES modules is used as benchmark.
- Attendance verification: The assessor checks the attendance register of candidates and instructors until the time biometric attendance system is put in place. Once the biometric attendance system is in place, the biometric attendance of assessors along with that of trainees/candidates has to be captured during the assessment at the start as well as end of theory and practical test.
- Attendance during assessment: The assessor takes the attendance of all the students who appear for assessment after the successful verification of the student credentials and before the start of the assessment. The assessor also provides his/her attendance during start and end of the practical and theory test.
- Verification of the documents related test carried out by Training Provider/ Testing Centre (TC) for candidates who were not able to produce document in support of having passed the qualification.

Assessment activities

- Before the start of assessment, read out the instructions to the students.

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- The written test & practical test is for fixed duration as prescribed.
- It is ensured that individual attention is given to all the candidates during the practical test.
- The assessor takes photographs during the assessment process of all the students in the testing centre, the students during theory and practical tests, practical lab/workshop showing the equipment to be used for assessment, the assessor along with the students appearing for the assessment.

Post-assessment activities

- The assessor consolidates all the theory and practical test papers and ensures that all the mandatory information is filled. The total score for each student should be calculated and recorded in result sheet.
- The assessor send the attendance sheet, result sheet, answer papers by courier/post to the assessing body immediately after the completion of assessment
- Uploading outcome of the assessment and photos in portal by assessing body
- Assessing body upload the results within one week of the assessment date.
- Photos taken by the assessors during assessment are sent to respective RDATs through e-mail only. Non dispatch of photos of assessment to RDAT makes assessment void. Re-assessment of such batch is done by the Assessing Bodies on their own expenses.
- Details of assessors are emailed to RDAT at the time of uploading the outcome of the assessment. Outcome of the assessment is not accepted in case details of assessors are not emailed to respective RDAT.
- Maintaining assessment records
- Publishing of results and Certificate issue
- RDAT verifies the outcome of the assessment, details of assessors, photos and print and sign the certificates for successful candidates and send it to the respective candidates. In case of direct candidate's assessment, the Certificates are sent to the Assessing Body.
- Certificates which will be issued carry photograph of the trainee, name of Training Provider, start date & end date of training and duration of training once the systems for the same are put in place.
- The certificate is issues under the aegis of NCVT. All the communications are done through portal.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

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Title of Component: BPO- Non Voice

Outcomes to be assessed		Means of Assessment
Learning Outcomes	Assessment criteria	
DGT/MES/ICT/N01: Understand the Basic Fundamentals of Computer and Windows OS	AO1. Demonstrate the turn a computer system on and off	Practical Test
	AO2. Demonstrate the Identify different parts of a Computer System.	Practical Test
	AO3. Explain the knowledge of functions of Different parts of a Computer, System Software and Application Software	Theory Test
	AO4. Explain the awareness of different Desktop Icons like My Computer, My Documents etc	Theory Test
	AO5. Demonstrate the perform minor computer functions like Changing Desktop Backgrounds, Mouse Pointer, Screen Saver etc.	Practical Test
	AO6. Demonstrate the work on applications like Notepad , WordPad, MS Paint	Practical Test
DGT/MES/ICT/N02: Understand the Basic Structure of MS Office and able to use basic tools of MS-Word and MS-Excel	AO1. Explain the Basic Knowledge of MS Office and associated Softwares like MS-Word, Spreadsheet and Excel.	Theory Test
	AO2. Demonstrate the execute following functions in MS-Word: <ul style="list-style-type: none"> • Document formatting options • Tables, Bullets and Numbering • Font, Alignment, paragraph formatting • Insert Picture, Clipart, Shapes, WordArt • Header & Footer, Text Box • Page Layout, Mail Merge • Spell check & Grammar check 	Practical Test
	AO3. Explain The perform following functions in MS-Excel: <ul style="list-style-type: none"> • Cell Formatting Options • Formulas and Functions • Charts • Sort, Filter, What if Analysis, Grouping • Subtotal • Pivot Table 	Practical Test
DGT/MES/ICT/N14: Acquire the Basic Concepts of Business Process Outsourcing.	AO1. Explain the knowledge of Basics of Back office management, Outsourcing. Administrative ,Financial & HR Book, Front office management	Theory Test
	AO2. Explain the Awareness of HR outsourcing: benefits at the station, recruiting & staffing, parole services, hiring administration, records management, team building etc	Theory Test

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	AO3. Demonstrate the work on Financial outsourcing: billing: services, accounting, transactions, general accounting, tax consultancy & compliance, risk management	Practical Test
	AO4. Demonstrate the perform tasks of Administrative outsourcing: Processing, claim processing, assets management, Transcription & translation, document management	Practical Test
DGT/MES/ICT/N15 Understanding of the basics of Customer Relationship Management	AO1. Demonstrate the knowledge of basics CRM, sales management functionality and important modules in CRM differences between CRM and SFA, double opt-in	Practical Test
	AO2. Explain the awareness of how can CRM handle emails from customers, some examples of automated messages and what type of organizations can be benefited from CRM	Theory Test
	AO3: Explain The knowledge of social CRM, cloud, and differences between on premise and cloud based CRM solutions	Theory Test
	AO4: Demonstrate the acquaintance of how CRM is different from ERP and how can the CRM benefit my business	Practical Test
DGT/MES/ICT/N16: To have awareness of basic concepts and practical knowledge of English language	AO1. Explain the knowledge and its practical usage for the following: <ul style="list-style-type: none"> • past, present & future continuous, perfect simple, perfect continuous tenses • affixes, active to passive, comparative & superlative adjectives and adverbs • Phrasal and modal verbs, singular and plural nouns, direct to indirect speech Recognize and produce, compound and complex sentences, quantifiers • Common grammatical errors. • Common email and letter writing errors 	Theory Test
	A 02 Demonstrate the practical knowledge of Letter writing and Email inclusive of practice of Microsoft Word & Letter writing practice, Email ID creation & sending letters by email	Practical Test
	A03. Demonstrate the write business emails and letters with business etiquette,	Practical Test
	A 04 Demonstrate the respond to mails from customers and team members using appropriate Formats,.	Practical Test
DGT/MES/ICT/N17: To have understanding of	A 01: Explain the Principles of Team work, Do's and don'ts while working in a team and problem	Theory Test

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team work; control and management and soft skills	solving techniques	
	A 02: Demonstrate the Practical knowhow of Reading and Interpreting/ Analysing data and forms, Spotting trends / issues and Creating MIS.	Practical Test
	A 03: Explain the knowledge of keeping emotions under control, concepts of Psychology, study of Perceptual Images)	Theory Test
	A 04: Explain the awareness of management like Time Management, Conflict Management and Stress Tolerance	Theory Test
	A 05: Demonstrate the familiar of following skills: <ul style="list-style-type: none"> • Listening Skills • Stress / Change Management, • Telemarketing Skills • Typing Skills 	Practical Test
DGT/MES/ICT/N18: To have basic awareness of call center and safe working environment	AO1. Explain the knowledge of definitions of call centre according to location of process (International & Domestic); according to process (Inbound, outbound & blended); according to characteristic (Voice Based & Web Based); According to functionality : (Real Call Centre & Virtual Call centre)	Theory Test
	AO2. Demonstrate the provide technical support to customers within and outside organization and able to troubleshoot for Customers using products & services like PC"s, Printers, Internet, etc.	Practical Test
	A 03: Explain the following: <ul style="list-style-type: none"> • Safety signs & color at work, • Causes for accidents, • Safe attitudes, • Sign categories, Sign types, • Safe lifting and carrying techniques. • types and causes of injury & methods to prevent them 	Theory Test
	A 04: Demonstrate the following <ul style="list-style-type: none"> • Points that make an object/load difficult to carry • preparation before lifting or shifting heavy loads, • Correct body posture, • Types of Fire and fire extinguishers, • Controlled and uncontrolled fire, • Preventing fire, controlling and extinguishing fire, 	Practical Test

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	<p>A 05: Explain The basic knowledge:</p> <ul style="list-style-type: none"> • general procedure to be adopted in the event of a fire; • Hazard identification; • Risk assessment and risk control, • Common hazards at office Workstation layout and ergonomic guideline, 	Theory Test
	<p>A 06: Demonstrate the following:</p> <ul style="list-style-type: none"> • Signs and symptoms of injury, aches and pains, • Suggested workstation dimensions and adjustment ranges, • Chair position, • General office safety, • Types of office accidents, • Hazards from electrical equipment, • Emergency action plan 	Practical Test
<p>Means of assessment 1</p> <p>The assessment comprise of</p> <ul style="list-style-type: none"> • Theory Examination: MCQ, VIVA Voce • Practical assessment: Role plays, Demonstration 		
<p>Pass/Fail</p> <p>The trainee is judged as pass in the qualification if minimum passing marks is obtained in each test i.e Theory and Practical.</p> <p>Minimum pass mark: Minimum passing marks for Practical is 60% Minimum pass marks for theory is 40%</p>		

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SECTION 2

EVIDENCE OF LEVEL

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OPTION A

Title/Name of qualification/component: BPO- Non Voice			Level: 3
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p>The job holder is expected to have the knowledge and display expertise skills in the field of work like:</p> <ul style="list-style-type: none"> – Basic operation of computer and OS – MS office applications – Basic concept of English grammar and its usage – Database preparation and analysis in MS excel – Understanding of Business Process Outsourcing 	<p>The job requires the limited range of activities routine and predictable like maintaining healthy relationship with customer, applying skills of problem solving techniques to enhance customer satisfaction organisation in an established method. Using MS office or other software as applicable in the organisation to maintain the records of customer.</p>	3
Professional knowledge	<p>The job holder is required to have knowledge in the related field of work like:</p> <ul style="list-style-type: none"> – Fundamentals of MS office – Application through Communication channels through internet and security – Importance of Team work, control and management – Fluency in English language – Concepts of safe working environment 	<p>The job holder understands the basic facts, process and principles involved in his job role like basics of Business process outsourcing (BPO), safe working environment etc</p>	3
Professional skill	<p>The job holder is needs to know and understand :</p> <ul style="list-style-type: none"> – Practical applications of CRM Concept – Preparation and maintaining database, Reports and presentations – Communication through web interface – Effective communication skills with customers 	<p>The job role only includes the maintaining of data, MIS creation, and communication with customers using web interface, which is routine and repetitive in narrow range of application.</p>	3
Core skill	<p>The job holder is expected to be possess knowledge and skills regarding:</p> <ul style="list-style-type: none"> – Technical terms associated with Business Process Outsourcing – Understanding of fundamental concepts of customer 	<p>The Assistant will able to prepare and present financial data, can do basic operations of athematic in excel. Can operate Internet to communicate with the customers for marketing.</p>	3

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Title/Name of qualification/component: BPO- Non Voice			Level: 3
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
	relationship and its importance – Efficiently communicate with the customers		
Responsibility	The job holder works under the supervision of his superior, as per his directions. He is responsible for his designated task as and when given by the superior.	The job holder works under the supervision of his superiors and is responsible for his own limited work assigned.	3

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SECTION 3

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

The increase demand in IT industry would be driven by increasing by household spend on IT, Education, as well as domestic IT demand by Indian companies and MNC established in India

The Indian IT & ITeS industry employs about 3 million directly and 9 million indirectly. A majority of employment is generated through the exports business. Exports contribute about 78 percent of the total employment in the sector. Employment growth was high during FY02–09 period, however, it started settling down with the increasing maturity of the sector and the evolution of non-linear business models

The sector is expected to employ about 5.1 million professionals directly in FY22 and exports are likely to dominate

(Executive Summary of Human Resource and Skill Requirements in IT & ITes by NSDC: Annexure 3)

Moreover more than 2000 individuals have been trained under this scheme in 2015-16 & 2016-17, which shows there is huge requirement of this skill in the Market.(Annexure 4)

About 772 candidates have been placed across country by getting trained under this Course under MES in 2016 which indicates the demand of the above qualification. (Annexure 5)

What is the estimated uptake of this qualification and what is the basis of this estimate?

According to the NSDC, Modularised skill building in these areas is required to ensure constant up-gradation of skills in the projected workforce of 5.1 million persons by 2022. Out of this about 70% to 80 % would be in the junior to midlevel streams (about 4-5 million). Building skills in this workforce is critical for industry to maintain its competitive edge and innovate

What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF?

The Qualification has been mapped with the National Qualification Register, maintained by NSDA to ensure the qualification does not duplicate. No other qualification is available in NQR with these outcomes.

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- 1) DGT interacts with training providers to gather feedback in implementation and updation of qualification.
- 2) Monitoring of results of assessments
- 3) Employer feedback will be sought post-placement
- 4) In a recent initiative, a Mentor Council (MC) for the relevant sector has been formed to review the curriculum of this qualification under the sector.
- 5) CSTARI, the research wing of DGT, reviews and updates the qualification, in consultation with industries and other stakeholders, on a regular basis.
- 6) NOS approved by NSDA will also be referred to from time to time.

The qualification is reviewed after every 2 years for updation according to latest Technologies and practices.

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Please attach any documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4

EVIDENCE OF PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

An Individual has vertical pathway to promote to higher designations in an organisation. Can further undergo specialization course to excel to the higher post in jobs listed above.

Progression chart:

Executive > Team Leader > Manager

Please attach any documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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