

QUALIFICATION FILE – Standalone NOS

Basics for Aggregator Platform Workers

- ☒ Horizontal/Generic ☐ Vertical/Specialization
- ☒ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA
- ☐ General ☐ Multi-skill (MS) ☒ Cross Sectoral (CS) ☐ Future Skills

NCrF/NSQF Level: 3

Submitted By:

Management & Entrepreneurship and Professional Skills Council (MEPSC)
20th Floor, Amba Deep, 14, Kasturba Gandhi Marg, New Delhi -110001

Table of Contents

Section 1: Basic Details 3

Section 2: Training Related 5

Section 3: Assessment Related 6

Section 4: Evidence of the Need for the Standalone NOS..... 7

Section 5: Annexure & Supporting Documents Check List 8

 Annexure 1: Evidence of Level..... 9

 Annexure 2: Tools and Equipment (lab set-up) 10

 Annexure: Industry Validations Summary 12

 Annexure: Training Details 15

 Annexure 5: Blended Learning 16

 Annexure 7: Standalone NOS- Performance Criteria details..... 17

 Annexure 3: Performance and Assessment Criteria..... 22

 Annexure 4: Assessment Strategy 26

 Annexure 6: Acronym and Glossary 27

Section 1: Basic Details

1.	NOS-Qualification Name	Basics for Aggregator Platform Workers										
2.	Sector/s	Management										
3.	Type of Qualification ☒ New ☐ Revised	NQR Code & version of the existing /previous qualification:	Qualification Name of the existing/previous version:									
4.	National Qualification Register (NQR) Code & Version	NG-03-OA-04239-2025-V1-MEPSC	5. NCrf/NSQF Level: 3									
6.	Brief Description of the Standalone NOS	Basics for Aggregator Platform Workers help an individual understand and navigate the gig economy by equipping them with essential skills in platform registration, task execution, financial transactions, and customer engagement. It enables gig workers to manage work efficiently, use digital tools, handle payments securely, and follow legal and ethical guidelines. By developing professionalism, service quality, and compliance awareness, this NOS helps individuals enhance job opportunities, maintain steady earnings, and sustain long-term success in the gig economy.										
7.	Eligibility Criteria for Entry for a 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>Relevant Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>10th Grade Pass</td> <td></td> </tr> <tr> <td>2.</td> <td>Previous relevant qualification of NSQF level 2</td> <td>3 years of relevant experience in food delivery, home services, transportation, logistics and similar service industry</td> </tr> </tbody> </table> b. Age: 18 and above		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)	1.	10 th Grade Pass		2.	Previous relevant qualification of NSQF level 2	3 years of relevant experience in food delivery, home services, transportation, logistics and similar service industry
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)										
1.	10 th Grade Pass											
2.	Previous relevant qualification of NSQF level 2	3 years of relevant experience in food delivery, home services, transportation, logistics and similar service industry										
8.	Credits Assigned to this NOS-Qualification, Subject to Assessment	4	9. Common Cost Norm Category (I/II/III): III									
10.	Any Licensing Requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>											

11.	Training Duration by Modes of Training Delivery (<i>Specify Total Duration as per selected training delivery modes and as per requirement of the qualification</i>)	☐ Offline Only ☐ Online Only ☒ Blended <table border="1" data-bbox="1205 256 1933 403"> <thead> <tr> <th>Training Delivery Mode</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td></td> <td>70</td> <td>70</td> </tr> <tr> <td>Online</td> <td>50</td> <td></td> <td>50</td> </tr> </tbody> </table> (Refer to the Blended Learning Annexure for details) Total Hours = 120		Training Delivery Mode	Theory (Hours)	Practical (Hours)	Total (Hours)	Classroom (offline)		70	70	Online	50		50
Training Delivery Mode	Theory (Hours)	Practical (Hours)	Total (Hours)												
Classroom (offline)		70	70												
Online	50		50												
12.	Assessment Criteria	<table border="1" data-bbox="1088 496 2047 608"> <thead> <tr> <th>Theory (Marks)</th> <th>Practical (Marks)</th> <th>Project (Marks)</th> <th>Viva (Marks)</th> <th>Total (Marks)</th> <th>Passing %age</th> </tr> </thead> <tbody> <tr> <td>100</td> <td>100</td> <td>-</td> <td>-</td> <td>200</td> <td>50%</td> </tr> </tbody> </table>		Theory (Marks)	Practical (Marks)	Project (Marks)	Viva (Marks)	Total (Marks)	Passing %age	100	100	-	-	200	50%
Theory (Marks)	Practical (Marks)	Project (Marks)	Viva (Marks)	Total (Marks)	Passing %age										
100	100	-	-	200	50%										
13.	Is the NOS Amenable to Persons with Disability	☒ Yes ☐ No If “Yes”, specify the applicable type of Disability:													
14.	Progression Path After Attaining the Qualification, wherever applicable (<i>Please show Professional and Academic progression</i>)														
15.	How participation of women will be encouraged?	Through targeted interventions, inclusive policies, awareness and outreach initiatives. Having accessible & Inclusive Training by organizing Women-Centric Training Programs and Flexible Learning Options by Providing online and hybrid training models to accommodate diverse needs, including working women and students.													
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi													
17.	Is similar NOS available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:													
18.	Name and Contact Details Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Col. Anil Kumar Pokhriyal Email: ceo@mepsc.in Contact No.: 011-24645100 Website: https://www.mepsc.in/													
19.	Final Approval Date by NSQC: 8 May 2025	20. Validity Duration: 36 months	21. Next Review Date: 8 May 2028												

Section 2: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	12 th pass or graduate (in any field) with 5 and 3 years of industry experience respectively in gig-based work, platform-based services, or digital freelancing, in relevant sectors (e.g., food delivery, home services, transportation, e-commerce, or logistics) and 3 years of training experience
2.	Master Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	Graduate (in any field) with 6-7 years of industry experience respectively in gig-based work, platform-based services, or digital freelancing in relevant sectors (e.g., food delivery, home services, transportation, e-commerce, or logistics) and 4 years of training experience
3.	Tools and Equipment Required for the Training	☒ Yes ☐ No <i>(If "Yes", details to be provided in Annexure)</i>
4.	In Case of Revised NOS, details of Any Upskilling Required for Trainer	

Section 3: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	12 th pass or graduate (in any field) with 5 and 3 years of industry experience respectively in gig-based work, platform-based services, or digital freelancing in relevant sectors (e.g., food delivery, home services, transportation, e-commerce, or logistics) and 3 years of training and assessment experience
2.	Proctor's Qualification and experience in relevant sector (in years)	Graduate with 3 years of relevant experience
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)	Graduate (in any field) with 6-7 years of industry experience respectively in gig-based work, platform-based services, or digital freelancing in relevant sectors (e.g., food delivery, home services, transportation, e-commerce, or logistics) and 4 years of training and assessment experience
4.	Assessment Mode <i>(Specify the assessment mode)</i>	Blended
5.	Tools and Equipment Required for Assessment	☒ Same as for training ☐ Yes ☐ No <i>(details to be provided in Annexure-if it is different for Assessment)</i>

Section 4: Evidence of the Need for the Standalone NOS

Provide Annexure/Supporting documents name.

1.	Government /Industry initiatives/ requirement (Yes/No): Yes
2.	Number of Industry validation provided: 30
3.	Estimated number of people to be trained: 2400 (approx.)
4.	Evidence of Concurrence/Consultation with Line/State Departments (In case of regulated sectors): (Yes/No): MSDE If “No”, why: Awaiting

Section 5: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name.

1.	Annexure: NCrf/NSQF level justification based on NCrf/NSQF descriptors <i>(Mandatory)</i>	Annexure 1
2.	Annexure: List of tools and equipment relevant for NOS <i>(Mandatory, except in case of online course)</i>	Annexure 2
3.	Annexure: Performance and Assessment Criteria <i>(Mandatory)</i>	Annexure 3
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	Annexure 4
5.	Annexure: Blended Learning <i>(Mandatory, in case the selected Mode of delivery is Blended Learning)</i>	Annexure 5
6.	Annexure: Acronym and Glossary <i>(Optional)</i>	Annexure 6
7.	Annexure/Supporting Document: Standalone NOS- Performance Criteria Details Annexure/Document with PC-wise detailing as per NOS format (Mandatory- Public view)	Annexure 7
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	

Annexure 1: 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
Professional Theoretical Knowledge/Process	The individual performs routine and task-based work such as managing gig platform accounts, handling customer interactions, executing deliveries or services, and tracking payments. The tasks are structured and involve following predefined platform policies and work procedures.	The role involves familiar, predictable, and repetitive work under structured conditions, with minimal decision-making, aligning with NSQF Level 3, which requires working in a routine and limited context.	3
Professional and Technical Skills/ Expertise/ Professional Knowledge	The individual requires basic factual knowledge of gig platforms, customer engagement, digital tools for financial transactions, and work management. They understand platform policies, payment systems, basic legal compliance, and service quality expectations.	The knowledge required is limited to basic facts, work processes, and standard operating procedures of gig-based work, making it suitable for NSQF Level 3, where theoretical knowledge is applied in familiar work environments.	3
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	The individual applies practical skills in platform navigation, customer interaction, digital payments, scheduling, and time management. Work is largely manual or platform-driven, requiring limited problem-solving but efficiency in executing assigned tasks.	The skills required involve using basic tools, following procedures, and applying practical knowledge to complete assigned tasks efficiently, which aligns with NSQF Level 3, where skills are applied within set procedures and guidelines.	3
Broad Learning Outcomes/Core Skill	The individual uses basic communication skills to interact with customers, clients, and platform representatives. They demonstrate digital literacy in using mobile apps, financial tools, and gig work platforms. They also apply numerical skills for tracking earnings and payments.	The role requires basic written and verbal communication, digital usage, and arithmetic skills, aligning with NSQF Level 3, which expects individuals to apply simple communication and routine problem-solving in work situations.	3
Responsibility	The individual is responsible for completing assigned tasks efficiently, maintaining customer service standards, and handling payments securely. However, they work under platform guidelines with no supervisory responsibilities and limited decision-making.	The responsibility is for completing routine, structured tasks under supervision, with minimal independent decision-making, which aligns with NSQF Level 3, where individuals work under set procedures with limited autonomy.	3

Annexure 2: Tools and Equipment (lab set-up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Smartphones	Basic Android/iOS with internet access, min 2GB RAM	10
2.	Computers/Laptops	Basic Windows/Linux/Mac with internet, min 4GB RAM	5
3.	Projector with Screen	HD resolution, HDMI/VGA input	1
4.	Headphones with microphone	Standard wired or wireless noise-cancelling headphones with an in-built microphone	Trainees can have their own
5.	Voice Recording Devices	Basic recorders or smartphone apps for self-assessment of spoken communication.	Trainees can have their own
6.	Digital Payment Apps	Google Pay, PhonePe, Paytm installed on devices	Installed on all devices
7.	Financial Tracking Apps	Khata Book, OKCredit, CashBook installed	Installed on all devices
8.	Gig Platform Apps	Swiggy, Zomato, Ola, Uber, UrbanClap, etc. installed	Installed on all devices
9.	Printed Training Materials	Workbooks, platform policies, role play scenarios/ cards, case studies, and gig guidelines, feedback tracking sheets, gig work planners, earnings tracking sheets	30
10.	Printed Payment Verification Checklists	Step-by-step guides for checking and confirming transactions.	As required
11.	Sample Invoices and Financial Records	Templates for practicing income tracking and invoice generation.	As required
12.	Branding Material Templates	Pre-designed sheets for creating logos, taglines, and review requests.	As required
13.	Mock Gig Service Profile Templates	Structured forms to help students draft a professional gig profile.	As required
14.	Printed Promotional Planning Worksheets	Step-by-step sheets for planning gig marketing strategies.	As required
15.	Sample Flyers and Visiting Cards	Real examples to help students understand offline marketing techniques.	As required
16.	Financial Calculation Sheets	Structured worksheets for computing income tax and GST liabilities	As required
17.	Safety Demonstration Materials	Basic mock items like a food carrier, gloves, and sanitizer for practicing hygiene and safe handling.	As required
18.	Emergency Response Checklist Templates	Step-by-step guides on SOS activation, live location sharing, and situational safety.	As required

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboards and markers
2. Chart paper.
3. Stationery
4. Telephone connection.
5. Printer
6. Internet connection

Annexure: Industry Validations Summary

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	Aashay Foundation	Pooja Singh	Project Head	111, Master Kanhaiya Lal Road, Aishbagh, Lucknow (U.P.) OR 3/86, Vikas Khand 3, Gomti Nagar, Lucknow (U.P.)	9565106106	aashay.care@gmail.com	
2.	CISS Services Ltd	Dr. RK Tyagi	Senior Vice President	<i>Not Provided</i>	4825464384	rk.tyagi@ssishd.co.in	
3.	BMS Energy Pvt Ltd	Parul Raina	Manager HR	CIN- U74110UP2018PTC109876, 638/4 A.M. SHIVPURI COLONY, F. FARIDI NAGAR CIMAP, LUCKNOW- 226016	9336334944	rajparul@inteccoservices.com	
4.	BMS Organic Farmer Producer Company Limited	Parul Raina	Manager HR	CIN: U01110UP2020PTC129044, Registered Office Khasara Number - 1068, Village Chandpur, Post Kursi, Tehsil Sidhauli, District Sitapur-261303, Uttar Pradesh	9336334944 or +91-9899030303	rajparul@inteccoservices.com or bms-fpc@gmail.com	
5.	Intecco Technical Services Pvt. Ltd.	Parul Raina	Manager HR	102, Mahaveer Arcade, Picnic Spot Road, Faridi Nagar, Lucknow - 226015	+91 9115215456 or 9336334944	parul.id@inteccoservices.com or care@inteccoservices.com	
6.	ProtaTECH India Solutions Private Limited	Saurabh Kumar	Business Development Manager	7th Floor, East Wing, JMD Regent Square, MG Road, Gurgaon 122002	9656900001	Saurabh@protatechindia.com	
7.	IEST Federation	Dr Priyanka Bhalotra	CEO	<i>Not Provided</i>	9658039739	ceo.iiesfgroup@gmail.com	
8.	Ultima Solutions Private Limited	Mr. Vipul Bhardwaj	Operational Manager	A-11, Vivekanand Marg, Opposite Tonkila Hospital,	6350204207	ultimasolutions99@gmail.com	

				Vivekanand Marg, Jaipur, Rajasthan 302001			
9.	MILAT MULTIVENTURES PRIVITE LIMITED	MOHD AUZAIR BHAT	Director/CFO	12/3, Al-Fayaz Complex Harwan Road Srinagar, Jammu & Kashmir, 190006	0194-2262377 or 9018045806	milatoffice@gmail.com	
10.	Saibaba Learning System Private Limited	Kundan Kumar	Director	CIN: U72300UP2010PTC039293 591,KA-264,78 VRINDAVAN YOYOGI NAGAR, FAIZABAD ROAD, LUCKNOW, UTTAR PRADESH	+91-7905578214	slblearninglko@gmail.com	
11.	Nihit Infracon Private Limited	Archit Agarwal	Director	Not Provided	Not Provided	Not Provided	
12.	Vivacity Trade and Commerce Private Limited	Ravindra Kumar Chauhan	Director	Not Provided	Not Provided	Not Provided	
13.	VLCC Healthcare Limited	Himanshu Tyagi	General Manager	Not Provided	Not Provided	Not Provided	
14.	First Attempt India Pvt. Ltd	Mr. Laxman	HR	Corporate Office: 51-A, Abhishek Apartment, Near Vivek Vihar Metro Station Jaipur 302019	9521260002	laxman.hr@firstattempt.com	
15.	eCare Softech Pvt. Ltd	Mr. Lakshya Kumawat	Director	01, Ganesham Apartment, Jharkhand Mod, H.P Pump ke Pass, Sieshi Road, Khatipura, Jaipur 302012	9460766425	ecaresolutiontechjpr@gmail.com	
16.	SRF DETECTIVE AND SECURITY SERVICES PVT LTD	Prabhat Kumar Pandit	Vice President Training and Development	# 81, 2nd Cross, GKW Layout, Vijayanagar, Bengaluru - 560 040 India.	+91 9811853333	training@srfsecurity.com	
17.	Shri Karani Ex-servicemen Security Service	Mr. Rituraj	Managing Director	56, Kha, Shri Ram Nagar, Kalwar Road, Jhotwara, Jaipur 302012	+91-9414400913 or 9529774865	exsecurityservices@gmail.com	

	Co-operative Society Ltd.						
18.	All India Hawkers Forum	Sohan Kamat	Manager-Accounts & Admin	D - 102, Gali No. 9 Dashrathpuri, Near Shani Mandir New Delhi - 110045	9431454109 or 9599789113	irfan.tree@gmail.com or all.india.hawkers12@gmail.com	
19.	CLEVERATI SKILLS PRIVATE LIMITED	Sohan Kamat	Manager-Accounts & Admin	A-56/12, 1st Floor, DLF Phase-1, Gurgaon-122002, Haryana	9599789113	sohan.kc@cleveratiskills.com	
20.	Insyssky Softtech Pvt Ltd	Harendra Deb	Director	Head Quarter: IT Bhaban, 5th Floor, Opp. Indranagar, Agartala, Tripura, India-799006	+91-9433656942	Not Provided	
21.	SMD EDUCARE PVT LTD	Mr.Raja Dutta	Director	Bhimagar (Near Biplab Club), Raiganj, Raiganj, N. Dinajpur, WB - 733 134	8817 55 01 52	smdeducare@gmail.com	
22.	Shri Technologies (India) LLP	N.V. Sai Krishna	Team Lead – Learning & Development	Flat No. 401, 4th Floor, Citizen Empire, Above Axis Bank, Kalyan Nagar, Yousufguda, Hyderabad, Telangana - 500038	040-23715555	info@shritechnologies.com	
23.	Escort Security & Personnel Services (ESPS) and ESPS Academy OPC Pvt Ltd	AK Malik	CEO	A-12', Vishwakarrna Park Society, Nr. Poonam Nagar, Sarna Road, Vadodara - 390 024, Gujarat (India) OR Village Kunpad, Taluka Savli, Dist. Vadodara, Gujarat (India)	9979853567	espsacaderny15@gmail.com or amresh1958@gmail.com	
24.	Fatafat Food Delivery Services	Anish Thakur	Director	Not Provided	8544783424	Not Provided	
25.	Kapil Courier	Not Provided	Prop.	Not Provided	Not Provided	Not Provided	
26.	Insyssky Softtech	Harendra Deb	Director	Agartala	9436569542	NA	
27.	Kysomatic Vendors Private Limited	Shabir Ahmad	Director	Ward No. 12, Shaheed Road, Near ITI, Kishtwar, J&K, 182204	9906371564	kysomaticvendors@gmail.com	

28.	MARG NGO	Chander Bhushan	President	Salehar, R.S. Pura, Jammu	7006959331	Not mentioned	
29.	MPAR Tech Solutions Pvt. Ltd.	Gaurav Gupta	Director	Not mentioned	9888368394	gdp.mpar@uozoo.in	
30.	Prehawk Global Securities Pvt. Ltd.	Not explicitly mentioned	Director (Operations)	HO 31 Secplot, LWS Colony, Lower Roop Nagar, Jammu	9815664040, 9419753818	prehawk.global@gmail.com	

Annexure: Training Details

Training Projections:

Year	Estimated Training # of Total Candidates	Estimated training # of Women	Estimated training # of People with Disability
2025-27	2400	1200	500

Data to be provided year-wise for next 3 years.

Annexure 5: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

S. No.	Select the Components of the NOS	List Recommended Tools – for all Selected Components	Offline: Online Ratio
1	☐ Theory/ Lectures - Imparting theoretical and conceptual knowledge	LCD, Projector, Laptop, MSOffice Suite, Flipchart, whiteboard, Markers, wi-fi connectivity	50:50
2	☐ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	LCD, Projector, Laptop, MSOffice Suite, Flipchart, whiteboard, Markers, wi-fi connectivity	50:50
3	☐ Showing Practical Demonstrations to the learners	LCD, Projector, Laptop, MSOffice Suite, various tools and software, computer camera, computer speakers, wi-fi connectivity	50:50
4	☐ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	Computer systems for all students, printers, wi-fi connectivity	50:50
5	☐ Tutorials/ Assignments/ Drill/ Practice	Learning management system	0:100
6	☐ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	Online assessment portals, tablet for each student	0:100
7	☐ On the Job Training (OJT)/ Project Work Internship/ Candidate Training	Access to industry partners in relevant field	100:0

Annexure 7: Standalone NOS- Performance Criteria details

1. Description: Basics for Platform Workers help an individual understand the gig economy and equip them with essential skills in platform registration, task execution, financial transactions, and customer engagement. It enables gig workers to manage work efficiently, use digital tools, handle payments securely, and follow legal and ethical guidelines. By developing professionalism, service quality, and compliance awareness, this NOS helps individuals to enhance job opportunities, maintain steady earnings, and sustain long-term success in the gig economy.

2. Scope:

The scope covers the following:

- Fundamentals of Gig Economy and Gig Work
- Creating and Managing Gig Platform Accounts
- Task Planning, Scheduling, and Time Management
- Managing part time or short gigs
- Communicating with Customers
- Payment Management and Safety Compliance
- Basic Marketing and Branding for Gig Work
- Legal Compliance, Safety, and Ethical Conduct

3. Elements and Performance Criteria

Fundamentals of Gig Economy and Gig Work

To be competent, the user/individual on the job must be able to:

- PC1. Understand the concept of the gig economy, its key characteristics, and how it differs from traditional employment.
- PC2. Identify different types of gig work opportunities in sectors like food delivery, home services, transportation, and logistics.
- PC3. Recognize how gig work creates employment opportunities, particularly for students, homemakers, and unskilled workers.
- PC4. Explore various relevant gig platforms for e.g., Swiggy Partner, Zomato Partner (for food delivery workers); Ola Driver, Uber Driver (for drivers); UrbanClap, Justdial, and Local Business Directories (for home service providers), etc. and compare their features, service models, and earning structures.

PC5. Assess the pros and cons of gig work, such as income variability, work flexibility, and the need for self-management.

Creating and Managing Gig Platform Accounts

- PC1. Learn how to use basic digital devices like mobile phones, navigate the internet, and download relevant gig-related apps
- PC2. Create and register accounts on gig platforms by providing necessary documents (Photo, PAN, Self details, etc.) and verifying identity.
- PC3. Set up and manage profiles on gig platforms, ensuring accurate details about skills, location, and availability.
- PC4. Select and configure language settings on gig apps to improve navigation and communication.
- PC5. Use and navigate dashboard features such as task allocation, earnings tracking, and customer feedback.
- PC6. Update and maintain online profiles regularly to increase visibility and ratings.

Task Planning, Scheduling, and Time Management

- PC1. Plan and schedule daily tasks based on expected orders, peak demand hours, and travel time.
- PC2. Optimize routes and delivery schedules using maps and navigation tools to improve efficiency.
- PC3. Prioritize tasks based on urgency, distance, and client requirements.
- PC4. Track and adjust schedules in real time to accommodate cancellations or last-minute requests.
- PC5. Manage multiple assignments efficiently to ensure on-time completion of all gigs.
- PC6. Manage time effectively using simple mobile-based reminders (built-in phone alarms, SMS reminders, or basic notes), or apps like Microsoft To Do or Google Calendar, or platform-integrated scheduling given in apps like Swiggy, Uber, UC, etc., or handwritten logs or apps for tracking orders, customer payments, and work hours.

Managing part time or short gigs

- PC1. Identify and plan gig opportunities based on available time, demand, and skills, such as food delivery (Swiggy, Zomato), home services (UrbanClap, Justdial), and transport services (Rapido, Ola, Uber).
- PC2. Adjust work schedules to match peak demand and seasonal opportunities, such as selling festive sweets like Gujia during Holi, offering transport for religious events like Kumbh Mela.
- PC3. Manage time efficiently by balancing gig work with other responsibilities using digital scheduling tools or hand-written notes
- PC4. Leverage multiple short-term gig options, such as offering car-pooling or bike-sharing services to office commuters or travellers/ tourists (Bla Bla Car, Rapido, Ola Bike), running part-time food delivery (Swiggy, Dunzo, Blinkit), or using gig platforms like TaskRabbit and Helper4U for hourly gigs.

Communicating with Clients and Managing Relationships

- PC1. Communicate with customers and clients professionally, using polite and clear language.
- PC2. Respond to customer inquiries and issues promptly, following platform guidelines.
- PC3. Resolve common customer concerns such as incorrect deliveries, delays, or service expectations.
- PC4. Handle disputes effectively, escalating unresolved issues to platform support when necessary.
- PC5. Maintain positive relationships with repeat customers by ensuring high-quality service and responsiveness.

Payment Management and Safety Compliance

- PC1. Register on and use financial transaction apps like Google Pay, PhonePe, and Paytm (for receiving customer payments) and Khata Book, OKCredit, and CashBook (for tracking earnings and expenses).
- PC2. Accept and manage digital payments through wallets, UPI, or direct transfers.
- PC3. Verify and confirm payment transactions before completing the gig to avoid fraud.
- PC4. Manage income and expense and generate invoice, if required, on the relevant apps
- PC5. Follow safety procedures for handling cash payments, ensuring no financial loss.
- PC6. Understand and comply with platform policies regarding refunds, payment disputes, and chargebacks.
- PC7. Use secure methods for receiving payments and avoid engaging in unverified transactions.

Basic Marketing and Branding for Gig Work

- PC1. Promote gig services through offline and online marketing, such as WhatsApp groups and referral programs.
- PC2. Encourage customer ratings and reviews to improve profile visibility and credibility.
- PC3. Use social media platforms and local marketplaces to promote gig services through Facebook Marketplace, WhatsApp Business, and Instagram Shops, YouTube Shorts, Instagram Reels, and TikTok, and Meesho, Amazon Seller, and Flipkart Seller.
- PC4. Create a personal brand by setting up a professional identity, including a service name, clear service details, and profile optimization on gig platforms (WhatsApp Business, Facebook Marketplace, Instagram Shops).
- PC5. Use branding tools to build personal brand like a simple logo, tagline, and customer testimonials to build trust and recognition for long-term success (Canva for logo making, Google Reviews, Meesho Seller).
- PC6. Maintain a strong brand identity by providing consistent service quality and engaging with repeat customers (Loyalty discounts, personalized messages, referral incentives).
- PC7. Network with other gig workers to share opportunities and tips.

Legal Compliance, Safety, and Ethical Conduct

- PC1. Follow legal rights and responsibilities under gig platform policies.
- PC2. Follow relevant laws such as the Social Security Code, 2020 (gig worker benefits), Motor Vehicles Act, 1988 (transport and delivery compliance), Food Safety and Standards Act, 2006 (food-related gigs), and Consumer Protection Act, 2019 (service disputes).
- PC3. Comply with tax regulations, including GST (if earnings exceed ₹20 lakh) and income tax under presumptive taxation (Section 44ADA)
- PC4. Recognize and report fraudulent activities, scams, or suspicious transactions.
- PC5. Comply with safety standards for work-related tasks (road safety, food hygiene, personal protection).
- PC6. Respect customer privacy and data protection policies set by gig platforms.
- PC7. Maintain ethical behaviour in all transactions, ensuring honesty and professionalism.
- PC8. Follow safety measures and emergency protocols while working in different environments, such as using SOS features in gig apps, sharing live location with trusted contacts, and avoiding high-risk areas during late hours or unsafe conditions.
- PC9. Recognize potential threats such as theft, harassment, animal attacks, and workplace violence; take precautionary measures like carrying self-defence tools, using safety gear, and reporting incidents to gig platforms or local authorities when necessary.

4. Knowledge and Understanding (KU):

The individual on the job needs to know and understand:

- KU1. The concept of the gig economy, its structure, key characteristics, and work opportunities.
- KU2. Various gig work sectors such as food delivery, home services, transportation, and seasonal gigs.
- KU3. Various types of relevant gig platforms based on skills, location and demand
- KU4. How to use digital tools and apps like gig apps, payment platforms, and financial tracking applications.
- KU5. The importance of customer service, communication etiquette, and dispute resolution in gig work.
- KU6. Basic financial literacy, including income tracking, digital payments, and common financial risks.
- KU7. Legal aspects such as platform policies, worker rights, taxation rules, and relevant government regulations.
- KU8. Marketing and self-branding to improve visibility, secure more work, and enhance ratings.
- KU9. Safety measures for road transport, cash handling, and workplace security.
- KU10. Ethical practices, including fraud prevention, data security, and responsible conduct.

5. Generic Skills (GS):

- GS1. Communicate effectively in a professional and customer-friendly manner.

- GS2. Read, interpret, and follow gig platform policies and service instructions.
- GS3. Use smartphones and mobile applications for gig management, payments, and navigation.
- GS4. Track income, expenses, and transactions for financial stability.
- GS5. Follow legal, safety, and compliance guidelines in daily work activities.
- GS6. Handle customer queries, complaints, and service requests professionally.
- GS7. Adapt to different work environments, seasonal demands, and platform-based gig allocations.
- GS8. Build and maintain professional relationships with customers and fellow gig workers.
- GS9. Maintain ethical behaviour, financial discipline, and work integrity.

Annexure 3: Performance and Assessment Criteria

Detailed PC-wise assessment criteria and assessment marks for the NOS are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
MEP/N0304, v1: Basics for Aggregator Platform Workers	Fundamentals of Gig Economy and Gig Work	10	10		
	Understand the concept of the gig economy, its key characteristics, and how it differs from traditional employment.				
	Identify different types of gig work opportunities in sectors like food delivery, home services, transportation, and logistics.				
	Recognize how gig work creates employment opportunities, particularly for students, homemakers, and unskilled workers.				
	Explore various gig platforms for e.g., Swiggy Partner, Zomato Partner (for food delivery workers); Ola Driver, Uber Driver (for drivers); UrbanClap, Justdial, and Local Business Directories (for home service providers), etc. and compare their features, service models, and earning structures.				
	Assess the pros and cons of gig work, such as income variability, work flexibility, and the need for self-management.				
	Creating and Managing Gig Platform Accounts	10	10		
	Learn how to use basic digital devices like mobile phones, navigate the internet, and download relevant gig-related apps				
	Create and register accounts on gig platforms by providing necessary documents (Photo, PAN, Self details, etc.) and verifying identity.				
	Set up and manage profiles on gig platforms, ensuring accurate details about skills, location, and availability.				
	Select and configure language settings on gig apps to improve navigation and communication.				
	Use and navigate dashboard features such as task allocation, earnings tracking, and customer feedback.				
	Update and maintain online profiles regularly to increase visibility and ratings.				

	Task Planning, Scheduling, and Time Management	10	10		
	Plan and schedule daily tasks based on expected orders, peak demand hours, and travel time.				
	Optimize routes and delivery schedules using maps and navigation tools to improve efficiency.				
	Prioritize tasks based on urgency, distance, and client requirements.				
	Track and adjust schedules in real time to accommodate cancellations or last-minute requests.				
	Manage multiple assignments efficiently to ensure on-time completion of all gigs.				
	Manage time effectively using simple mobile-based reminders (built-in phone alarms, SMS reminders, or basic notes), or apps like Microsoft To Do or Google Calendar, or platform-integrated scheduling given in apps like Swiggy, Uber, UC, etc., or handwritten logs or apps for tracking orders, customer payments, and work hours.				
	Managing part time or short gigs	10	10		
	Identify and plan gig opportunities based on available time, demand, and skills, such as food delivery (Swiggy, Zomato), home services (UrbanClap, Justdial), and transport services (Rapido, Ola, Uber).				
	Adjust work schedules to match peak demand and seasonal opportunities, such as selling festive sweets like Gujia during Holi, offering transport for religious events like Kumbh Mela or selling essential goods during high-demand periods like face masks.				
	Manage time efficiently by balancing gig work with other responsibilities using digital scheduling tools or hand-written notes				
	Leverage multiple short-term gig options, such as offering car-pooling or bike-sharing services to office commuters or travellers/ tourists (Bla Bla Car, Rapido, Ola Bike), running part-time food delivery (Swiggy, Dunzo, Blinkit), or using gig platforms like TaskRabbit and Helper4U for hourly gigs.				
	Communicating with Customers and Managing Relationships	10	10		
	Communicate with customers and clients professionally, using polite and clear language.				
	Respond to customer inquiries and issues promptly, following platform guidelines.				
	Resolve common customer concerns such as incorrect deliveries, delays, or service expectations.				
	Handle disputes effectively, escalating unresolved issues to platform support when necessary.				
	Maintain positive relationships with repeat customers by ensuring high-quality service and responsiveness.				

	Payment Management and Compliance	20	20		
	Register on and use financial transaction apps like Google Pay, PhonePe, and Paytm (for receiving customer payments) and Khata Book, OKCredit, and CashBook (for tracking earnings and expenses).				
	Accept and manage digital payments through wallets, UPI, or direct transfers.				
	Verify and confirm payment transactions before completing the gig to avoid fraud.				
	Manage income and expense and generate invoice, if required, on the relevant apps				
	Follow safety procedures for handling cash payments, ensuring no financial loss.				
	Understand and comply with platform policies regarding refunds, payment disputes, and chargebacks.				
	Use secure methods for receiving payments and avoid engaging in unverified transactions.				
	Basic Marketing and Branding for Gig Work	20	20		S
	Promote gig services through offline and online marketing, such as WhatsApp groups and referral programs.				
	Encourage customer ratings and reviews to improve profile visibility and credibility.				
	Use social media platforms and local marketplaces to promote gig services through Facebook Marketplace, WhatsApp, and Instagram Shops, YouTube Shorts, Instagram Reels, and TikTok, and Meesho, Amazon Seller, and Flipkart Seller.				
	Network with other gig workers to share opportunities and tips.				
	Legal Compliance, Ethical Conduct and Safety	10	10		
	Follow legal rights and responsibilities under gig platform policies.				
	Follow relevant laws such as the Social Security Code, 2020 (gig worker benefits), Motor Vehicles Act, 1988 (transport and delivery compliance), Food Safety and Standards Act, 2006 (food-related gigs), and Consumer Protection Act, 2019 (service disputes).				
	Comply with tax regulations, including GST (if earnings exceed ₹20 lakh) and income tax under presumptive taxation (Section 44ADA)				
	Recognize and report fraudulent activities, scams, or suspicious transactions.				
	Comply with safety standards for work-related tasks (road safety, food hygiene, personal protection).				
	Respect customer privacy and data protection policies set by gig platforms.				
	Maintain ethical behaviour in all transactions, ensuring honesty and professionalism.				

	Follow safety measures and emergency protocols while working in different environments, such as using SOS features in gig apps, sharing live location with trusted contacts, and avoiding high-risk areas during late hours or unsafe conditions.				
	Recognize potential threats such as theft, harassment, animal attacks, and workplace violence; take precautionary measures like carrying self-defence tools, using safety gear, and reporting incidents to gig platforms or local authorities when necessary.				
	Total Marks	100	100		

Annexure 4: Assessment Strategy

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email.
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC.
- The assessment agency deploys the ToA-certified Assessor to execute 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 for the candidates to complete the Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) and verified by the other SMEs.
- Questions are mapped to the specified assessment criteria.
- The 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 the 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.

Annexure 6: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework

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.