



QUALIFICATION FILE

Microfinance Executive

Short Term Training (STT) Long Term Training (LTT) Apprenticeship

Upskilling Dual/Flexi Qualification For ToT For ToA

General Multi-skill (MS) Cross Sectoral (CS) Future Skills OEM

NCrF/NSQF Level: 3

Submitted By:

BFSI Sector Skill Council of India

Neha Dave - 9819268124

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Section 1: Basic Details

1.	Qualification Name	Microfinance Executive	
2.	Sector/s	Sector - BFSI Subsector - Lending	
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM-Revised	NQR Code & version of existing/previous qualification: 2019/BFSI /BFSISSC/02942	Qualification Name of existing/previous version: Microfinance Executive
4.	a. OEM Name b. Qualification Name: c. <i>(Wherever applicable)</i>	NA	
5.	National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i>	QG-03-BF-02352-2024-V1.1-BFSISSC	6. NCrF/NSQF Level: 3
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate	
8.	Brief Description of the Qualification	The individual at work is responsible for selling variety of financial services related to loans, savings, insurance and remittances. The incumbent also identifies and sources the potential customers, assists them with microfinance application and loan disbursement process, and collect fees and installments from them as per organizational procedures.	
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience:	

			<table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>11th grade pass</td> <td>NA</td> </tr> <tr> <td>2</td> <td>Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma</td> <td>NA</td> </tr> <tr> <td>3</td> <td>10th grade pass plus 1-year NTC/ NAC</td> <td>NA</td> </tr> <tr> <td>4</td> <td>8th grade pass plus 2-year NTC plus 1 Year NAC</td> <td>NA</td> </tr> <tr> <td>5</td> <td>8th pass plus 1-year NTC plus 1-Year NAC plus CITS</td> <td>NA</td> </tr> <tr> <td>6</td> <td>10th grade pass and pursuing continuous schooling</td> <td>NA</td> </tr> <tr> <td>7</td> <td>10th Grade Pass</td> <td>2 Years</td> </tr> <tr> <td>8</td> <td>Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass</td> <td>2 Years</td> </tr> <tr> <td>9</td> <td>Previous relevant Qualification of NSQF Level 3.5</td> <td>1 Years</td> </tr> </tbody> </table> <p>b. Age: 16 Years</p>	S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	11th grade pass	NA	2	Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma	NA	3	10th grade pass plus 1-year NTC/ NAC	NA	4	8th grade pass plus 2-year NTC plus 1 Year NAC	NA	5	8th pass plus 1-year NTC plus 1-Year NAC plus CITS	NA	6	10th grade pass and pursuing continuous schooling	NA	7	10th Grade Pass	2 Years	8	Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass	2 Years	9	Previous relevant Qualification of NSQF Level 3.5	1 Years
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5	8th pass plus 1-year NTC plus 1-Year NAC plus CITS	NA																															
6	10th grade pass and pursuing continuous schooling	NA																															
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9	Previous relevant Qualification of NSQF Level 3.5	1 Years																															
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	14	11. Common Cost Norm Category (I/II/III) (wherever applicable): III																														
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																															
13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input type="checkbox"/> Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>120:00</td> <td>180:00</td> <td>120:00</td> <td>0.00</td> <td>420:00</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>(Refer Blended Learning Annexure for details)</p>		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	120:00	180:00	120:00	0.00	420:00	Online																	
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14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/3312.0100																															
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Microfinance Executive > Team Leader > Sales Manager																															

16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	HINDI	
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:	
18.	Is the Job Role Amenable to Persons with Disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", specify applicable type of Disability:	
19.	How Participation of Women will be Encouraged	1.Counselling of Female students in Colleges, 2. Engaging with married educated unemployed Women to take up training on qualifications	
20.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
22.	Name and Contact Details of Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Neha Dave Email: neha.dave@bfsissc.com Website: https://bfsissc.com/ Contact No.:9819268124	
23.	Final Approval Date by NSQC: 25/11/2021	24. Validity Duration: 3 Years	25. Next Review Date:24/05/2025

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Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj.-Project

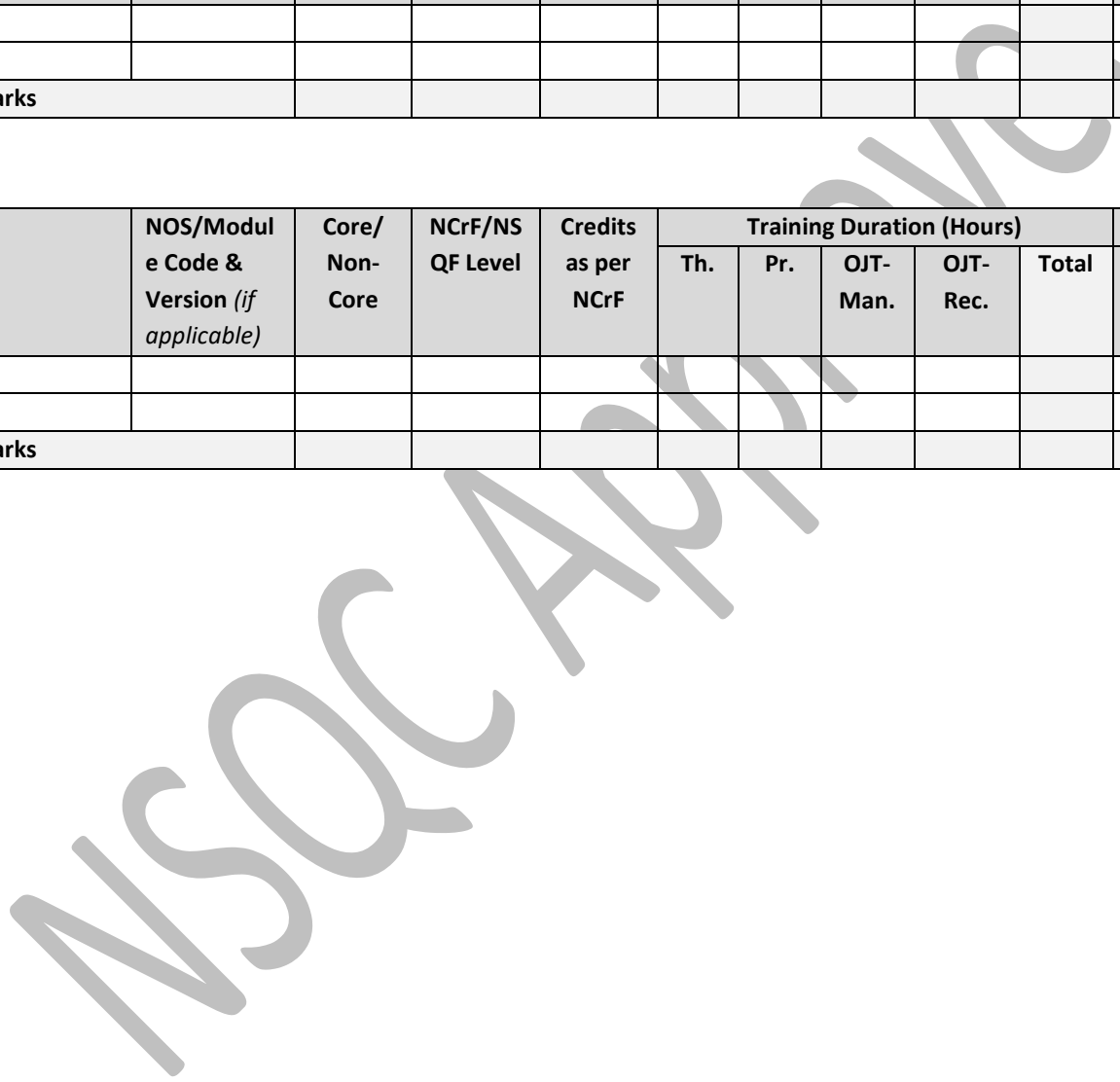
S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Source Customers for Microfinance Products	BSC/N2401,2.0	Core	3	6	56:00	64:00	60:00	00:00	180:00	30.00	70.00	0.00	0.00	100.00	
2.	Assist Customers with Microfinance Application Process	BSC/N2402,2.0	Core	3	4	30:00	50:00	40:00	00:00	120:00	25.00	75.00	0.00	0.00	100.00	
3.	Collect and Follow up for Receivables	BSC/N2403,2.0	Core	3	2	10:00	30:00	20:00	00:00	60:00	30.00	70.00	0.00	0.00	100.00	
4.	Employability Skills	DGT/VSQ/N01 02V1.0	Core	4	2	24:00	36:00	00:00	00:00	60:00	20.00	30.00	0.00	0.00	50.00	
Duration (in Hours) / Total Marks					14	120:0	180:0	120:00	00:00	420:00	105.00	240.00	0.00	0.00	350.00	

Elective NOS/s: NA

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.																
2.																
Duration (in Hours) / Total Marks																

Optional NOS/s: NA

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.																
2.																
Duration (in Hours) / Total Marks																



Assessment - Minimum Qualifying Percentage

Please specify **any one** of the following:

Minimum Pass Percentage – Aggregate at qualification level: 50% % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: 50% % (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Minimum Educational Qualification - Graduate Relevant Industry Experience - 5 years of experience in Banking, Financial Services, and Insurance/ Retail Asset management Training Experience – 1 year of experience in Banking, Financial Services, and Insurance/ Retail Asset management
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Minimum Educational Qualification - Graduate Relevant Industry Experience - 10 years of experience in Banking, Financial Services, and Insurance/ Retail Asset management Training Experience – 2 year of experience in Banking, Financial Services, and Insurance/ Retail Asset management
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Minimum Educational Qualification - Graduate Relevant Industry Experience - 5 years of experience in Banking, Financial Services, and Insurance/ Retail Asset management Training Experience – 1 year of experience in Banking, Financial Services, and Insurance/ Retail Asset management
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Minimum Educational Qualification - Graduate IT Experience - 2 years
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Minimum Educational Qualification - Graduate Relevant Industry Experience - 10 years of experience in Banking, Financial Services, and Insurance/ Retail Asset management Training Experience – 2 year of experience in Banking, Financial Services, and Insurance/ Retail Asset management
4.	Assessment Mode (Specify the assessment mode)	Online
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): Yes
3.	Government /Industry initiatives/ requirement (Yes/No): No
4.	Number of Industry validation provided: 30
5.	Estimated nos. of persons to be trained and employed: 180000
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: No If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors (<i>Mandatory</i>)	ATTACHED
2.	Annexure: List of tools and equipment relevant for qualification (<i>Mandatory, except in case of online course</i>)	ATTACHED
3.	Annexure: Detailed Assessment Criteria (<i>Mandatory</i>)	ATTACHED
4.	Annexure: Assessment Strategy (<i>Mandatory</i>)	ATTACHED
5.	Annexure: Blended Learning (<i>Mandatory, in case selected Mode of delivery is "Blended Learning"</i>)	NA
6.	Annexure: Multiple Entry-Exit Details (<i>Mandatory, in case qualification has multiple Entry-Exit</i>)	NA
7.	Annexure: Acronym and Glossary (<i>Optional</i>)	ATTACHED
8.	Supporting Document: Model Curriculum (<i>Mandatory – Public view</i>)	ATTACHED
9.	Supporting Document: Career Progression (<i>Mandatory - Public view</i>)	ATTACHED
10.	Supporting Document: Occupational Map (<i>Mandatory</i>)	ATTACHED
11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	ATTACHED
12.	Any other document you wish to submit:	ATTACHED

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Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
<p>Professional Theoretical Knowledge/Process</p>	<p>Person may carry out a job which may require limited range of activities routine and predictable.</p> <ul style="list-style-type: none"> ● Source customers for microfinance products ● Assist customers with microfinance application process ● Collect and follow-up for receivables ● Maintain data integrity using digital tools <p>Communicate effectively and maintain inclusivity at the workplace</p> <ul style="list-style-type: none"> ● Maintain a healthy, safe and secure working environment Optimize resource utilization at workplace 	<ul style="list-style-type: none"> ● A Microfinance Executive is responsible for sourcing customers for microfinance products, assisting customers with microfinance application process, and collecting and follow-up for receivables tasks which are all routine and predictable tasks and requires limited range of activities. 	
<p>Professional and Technical Skills/ Expertise/ Professional Knowledge</p>	<p>Basic facts, process and principle applied in trade of employment.</p> <ul style="list-style-type: none"> ● Discuss the standard organizational structure, operating environment, and procedures to perform micro-finance functions and importance of the role of microfinance executive in the organization ● Discuss common pricing and discount policies in microfinance ● Discuss about various microfinance regulations, standard code of conduct, and self-regulatory associations such as Microfinance Institutions Network (MFIN) and Sa-Dhan (The Association of Community Development Finance Institutions) ● Discuss the types, features, and risks associated with the products and services offered to the customers in the microfinance industry ● Elucidate various types of customer segments 	<ul style="list-style-type: none"> ● A Microfinance Executive follows basic facts, process and principle applied in organization's operating environment, and structure, types and features of products and services offered to target customers, concept of group dynamics, income, health and age profiling, concept of credit rating, loan sanctioning and disbursement process, etc. 	

	<p>and their suitability to products offered and factors that impact the credit worthiness of the customer</p> <ul style="list-style-type: none">● Outline the concept of group dynamics, income, health, and age profiling of the customers● Discuss the basic economic, accounting, and financial concepts such as interest rates, profit & loss, etc.● Explain the maintenance and operating procedure of equipment● Discuss the standard methods to set revenue or account targets● List the documents required for microfinance applications● Discuss the standard operating procedure of biometric machines● Discuss the layout and components of the microfinance loan application form● State the importance of obtaining any missing information or document from the customer● Explain the concept of credit rating and factors affecting credit-worthiness of the customers● Explain the verification procedure of credit check report● List the verification criteria for KYC Documents● Discuss the methods to cross verify the record of the customers and the loan sanctioning and disbursement process● Discuss standard procedures and legal guidelines for the collection of receivables and the importance of adherence to the same● Discuss the basics of accounting and procedure to follow-up and recover overdue from the defaulter or debtors		
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	<ul style="list-style-type: none">● Elaborate the standard format and process to update settlement details● Discuss the standard procedure of reporting payment frauds to the manager● List various techniques for detecting and preventing fraud● Describe the procedure to coordinate with the legal cell for status update of non-recoverable(s)● Discuss the importance of professionalism, etiquette, and code of ethics to be maintained at the workplace● List some active listening techniques● Describe the methods and importance of effective communication● Recall various ways to handle complaints and conflicts● State the importance of helping the colleagues with specific issues and problems● Outline the procedure of receiving feedback constructively● Explain the standard policies on gender and age sensitivity and People with Disabilities (PwD)● Discuss the usage of digital technology to capture data● Describe various ways to check data for accuracy and validity● Explain the procedure to generate reports for data analysis● Discuss the standard processes and protocols to be maintained for data integrity● Describe the methods to secure digital and paper documents● Elaborate the standard procedures for		
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	<p>disposing of the digital and paper records and dissemination of data</p> <ul style="list-style-type: none"> ● Discuss the legislative requirements and standard procedures for health, safety, and security and the role and responsibility of a Micro Finance Executive concerning the same ● Discuss the concept, types, and reporting procedure of health and safety hazards found at the workplace ● Outline the limits of a Micro Finance Executive responsibility for dealing with hazards ● Discuss the standard emergency procedures for different emergencies and the importance of following them ● Discuss various types of breaches in health, safety, and security, and procedure to report the same ● Elaborate the evacuation procedures for workers and visitors ● Discuss the ways to summon medical assistance and the emergency services, where necessary ● List the types of hazards, risks, and threats associated with handling different materials ● Discuss organizational procedures for minimizing waste ● Elucidate practices of efficient and inefficient management and utilization of material and water at the workplace ● Discuss the ways to manage material and water usage at work effectively ● List the energy-efficient devices that are used in the job ● Discuss the ways to identify electrical problems that can arise during work ● State the impact of improperly 		
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	<p>connected electrical equipment and appliances on the tasks being performed</p> <ul style="list-style-type: none"> ● Explain the ways to manage various types of recyclables, non-recyclable, and hazardous waste in different colors colors of dustbins <p>Discuss the ways to minimize various types of pollution</p>		
<p>Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill</p>	<p>Recall and demonstrate practical skill, routine and repetitive in narrow range of application.</p> <ul style="list-style-type: none"> ● Organize work and time in order to maximize productivity ● Address problems arising either due to non-cooperation or administrative fault and escalate unresolved concerns ● Complete tasks efficiently and accurately within stipulated time ● Take decisions in a time bound manner ● Improve and modify own work practices ● Resolve queries of the customer related to the application form ● Plan and organize the work to achieve targets and deadlines ● Apply problem solving approaches in different situations <p>Improve work processes by incorporating customer's feedback</p> <ul style="list-style-type: none"> ● Fill up documentation pertaining to interactions and customer feedback ● Make decisions on suitable courses of action ● Plan and organize your work to meet health, safety and security requirements ● Build and maintain positive and effective relationships with colleagues and customers ● Apply problem solving approaches in different situations 	<ul style="list-style-type: none"> ● A Microfinance Executive has to perform selling of the variety of financial services by applying professional skill at workplace as per the organizational service standards. This person recalls and demonstrate practical skill and perform limited routine and repetitive task in narrow range of application 	

	<ul style="list-style-type: none"> ● Analyze data and activities ● Apply balanced judgments to different situations ● Check that the work is complete and free from errors ● Work effectively in a team environment ● Identify and refer anomalies ● Help reach agreements with colleagues ● Keep up to date with changes, procedures and practices in the job role ● Record data on waste disposal at workplace ● Complete statutory documents relevant to safety and hygiene ● Make timely decisions for efficient utilization of resources ● Work with supervisors/team members to carry out work related tasks Identify cause and effect of greening of jobs 		
<p>Broad Learning Outcomes/Core Skill</p>	<p>Communication written and oral, with minimum required clarity, skill of basic arithmetic and algebraic principles, personal banking, basic understanding of social and natural environment.</p> <ul style="list-style-type: none"> ● Read and interpret organizational documents ● Communicate effectively and clearly with customers colleagues, and manager ● Read organizational SOPs, policies, instructions, and guidelines ● Communicate accurate information ● Interact effectively with customers and colleagues ● Read instructions, guidelines, procedures, rules and service level agreements ● Listen effectively and orally communicate information accurately ● Complete accurate, well written work with attention to detail 		

	<ul style="list-style-type: none"> ● Communicate with colleagues on the significance of greening of jobs 		
<p>Responsibility</p>	<p>Under close supervision. Some responsibility for own work within defined limit.</p> <ul style="list-style-type: none"> ● Identify and acquire potential customers ● Resolve customer queries and cross - sell the products ● Perform general administrative work ● Obtain and process requisite documents ● Verify the documents ● Facilitate disbursement of microfinance loan ● Maintain records and other administrative work ● Collect and follow up for loan repayments, fees and other charges ● Report payment frauds ● Maintain data integrity ● Maintain data privacy and security ● Communicate effectively with customers and colleagues ● Maintain ethical behavior and inclusivity ● Ensure compliance ● Follow safety procedure ● Material conservation practices ● Energy/electricity conservation practices ● Effective waste management/recycling practices 	<ul style="list-style-type: none"> ● A Microfinance Executive is responsible for identifying and acquiring potential customers, resolving customer queries and cross - sell the products, performing general administrative work, facilitating disbursement of microfinance loan, etc. as per the organizational standards. This person is responsible for his own work within defined limit under the close supervision. 	

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size:

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
	NA	NA	NA
	NA	NA	NA
	NA	NA	NA
	NA	NA	NA

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard.
2. Flip Chart
3. Markers
4. Duster
5. Projector
6. Laptop with Charger
7. Projector Screen
8. Power Point Presentation
9. 2.1 Laptop External Speakers

NSQC Approved

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S.No	Organization	Name of Representative	Designation	Email Id	Contact number
1	Growing Opportunity Finance (India) Pvt. Ltd.	Kasinathan K	Asst. Manager - HR	kasinathan@gopportunity.net	9843522402, 8667563574
2	Muthoot FinCorp Ltd	Devika R	Vice President - Training & Development	devika.r@muthoot.com	9846464000
3	AMIL	HRD AMIL	HRD AMIL	hr@amil.co.in	NA
4	Midland Microfin Ltd	Satendra Kumar Sharma	Associate VP Training, Communication & Public Affairs/Vigilance	satendra.sharma@midlandmicrofin.com	NA
5	Janakalyan Financial Services Pvt. Ltd.	UTPAL BOSE	Vice President (HR & Admin.)	utpal.bose@janakalyan.net	NA
6	Samasta Microfinance Limited (An IIFL Group Company)	Ashwini Kumar	Chief People Officer (HR L&D CSR)	ashwinikumar@samasta.co.in	NA
7	Fincare Bank	Shivaraj M H	Deputy General Manager Human Resources - South	shivaraj.mh@fincarebank.com	NA
8	Shikhar Microfinance Pvt. Ltd.	Madhu Bose	Head - Human Resources	madhu.bose@shikharfin.com	NA
9	HDB Financial Services	DHIRESH KUMAR	Manager - Sales HR	dhiresh.kumar@hdbfs.com	9891862580
10	Aviral Finance Pvt Ltd	Yamini Singh	AGM - HR & Central Services	yaminisingh@aviralfinance.com	NA
11	Shriram Transport Finance	A.Ganesh	NA	AGANESH@STFC.IN	NA
12	Jana Small Finance Bank Ltd.	Prashant Kumar	r Learning & Transformation	prashant.kumar04@janabank.com	NA
13	Max Financial Services Ltd	Divya Tripathi	DVP HR & SPM	divya.tripathi@mfsl.org.in divya.tripathi@mfsl.org.in	NA
14	Fusion Microfinance Pvt Ltd	Amit Arora	NA	amit.arora@fusionmicrofinance.com	NA
15	Satin Creditcare Network Limited	Ajay Sharma	NA	Ajay.Sharma@satincreditcare.com	NA

16	ESAF Small Finance Bank	Dr. Jose A.V.	Head- HR	jose.av@esafbank.com	NA
17	Satin Housing Finance Limited	Prince Kumar	Secretarial (CS & CO,Corp Off)	prince.kumar@satinhousingfinance.com	NA
18	Esaf Cooperative Credit Society Ltd.	Vittal Rangan	NA	vittal@esafcooperative.com	NA
19	Dvara Kshetriya Gramin Financial Services Private Limited	Janaki Natarajan	Manager HR Operations	Janaki.n@dvarakgfs.com	NA
20	Vaya India	Satyaprasad Aripirala	Head – HR & Training	satya.a@vayaindia.com	NA
21	Centrum	Rabhir Sainani	NA	rabhir.sainani@centrum.co.in	NA
22	AMPL	Rajkishore	NA	rajkishore@ampl.net.in	NA
23	UNNATI MICROFIN PVT LTD	Manjusha Mane	HR Manager	manjusha.mane@unnatimfi.com	NA
24	Satya MicroCapital Limited	Ajay Kumar	Head - Human Capital	ajay.kumar@satyamicrocapital.com	NA
25	Sundaram Home Finance Limited	GANAPATHI SUBRAMANIAN.S	HEAD - HR	GANAPATHI@sundaramhome.in	NA
26	Suryoday Bank	Parin Vithlani	NA	parin.vithlani@suryodaybank.com	NA
27	Sampark Fin Services Private Limited	NA	HR Dept	hr@samparkfin.in	NA
28	India Home Loans Ltd	Abhishek Agarwal	Chief Financial Officer	abhishek.a@indiahomeloan.co.in	NA
29	KIFS Housing Finance Ltd.	Vinayak V Deousker	Business Head	vinayak.deousker@kifshousing.com	NA
30	Federal Bank	Ranjith K R	Senior Manager HR Department	ranjith.r@federalbank.co.in	NA

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
22-23	55000	55000	10000	10000	NA	NA
23-24	65000	65000	16000	16000	NA	NA
24-25	60000	60000	12000	12000	NA	NA

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed*	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
1.0	19-20	3786	3786	3225	263	453	453	319	23	NA	NA	NA	NA
1.0	20-21	0	0	0	0	0	00	0	0	NA	NA	NA	NA
1.0	21-22	86	86	84	17	12	12	7	0	NA	NA	NA	NA

* As per information received by BFSI SSC from the Candidates.

List Schemes in which the previous version of Qualification was implemented:

1. PMKVY
2. DDUGKY
3. NULM
4. Fee Based
5. BVOC

Content availability for previous versions of qualifications:

Participant Handbook Facilitator Guide Digital Content Qualification Handbook Any Other:

Languages in which Content is available: - English, Hindi

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge		
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners		
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice		
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks	
BSC/N2401: Source customers for microfinance products	Identify and acquire potential customers	10.00	25.00	0.00	0.00	
	Resolve customer queries and cross - sell the products	10.00	20.00	0.00	0.00	
	Perform general administrative work	10.00	25.00	0.00	0.00	
	Total Marks	30.00	70.00	0.00	0.00	
BSC/N2402: Assist customers with microfinance application process	Obtain and process requisite documents	10.00	15.00	0.00	0.00	
	Verify the documents	10.00	15.00	0.00	0.00	
	Facilitate disbursement of microfinance loan	10.00	15.00	0.00	0.00	
	Maintain records and other administrative work	10.00	15.00	0.00	0.00	
	Total Marks	40.00	60.00	0.00	0.00	
BSC/N2403: Collect and follow-up for receivables	Collect and follow up for loan repayments, fees and other charges	20.00	40.00	0.00	0.00	
	Report payment frauds	20.00	40.00	0.00	0.00	
	Total Marks	40.00	80.00	0.00	0.00	
DGT/VSQ/N0102: Employability Skills	Introduction to Employability Skills	1.00	2.00	0.00	0.00	
	Constitutional values – Citizenship	1.00	1.00	0.00	0.00	
	Becoming a Professional in the 21st Century	2.00	4.00	0.00	0.00	
	Basic English Skills	2.00	3.00	0.00	0.00	
	Career Development & Goal Setting	1.00	2.00	0.00	0.00	
	Communication Skills	2.00	2.00	0.00	0.00	
	Diversity & Inclusion	1.00	2.00	0.00	0.00	
	Financial and Legal Literacy	2.00	3.00	0.00	0.00	
	Essential Digital Skills	3.00	4.00	0.00	0.00	
	Entrepreneurship	2.00	3.00	0.00	0.00	
	Customer Service	1.00	2.00	0.00	0.00	
	Getting ready for apprenticeship & Jobs	2.00	3.00	0.00	0.00	
	Total Marks	20.00	30.00	0.00	0.00	
	Grand Total		130	240	0.00	0.00

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SID or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor / PROCTOR for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by BFSI SSC
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. The candidate must score 60% in each module to successfully complete the OJT.
2. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
 - Time Stamped Photos of Trainees during OJT
3. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers
 - Understand the working ethics of the organization

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf