Please refer ***Guidelines for STT/LTT/Apprenticeship/OEM Qualification File***

QUALIFICATION FILE

Telehealth Services Coordinator

☒ 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: 4

Submitted By:

Healthcare Sector Skill Council

Office No. 520-521, 5th Floor, DLF Tower A, Jasola, New Delhi - 110025, India

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Section 1: Basic Details

<table>
<tr><td>1.</td><td>Qualification Name</td><td colspan="2">Telehealth Services Coordinator</td></tr>
<tr><td>2.</td><td>Sector/s</td><td colspan="2">Healthcare</td></tr>
<tr><td>3.</td><td>Type of Qualification: ☐ New ☒ Revised ☐
Has Electives/Options
☐OEM</td><td>NQR Code & version of existing/previous qualification:
QG-04-HE-00665-2023-V1.1-HSSC</td><td>Qualification Name of existing/previous version:
Telehealth Services Coordinator</td></tr>
<tr><td>4.</td><td>a. OEM Name
b. Qualification Name
(Wherever applicable)</td><td colspan="2"></td></tr>
<tr><td>5.</td><td>National Qualification Register (NQR) Code &Version
(Will be issued after NSQC approval)</td><td>QG-04-HE-04218-2025-V2-HSSC</td><td>6. NCrF/NSQF Level: 4</td></tr>
<tr><td>7.</td><td>Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)</td><td colspan="2">Skill Certificate</td></tr>
<tr><td>8.</td><td>Brief Description of the Qualification</td><td colspan="2">Telehealth Services Coordinator serves as point-of-contact for telehealth services at either referral/patient/primary health care provider's site or specialty/consultation/secondary/tertiary healthcare provider's site. They support physicians, patients and other providers in using widespread e-Health services. Their key responsibilities include organizing teleconference, scheduling appointments, setting up telehealth equipment as needed, maintaining inventory, billing, database management with proper documentation and promoting telehealth services in local community especially in locations where there is limited access to healthcare providers.</td></tr>
<tr><td>9.</td><td>Eligibility Criteria for Entry for Student/Trainee/Learner/Employee</td><td colspan="2">a. Entry Qualification & Relevant Experience:
<table>
<tr><th>S. No.</th><th>Academic/Skill Qualification (with Specialization - if applicable)</th><th>Required Experience (with Specialization - if applicable)</th></tr>
<tr><td>1</td><td>12th Grade Pass or equivalent</td><td></td></tr>
<tr><td></td><td>or</td><td></td></tr>
<tr><td>2</td><td>10th Grade Pass</td><td>With 3 year relevant experience</td></tr>
<tr><td></td><td></td><td></td></tr>
</table></td></tr>
</table>

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		b. Age: NA		Or	
			3	11th Grade pass	with 1.5-year relevant experience
				or	
			4	Previous relevant Qualification of NSQF Level 3.5	with 1.5-year relevant experience
				Or	
			5	Previous relevant qualification of NSQF Level 3	with 3 years of relevant experience
				Or	
			6	ANM/Multipurpose Health Worker	with 2 year relevant experience

10	**Credits Assigned to this Qualification, Subject to Assessment** *(as per National Credit Framework (NCrF))*	16	**11. Common Cost Norm Category (I/II/III)** *(wherever applicable)*: Category I
12	**Any Licensing requirements for Undertaking Training on This Qualification** *(wherever applicable)*	Not Applicable	
13	**Training Duration by Modes of Training Delivery** *(Specify **Total Duration** as per selected training delivery modes and as per requirement of the qualification)*	☒**Offline** ☐**Online** ☐**Blended**	
14	**Aligned to NCO/ISCO Code/s** *(if no code is available mention the same)*	NCO-2015/2263.9900	
15	**Progression path after attaining the qualification** *(Please show Professional and Academic progression)*	Progression will be possible in both academic as well as professional area as: "Horizontal: *Horizontal Mobility: NSQF Level 4: Hospital Front Desk Coordinator* *Vertical Mobility* *NSQF Level 5: Patient Relation Associate*	

Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
Classroom (offline)	210	225	45	NA	480
Online					

(Refer Blended Learning Annexure for details)

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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**	**☐ Yes ☒ No URLs of similar Qualifications:**	
18	**Is the Job Role Amenable to Persons with Disability**	**☐ Yes ☒ No** **If "Yes", specify applicable type of Disability:**	
19	**How Participation of Women will be Encouraged**	Healthcare is a field where equal opportunity and participation of women is being given as patients could belong to all genders.	
20	**Are Greening/ Environment Sustainability Aspects Covered** *(Specify the NOS/Module which covers it)*	**☐Yes ☒ No**	
21	**Is Qualification Suitable to be Offered in Schools/Colleges**	**Schools ☐ Yes ☒ No Colleges ☒ Yes ☐ 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: Mr. Ashish Jain** **Email: ashish.jain@healthcare-ssc.in** **Contact No.: 011-40505850,011 41017346** **Website: www.healthcare-ssc.in**	
23	**Final Approval Date by NSQC: 08/05/2025**	**24. Validity Duration: 3 years**	**25. Next Review Date: 08/05/2028**

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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/NSQF 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	Provide assistance to healthcare services provider for telehealth services	HSS/N5805, v3.0	Core	4	5	70	65	15	0	150	72	55	40	64	231	20
2.	Prepare and manage the set-up for teleconsultation	HSS/N5803. v3.0	Core	4	5	60	80	10	0	150	103	30	40	78	251	20
3.	Manage Telehealth Facility and coordinate for telehealth services	HSS/N5806, v3.0	Core	4	3	25	55	10	0	90	33	25	40	45	143	20
4.	Promote the telehealth services and its alternate utilization as per needs and protocols	HSS/N5802, v3.0	Core	4	2	25	25	10	0	60	122	60	30	113	325	20
5.	Employability Skills (30 Hours)	DGT/VSQ/N0101, Version 1.0	Non-Core	3	1	30	0	0	0	30	20	30	0	0	50	20
Duration (in Hours) / Total Marks					16	210	225	45	0	480	350	200	150	300	1000	100

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Elective NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/NSQF 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:

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/NSQF 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: 70% *(Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)*

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

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1.	**Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	*Medical Graduate with 1 year experience working in telehealth set-up and 1 year of teaching experience.* *Or* *Graduate (from any field) with 2 year experience working in telehealth set-up and 1 year of teaching experience.*
2.	**Master Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	*Medical Graduate with 2 year experience working in telehealth set-up and 2 year of teaching experience.* *Or* *Graduate(from any field) with 3 year experience working in telehealth set-up and 2 year of teaching experience*
3.	**Tools and Equipment Required for Training**	☒Yes ☐No (*If "Yes", details to be provided in Annexure)*
4.	**In Case of Revised Qualification, Details of Any Upskilling Required for Trainer**	

1.	**Assessor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	*Medical Graduate with 2 year experience working in telehealth set-up and 1 year of teaching/assessment experience.* *Or* *Graduate (from any field) with 3 year experience working in telehealth set-up and 2 year of teaching/assessment experience*
2.	**Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	Diploma/Graduate
3.	**Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	*Medical Graduate with 3 year experience working in telehealth set-up and 2 year of teaching/assessment experience.* *Or* *Graduate (from any field) with 4 year experience working in telehealth set-up and 3 year of teaching/assessment experience*
4.	**Assessment Mode** *(Specify the assessment mode)*	Blended (Theory: Online, Practical and Viva: Blended)

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5.	**Tools and Equipment Required for Assessment**	☒ Same as for training ☐ Yes ☐ No *(details to be provided in Annexure-if it is different for Assessment)*

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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):** No
3.	**Government /Industry initiatives/ requirement (Yes/No):yes**
4.	**Number of Industry validation provided: 21**
5.	**Estimated nos. of persons to be trained and employed:**15000 to be trained and 70% to be employed
6.	**Evidence of Concurrence/Consultation with Line Ministry/State Departments:** *Yes* 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 *(Mandatory)*	*Yes*
2.	**Annexure:** List of tools and equipment relevant for qualification *(Mandatory, except in case of online course)*	*Yes*
3.	**Annexure:** Detailed Assessment Criteria *(Mandatory)*	*Yes*
4.	**Annexure:** Assessment Strategy *(Mandatory)*	*Yes*
5.	**Annexure:** Blended Learning *(Mandatory, in case selected Mode of delivery is "Blended Learning")*	*No*
6.	**Annexure:** Multiple Entry-Exit Details *(Mandatory, in case qualification has multiple Entry-Exit)*	*No*
7.	**Annexure:** Acronym and Glossary *(Optional)*	*Yes*
8.	**Supporting Document:** Model Curriculum *(Mandatory – Public view)*	*Yes*
9.	**Supporting Document:** Career Progression *(Mandatory - Public view)*	*Yes*
10.	**Supporting Document:** Occupational Map *(Mandatory)*	*Yes*
11.	**Supporting Document:** Assessment SOP *(Mandatory)*	*Yes*
12.	**Any other document you wish to submit:**	

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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
Professional Theoretical Knowledge/Process	Work in familiar, predictable, routine, situation of clear choice. • Register patients for telehealth services • Handle appointments • Carry out billing for telehealth services • Handle queries and guide the concerned personnel accordingly • Co-ordinate with the concerned personnel for implementation of the telehealth services • Facilitate training and continuous education sessions utilizing telehealth technology activities for the telehealth services • Facilitate the telehealth services via home visits, mobile set-ups and case discussions • Manage consultation site before, during and after teleconsultation • Support during setting-up of the telehealth equipment • Ensure periodic calibration, repair and maintenance of telehealth equipment • Support during setting-up of the telehealth equipment • Ensure periodic calibration, repair and maintenance of telehealth equipment • Collect adequate information from patients/ relatives/ referring physician • Support in providing diagnostic and pharmacy related services • Update and store patient related information and provide it to the specialty site • Handle emergency situations appropriately • Manage database creation, updation and retrieval • Manage accounts and funds at patient site • Manage documentation, purchases, inventory and medical records	The Telehealth Services Coordinator during the job works in familiar, predictable, routine, and situation of clear choice. Refer to the evidences provided in the adjacent column. Hence it falls under Level 4.	4

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	• identify any problems with team members and other people and take the initiative to solve these problems • work within organizational systems and requirements as appropriate to one's role and field of practice • evaluate and reflect on the quality of one's work and make continuing improvements • identify potential hazards and breaches of safe work practices		
Professional and Technical Skills/ Expertise/ Professional Knowledge	Factual knowledge of field of knowledge or study. • Perform key role and responsibilities of telehealth services coordinator to serve as point-of-contact for telehealth services at either referral/patient/primary health care provider's site or specialty/consultation/secondary/tertiary healthcare provider's site. • Promote telehealth services in local community. • Support physicians, patients and other healthcare service providers in using telehealth services through home visits, outreach activities, mobile services, organizing case discussions or educational sessions, etc. • Maintain a safe, healthy and secure working environment. • Follow biomedical waste disposal and infection control policies and procedures in the healthcare organization. • Maintain interpersonal relationships with co-workers, patients and their family members. • Maintain professional and medico-legal conduct at all times in accordance with legislation, protocols and guidelines set up by the healthcare provider.	The Telehealth Services Coordinator should have practical skills which are routine and repetitive and should use quality concepts. Refer to the evidences provided in the adjacent column. Hence it falls under Level 4.	4
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts • Provide assistance to healthcare service provider by obtaining adequate information, performing tele-diagnostic tests and utilizing	The Telehealth Services Coordinator should have good communication skills both written and oral. He/ She should be able to solve basic arithmetic and algebraic principles and should	4

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	remote patient monitoring services as per organizational policies and procedures • Facilitate diagnostic, pharmacy and emergency referral services to the patient	have better understanding of social political and natural environment. Refer to the evidences provided in the adjacent column. Hence it falls under Level 4.	
Broad Learning Outcomes/Core Skill	Language to communicate written or oral, with required clarity • Handle queries and guide the concerned personnel accordingly • Co-ordinate with the concerned personnel for implementation of the telehealth services • Facilitate training and continuous education sessions utilizing telehealth technology • Organize promotion and outreach activities for the telehealth services • Facilitate the telehealth services via home visits, mobile set-ups and case discussions • Manage consultation site before, during and after teleconsultation • Support during setting-up of the telehealth equipment • Ensure periodic calibration, repair and maintenance of telehealth equipment • Support during setting-up of the telehealth equipment •Ensure periodic calibration, repair and maintenance of telehealth equipment • Collect adequate information from patients/ relatives/ referring physician • Support in providing diagnostic and pharmacy related services • Update and store patient related information and provide it to the specialty site • Handle emergency situations appropriately • Register patients for telehealth services • Handle appointments • Carry out billing for telehealth services • Manage database creation, updation and retrieval • Manage accounts and funds at patient site	The Telehealth Services Coordinator should have good communication skills both written and oral. He/ She should be able to solve basic arithmetic and algebraic principles and should have better understanding of social political and natural environment. Refer to the evidences provided in the adjacent column. Hence it falls under Level 4.	4

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	• Manage documentation, purchases, inventory and medical records		
Responsibility	Responsibility for own work and learning. • Register patients for telehealth services • Handle appointments • Carry out billing for telehealth services • Handle queries and guide the concerned personnel accordingly • Co-ordinate with the concerned personnel for implementation of the telehealth services • Facilitate training and continuous education sessions utilizing telehealth technology • Organize promotion and outreach activities for the telehealth services • Facilitate the telehealth services via home visits, mobile set-ups and case discussions • Manage consultation site before, during and after teleconsultation • Support during setting-up of the telehealth equipment • Ensure periodic calibration, repair and maintenance of telehealth equipment • Support during setting-up of the telehealth equipment • Ensure periodic calibration, repair and maintenance of telehealth equipment • Collect adequate information from patients/ relatives/ referring physician • Support in providing diagnostic and pharmacy related services • Update and store patient related information and provide it to the specialty site	The Telehealth Services Coordinator should know to take responsibility of own work and learning. Refer to the evidences provided in the adjacent column. Hence it falls under Level 4.	4

Annexure: 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	Fire extinguisher	Nos	1
2	Physical restraints	Nos	1

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3	Torch	Nos	1
4	Ambu Bag With Mask Adult	Nos	1
5	CPR Manikin	Nos	1
6	First aid box	Nos	1
7	Crash cart trolley	Nos	1
8	Samples of invoices, bills, vouchers, receipts, and records depicting financial transactions like cash flow, cheques, demand draft, card swapping, direct bank transfer, etc	Each	3
9	Ice pack with three layer sample packing box	Nos	3
10	Different rapid diagnostic kit with kit manuals	Nos	3
11	Newborn screening card	Nos	3
12	Tourniquets	Nos	3
13	Beakers	Nos	3
14	Measuring cylinders	Nos	3
15	Bins with different color codes (Red, Yellow, Blue and Black)	Each	1
16	Syringes	Each	5
17	Sharp container	Nos	1
18	ECG machine with leads	Nos	1
19	Centrifuge	Nos	1
20	Glucometer	Nos	1
21	Hemoglobinometer	Nos	1
22	Computer and its accessories	Nos	1
23	Weighing machine	Nos	1
24	Digital Thermometer	Nos	1
25	Auto scope	Nos	1
26	Derma scope	Nos	1
27	Pulse oximeter	Nos	1
28	Digital BP instrument with stethoscope	Nos	5
29	Sample requisition form for performing tele-diagnostic tests	Bundle	5
30	Sample formats for recording observations as well as test results	Nos	5

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31	Documents, photos or video clips related to dietary, medicinal, environmental, physical, mental or other restrictions	Nos	5
32	Films of X-Ray, CT scan, MRI	Nos	30
33	Sample prescriptions	Bundle	5
34	Sample formats for obtaining history and consent	Bundle	5
35	Spill kits	Nos	2
36	Maintenance Management Systems	Nos	5
37	Test equipment	Nos	5
38	Diagnostic software	Nos	5
39	Pressure meters	Nos	5
40	Pressure meters	Nos	5
41	Terminals	Nos	5
42	Cabling	Nos	5
43	Watt meter	Nos	5
44	Electrical safety analyzer	Nos	3
45	Tool kit like hand tools	Nos	5
46	Mobile health (m-Health) equipment like mobile communication devices including cell phones	Nos	5
47	Remote patient monitoring (RPM) equipment using digital and electronic communication technologies	Nos	5
48	Digital scanning equipment	Nos	3
49	Tablet computers	Nos	5
50	LCD projectors	Nos	5
51	Plasma/LED TV	Nos	5
52	Display devices including computer monitors	Nos	5
53	Web cameras	Nos	5
54	Video-scopes	Nos	5
55	Peripheral cameras	Nos	5
56	Video devices including video conferencing units	Nos	5
57	Case studies	Bundle	5
58	Sample forms required during registration	Bundle	5
59	Hospital Information System (HIS)	Nos	5
60	Billing systems	Nos	5

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61	Computers with software like patient appointment scheduling systems	Nos	5

Classroom Aids
The aids required to conduct sessions in the classroom are:

1. AV Aids
2. Computer (PC) with latest configurations – and Internet connectionwith standard operating system and standard word processor and worksheet software (Licensed)
3. (all software should either be latest version or one/two version below)
4. UPS
5. Scanner cum Printer
6. Computer Tables
7. Computer Chairs
8. LCD Projector
9. White Board/Smart Board 1200mm x 900mm
10. Marker
11. Duster
12. Charts
13. Models
14. Flip Chart

Annexure: Industry Validations Summary

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

Telehealth Services Coordinator				
S.No	Organization	Name of Representative	Designation	City/State
1	ASTER CMI HOSPITAL	Dr Rohini Paul	Chief Nursing Officer	Bangalore
2	Life care Hospital	Dr H Abdul Kareem	BAMS, MD PHD	Bangalore
3	NA	Ms Jaimika Patel	Assistant Professor	Noida
4	Aurobindo EMS, Hyderabad	DR. Parashuramulu Ch K	Training Manager	Hyderabad
5	Prime Life Hospital	Dr Kashwar Zamani	BAMS, MHA	Bangalore

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6	NA	Dr Mohammed Abdul Muqsit	Emergency Physician Doctor(MBBS, FEM)	Hyderabad
7	Bodycare Wellness Center	Dr B. Nadeem	Ayurvedic Consultant	Hyderabad
8	Om Prakash Ayurveda Clinic and Panchkarma Center	Dr Pavan Kumar Jain	BAMS, MD	Karnataka
9	NA	Dr Sabah Bin Saleh	MBBS, FEM (UK)	Hyderabad
10	Safercare CIHS	DR. VIJAYANAND BASUTHKAR	HOD	Hyderabad
11	Emversity	Ms Anja Stodtmeister	Head of Nursing Excellence	Bangalore
12	Sri Sai Hospital, Siwan	Dr. Rameshwar Kumar	Founder & Chairman, Orthopedic & Joint Replacement Surgeon	Bihar
13	Marengo Asia Hospitals	Dr V P Bhalla	Group Medical Director	Faridabad
14	AIIMS , DELHI	Dr Rakesh Garg	Professor, Department of Onco-Anaesthesia and Palliative Medicine	New Delhi
15	AIIMS , RAIPUR	Dr Atul Jindal	Professor & In Charge, Pediactric Critical care	Raipur
16	Maharaja Agrasen Hospital, New Delhi	Dr Deepak Singla	Medical Director	New Delhi

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17	Foundation for Innovations in Health(JSV)	Prof (Dr.) Satadal Saha MS, FRCS (Eng.)	President	Kolkata
18	Bodycare Wellness Center	Dr Nabasmita Deka	General Physician	Bangalore
19	Al-Rehaman Polyclinic	Dr Nagarjun KP	Consultant Specialist	Bangalore
20	Zeus Institute of Healthcare Management Pvt Ltd	Dr Vijay Kumar Reddy	Director	Bangalore
21	SRI AUROBINDO INSTITUTE OF MEDICAL SCIENCES & SRI AUROBINDO UNIVERSITY , INDORE	DR. VINOD BHANDARI	FOUNDER CHAIRMAN	Madhya Pradesh

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Annexure: Training & Employment Details

Training and Employment Projections: 15000

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2026	5000	2000	NA	NA	NA	NA
2027	5000	3000	NA	NA	NA	NA
2028	5000	4000	NA	NA	NA	NA

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications: 12302

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
Version 2.0	2022-23	630	629	605	NA	453	NA	NA	NA	NA	NA	NA	NA
Version 2.0	2023-24	561	544	523	NA	93	NA	NA	NA	NA	NA	NA	NA
Version 2.0	2024-25	11111	10064	9441	NA	4531	NA	NA	NA	NA	NA	NA	NA

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

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

1.
2.

Content availability for previous versions of qualifications:

☐ Participant Handbook ☐ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available:

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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	☐Theory/ Lectures - Imparting theoretical and conceptual knowledge		
2	☐Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	☐Showing Practical Demonstrations to the learners		
4	☐Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	☐Tutorials/ Assignments/ Drill/ Practice		
6	☐Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

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Annexure: Detailed Assessment Criteria

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

National Occupational Standards (NOS)	Element	Marks Allocation				
	Assessment Criteria for outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total
HSS/N5805- Provide assistance to healthcare services provider for telehealth services	Collect adequate information from patients/ relatives/ referring physician	18	5	10	5	38
	Support in providing diagnostic and pharmacy related services	22	18	10	10	60
	Update and store patient related information and provide it to the specialty site	15	7	10	9	41
	Handle emergency situations appropriately	17	5	0	5	27
	Management of Healthcare Waste (Biomedical and General waste)	10	5	0	5	20
	NOS Total	82	40	30	34	186
HSS/N5803: Prepare and manage the set-up for teleconsultation	Manage consultation site before teleconsultation	43	10	15	15	83
	Manage consultation site during teleconsultation	38	10	15	38	101
	Manage consultation site after teleconsultation	10	10	10	25	55
	Maintain defined periodicity of calibration, repair and maintenance of telehealth equipment	7	10	10	25	52
	NOS Total	98	40	50	103	291
HSS/N5806: Manage Telehealth Facility and coordinate for	Manage database creation, updation and retrieval	8	5	15	20	48
	Manage accounts and funds at patient site	5	5	10	15	35

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telehealth services	Manage documentation, purchases, inventory and medical records	5	10	10	5	30
	Understand ethics and medico-legal aspects related to telehealth services	10	10	5	10	35
	NOS Total	28	30	40	50	148
HSS/N5802- Promote the telehealth services and its alternate utilization as per needs and protocols	Facilitate training and continuous education sessions utilizing telehealth technology	33	20	10	40	103
	Organize promotion and outreach activities for the telehealth services	33	10	10	38	91
	Facilitate the telehealth services via home visits, mobile set-ups and case discussions	56	30	10	35	131
	NOS Total	122	60	30	113	325
DGT/VSQ/N0101, V1.0, Employability Skills (30 Hours)	Introduction to Employability Skills	20	1			
	Constitutional values – Citizenship	1	1			
	Becoming a Professional in the 21st Century	2	4			
	Basic English Skills	2	3			
	Career Development & Goal Setting	1	2			
	Communication Skills	2	2			
	Diversity & Inclusion	1	2			
	Financial and Legal Literacy	2	3			
	Essential Digital Skills	3	4			
	Entrepreneurship	2	3			
	Customer Service	1	2			
	Getting ready for apprenticeship & Jobs	2	3			
	NOS Total	20	30	0	0	50
	Grand Total	350	200	150	300	1000

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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 SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor 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 the other SME
- 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. Each module will be assessed separately.
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/Photographs of Trainees during OJT
   - OJT Log Book/Portfolio
3. Assessment of each Module will ensure that the candidate is able to:

- Effective engagement with the customers
- Understand the working of various tools and equipment

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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

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