

Please refer [Guidelines for STT/LTT/Apprenticeship/OEM Qualification File](#)

QUALIFICATION FILE

Deputy Duty Manager – Patient Relation Services

☒ 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: 5.5

Submitted By:

Healthcare Sector Skill Council

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

Table of Contents

Section 1: Basic Details	3
Section 2: Module Summary.....	6
NOS/s of Qualifications	6
Mandatory NOS/s:	6
Elective NOS/s:	7
Optional NOS/s:	7
Assessment - Minimum Qualifying Percentage	7
Section 3: Training Related	8
Section 4: Assessment Related	8
Section 5: Evidence of the need for the Qualification	10
Section 6: Annexure & Supporting Documents Check List	10
Annexure: Evidence of Level	11
Annexure: Tools and Equipment (Lab Set-Up).....	13
Annexure: Industry Validations Summary	15
Annexure: Training & Employment Details	15
Annexure: Blended Learning	18
Annexure: Detailed Assessment Criteria	18
Annexure: Assessment Strategy	20
Annexure: Acronym and Glossary	21

Section 1: Basic Details

1.	Qualification Name	Deputy Duty Manager – Patient Relation Services	
2.	Sector/s	Healthcare	
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: QG-5.5-HE-00651-2023-V1.1-HSSC, v1.1	Qualification Name of existing/previous version: Deputy Duty Manager – Patient Relation Services
4.	a. OEM Name b. Qualification Name (Wherever applicable)		
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG-5.5-HE-04223-2025-V2-HSSC, v2.0	6. NCrF/NSQF Level: 5.5
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Skill Certificate	
8.	Brief Description of the Qualification	The individual at this job maintains a professional work environment in hospital settings by rendering knowledge and skills of team supervision, administrative support, supervisory support, office harmony, crisis handling, office morale, customer service. They assist for planning, implementing and monitoring daily activities of Inpatient & outpatient services. They should be able to adapt with new advances/software/apps in hospital management systems. Individuals would keep oneself abreast with revision of hospital billing structure, government schemes and policies related to TPA and insurance services.	
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience:	

		b. Age: 18 years <table border="1" data-bbox="1025 180 1951 906"> <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>Completed UG degree or equivalent</td> <td></td> </tr> <tr> <td></td> <td>Or</td> <td></td> </tr> <tr> <td>2</td> <td>12th Grade pass</td> <td>with 4.5-year relevant experience in healthcare sector</td> </tr> <tr> <td></td> <td>Or</td> <td></td> </tr> <tr> <td>3</td> <td>Previous relevant Qualification of NSQF Level 5 (Patient Relation Associate)</td> <td>with 1.5 year relevant experience</td> </tr> <tr> <td></td> <td>Or</td> <td></td> </tr> <tr> <td>4</td> <td>Previous relevant Qualification of NSQF Level 4 (Hospital Front Desk Coordinator)</td> <td>with 4.5 years relevant experience</td> </tr> <tr> <td></td> <td>Or</td> <td></td> </tr> <tr> <td>5</td> <td>Service Professionals - Defense/Armed Forces Professionals</td> <td>with 9 years of relevant experience</td> </tr> </tbody> </table>						S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	Completed UG degree or equivalent			Or		2	12th Grade pass	with 4.5-year relevant experience in healthcare sector		Or		3	Previous relevant Qualification of NSQF Level 5 (Patient Relation Associate)	with 1.5 year relevant experience		Or		4	Previous relevant Qualification of NSQF Level 4 (Hospital Front Desk Coordinator)	with 4.5 years relevant experience		Or		5	Service Professionals - Defense/Armed Forces Professionals	with 9 years of relevant experience
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5	Service Professionals - Defense/Armed Forces Professionals	with 9 years of relevant experience																																			
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	20	11. Common Cost Norm Category (I/II/III) (wherever applicable): Category II																																		
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 <table border="1" data-bbox="952 1161 1774 1417"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theor y (Hours)</th> <th>Practic al (Hours)</th> <th>OJT Mandator y (Hours)</th> <th>OJT Recom mended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroo m (offline)</td> <td>360</td> <td>150</td> <td>90</td> <td>NA</td> <td>600</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> (Refer Blended Learning Annexure for details)					Training Delivery Modes	Theor y (Hours)	Practic al (Hours)	OJT Mandator y (Hours)	OJT Recom mended (Hours)	Total (Hours)	Classroo m (offline)	360	150	90	NA	600	Online																		
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14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/5329.0101	
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Vertical Progression: NSQF Level 6: Duty Manager (Patient relation Services), Healthcare Quality Assurance Manager Progression to Diploma/Degree qualifications in the relevant field after training. (NCAHP)	
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 HSS/N9620, HSS/N9624	
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: 08th May 2025	24. Validity Duration: 3 years	25. Next Review Date: 08th May 2028

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.	Manage hospital Front Desk	HSS/N6109, Version 3.0	Core	5.5	8	130	60	50	0	240	74	60	40	81	255	20
2.	Coordinate in-house operations at healthcare facility	HSS/N6110, Version 3.0	Core	5.5	4	70	35	15	0	120	150	60	65	108	383	20
3.	Implement & undertake corrective action in view of hospital policy, administration and work rules	HSS/N6111, Version 3.0	Core	5.5	3	45	30	15	0	90	75	26	40	85	226	20
4.	Comply with infection control and biomedical waste disposal policies	HSS/N9620, Version 2.0	Non-Core	4	1	15	15	0	0	30	21	14	5	16	56	20
5.	Maintain a safe and secure working environment	HSS/N9624, Version 2.0	Non-Core	4	1	10	10	10	0	30	10	10	0	10	30	10
6.	Employability Skills (90 Hours)	DGT/VSQ/N0103, Version 1.0	Non-Core	4	3	90	0	0	0	90	20	30	0	0	50	10
Duration (in Hours) / Total Marks					20	360	150	90	0	600	350	300	150	200	1000	100

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.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	<i>Main Faculty:</i> Medical Graduate (MBBS, BAMS, BHMS) with 2 years of working experience in healthcare management Or Graduate (BSC Nursing) with 3 years of working experience in healthcare management Or MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 1 years of working experience in healthcare management Or MBA in general subjects with 4 years of working experience in healthcare management
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Medical Graduate (MBBS, BAMS, BHMS) with 3 years of working experience in healthcare management Or Graduate (BSC Nursing) with 4 years of working experience in healthcare management Or MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 2 years of working experience in healthcare management Or MBA in general subjects with 5 years of working experience in healthcare management
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	

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Medical Graduate (MBBS, BAMS, BHMS) with 3 years of working experience in healthcare management and 1 years of training experience in healthcare management
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		Or Graduate (BSC Nursing/post basic B.sc Nursing) with 5 years of working experience in healthcare management and 2 years of training experience in healthcare management Or MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 2 years of working experience in healthcare management and 2 years of training experience in healthcare management Or MBA in general subjects with 6 years of working experience in healthcare management
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 (MBBS, BAMS, BHMS) with 4 years of working experience in healthcare management and 1 years of training experience in healthcare management Or Graduate (BSC Nursing/post basic B.sc Nursing) with 6 years of working experience in healthcare management and 2 years of training experience in healthcare management Or MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 3 years of working experience in healthcare management and 2 years of training experience in healthcare management Or MBA in general subjects with 7 years of working experience in healthcare management
4.	Assessment Mode (Specify the assessment mode)	Blended (Theory: Online, Practical and Viva: Blended)
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)

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: 28
5.	Estimated nos. of persons to be trained and employed: 500 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 <i>(Mandatory)</i>	Yes
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	Yes
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	Yes
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	Yes
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is "Blended Learning")</i>	No
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	No
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	Yes
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	Yes
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	Yes
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	Yes
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	Yes
12.	Any other document you wish to submit:	

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. - Deputy Duty Manager – Patient Relation Services is a part of multidisciplinary team and be comfortable in Managing hospital Front Desk. Coordinate in house operations at healthcare facility . Implement & undertake corrective action in view of hospital policy, administration and work rules, - Individuals should have understanding of Safety of patients , Consent, Reporting & Documentation, Basic Structure and Function of Human Body, Ageing and Ageing Process, Medical Terminology & hospital front desk work, Infection Control & Prevention, Personnel Hygiene, patients Rights & Responsibilities, , - Limit risks of infection by using appropriate infection control procedures	Deputy Duty Manager – Patient Relation Services require well developed skill, with clear choice of procedures in familiar context. demands wide. range of specialized technical skill, clarity of knowledge and practice in broad range of activity involving standard non standard practices Refer to the evidences provided in the adjacent column. Hence it falls under Level 5.5	5.5
Professional and Technical Skills/ Expertise/ Professional Knowledge	Factual knowledge of field of knowledge or study. Deputy Duty Manager – Patient Relation Services requires to have good communication and interpersonal skills along with a pleasing personality to attend to all sorts of enquiries from the patients with efficient rapport building. The job requires individuals to possess key qualities such as patience, confidence, maturity, compassion, patient centricity, good listening. They must be skilled to interact with a wide range of personality types in both pleasant and difficult circumstances. It is also important for the individual to have a good level of physical fitness and healthy body with well-maintained hygiene circumstances. They should be able to exhibit fine motor skills, Analytical skills, Detail oriented, Integrity, Interpersonal skills, Technical skills, Computer Skills.	Deputy Duty Manager – Patient Relation Services must have knowledge of facts, principles, processes and general concepts, in order to perform activities correctly. Refer to the evidence provided in the adjacent column. Hence it falls under Level 5.5	5.5

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 concept - Deputy Duty Manager – Patient Relation Services should have the ability to understand and follow complex technical instructions, ability to pay close attention to detail, ability to effectively use computer applications such as spreadsheets, word processing, ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position, familiarity with the techniques of maintaining a filing system, accuracy, good dexterity, dependability, initiative, good judgment, physical condition commensurate with the demands of the position. Keep abreast of the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities. - Listen in a responsive and empathetic manner to establish rapport. This requires communication skills (written or oral) with required clarity and indicates that he/she should have the basic understanding of social environment.	Deputy Duty Manager – Patient Relation Services are required to demonstrate a range of cognitive and practical skill, required to accomplish tasks and solve problems by selecting and applying basic Refer to the evidences provided in the adjacent column. Hence it falls under Level 5.5	5.5
Broad Learning Outcomes/Core Skill	Language to communicate written or oral, with required clarity Deputy Duty Manager – Patient Relation Services requires to have good communication and interpersonal skills along with a pleasing personality to attend to all sorts of enquiries from the patients with efficient rapport building. The job requires individuals to possess key qualities such as patience, confidence, maturity, compassion, patient centricity, good listening. They must be skilled to interact with a wide range of personality types in both pleasant and difficult circumstances. It is also important for the individual to have a good level of physical fitness and healthy body with well-maintained hygiene circumstances. They should be	Deputy Duty Manager – Patient Relation Services requires desired mathematical skill, understanding of social, political and natural environment; collecting and organising information and communication.. Refer to the evidences provided in the adjacent column. Hence it falls under Level 5.5	5.5

	able to exhibit fine motor skills, Analytical skills, Detail oriented, Integrity, Interpersonal skills, Technical skills, Computer Skills Listen in a responsive and empathetic manner to establish rapport. This requires communication skills (written or oral) with required clarity and indicates that he/she should have the basic understanding of social environment.		
Responsibility	Responsibility for own work and learning. Deputy Duty Manager – Patient Relation Services is responsible for aspects of coordination at hospital front desk to ensure customer satisfactions. Assess patient requirement and act accordingly, Prepare for patient admission, registration & direct patient to accurate unit as per medical advice, Liaison & coordinate with healthcare team for effective patient management, Individuals must always perform their duties in a calm, reassuring empathetic and efficient manner	Deputy Duty Manager – Patient Relation Services is responsible to carry out the job not only in familiar situations, but also where problems may arise as they are dealing with clients with varied type of issues such as irate clients, VIP's, officials. This is critical as it indicates that the person is responsible for his own work and learning. Deputy Duty Manager – Patient Relation Services may also have some responsibility for Patient Relations Associate work and learning Refer to the evidences provided in the adjacent column. Hence it falls under Level 5.5.	5.5

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	Credit Card Swap Machine	Nos	2
2	First aid box	Nos	1

3	Hospital manual	Nos	3
4	Hospital map	Nos	3
5	Hospital front office stationery	Each	3
6	Newspaper/magazine/hospital journal stand	Nos	3
7	Hospital Uniform	Nos	3
8	Fire extinguisher	Nos	2
9	Sign boards	Nos	3
10	Telephone directory	Nos	3
11	Human Anatomy Model	Nos	3
12	Sample admission form/ requisite form/ visitor pass	Nos	8
13	Stapler	Nos	4
14	TPA Desk	Nos	1
15	Mock Procedure Rate List	Nos	3
16	Mock billing counter with cabinets of sample documents	Nos	1
17	Admission counter with desk provided for keeping documents	Nos	1
18	Mock HIS software	Nos	1
19	PBAX SYSTEM	Nos	2
20	Registration desk. Counter/phone/computer/internet facility	Nos	1
21	CPR Manikin (half body)	Nos	2

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. AV Aids
2. Computer (PC) with latest configurations – and Internet connection with 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.

Deputy Duty Manager (Patient Relation Services)				
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
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		Dr Sabah Bin Saleh	MBBS, FEM (UK)	Hyderabad
10	Safecare 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, Pediatric Critical care	New Delhi
16	Maharaja Agrasen Hospital, New Delhi	Dr Deepak Singla	Medical Director	New Delhi
17	Vayah Vikas	Joyce Mathew Kurian	Head of Partnership and CRM	Bangalore
18	Quess Corp Limited	Mr.Venkatesh Murthy	General Manager – Staffing	Bangalore
19	Felix Hospital	Mr Pankaj Mathur	Sr General Manager	Noida
20	AHPI	Mr Shikhar Gupta	Deputy Director	New Delhi
21	Charak Healthcare	Dr arjun K R	CEO	Bangalore
22	Foundation for Innovations in Health(JSV)	Prof (Dr.) Satadal Saha MS, FRCS (Eng.)	President	Kolkata
23	Apollo Hospital	Dr Umashankar	General Manager	Karnataka
24	CAHO	Meenakshi Anchalia	Director, Surana and Anchalia	

25	Bodycare Wellness Center	Dr Nabasmita Deka	General Physician	Bangalore
26	Al-Rehaman Polyclinic	Dr Nagarjun KP	Consultant Specialist	Bangalore
27	Zeus Institute of Healthcare Management Pvt Ltd	Dr Vijay Kumar Reddy	Director	Bangalore
28	SRI AUROBINDO INSTITUTE OF MEDICAL SCIENCES & SRI AUROBINDO UNIVERSITY , INDORE	DR. VINOD BHANDARI	FOUNDER CHAIRMAN	Madhya Pradesh

Annexure: Training & Employment Details

Training and Employment Projections: 500

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2026	100	70%	50	NA	NA	NA
2027	150	70%	50	NA	NA	NA
2028	250	70%	50	NA	NA	NA

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

Training, Assessment, Certification, and Placement Data for previous versions of qualifications: 549

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
Version 4.0	2022-23	336	330	308	NA	NA	NA	NA	NA	NA	NA	NA	NA
Version 4.0	2023-24	132	129	129	NA	109	NA	NA	NA	NA	NA	NA	NA
Version 4.0	2024-25	81	80	76	NA	74	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:

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		

Annexure: Detailed Assessment Criteria

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

National Occupational Standards (NOS)	Element	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total
HSS/N6109: Manage Hospital Front Desk	Manage, Plan and schedule work requirement at front desk	20	60	10	20	110
	Identifying appropriate resources	18	0	10	21	49
	Establish parameters for monitoring and quality of services	21	0	10	25	56
	Addressing complaints	15	0	10	15	40

	Nos Total	74	60	40	81	255
HSS/N6110: Coordinate in house operations at healthcare facility	Interview & assess patients or their representatives to identify problems relating to care	37	10	10	12	69
	Explain policies, procedures, or services to patients in accordance with organizational process	37	10	15	30	92
	Liaise & coordinate with healthcare team for effective patient management starting from entry to exit (admission to discharge ,TPA or for referral services)	38	20	20	36	114
	Oversee floor & facility management respectively	38	20	20	30	108
	Nos Total	150	60	65	108	383
HSS/N6111: Implement & undertake corrective action in view of hospital policy, administration and work rules	Hospital policy, administration and work rules	30	20	20	40	110
	Implement laid down processes at front desk	45	6	20	45	116
	Nos Total	75	26	40	85	226
HSS/N9620: Comply with Infection Control and Bio Medical Waste Disposal Policies	Management of Healthcare Waste (Biomedical and General waste)	9	7	2	8	26
	Infection control practices	12	7	3	8	30

	Nos Total	21	14	5	16	56
HSS/N9624: Maintain a safe, healthy and secure working environment	Workplace safety and security	10	10		10	30
	Nos Total	10	10	0	10	30
DGT/VSQ/N0103, V1.0, Employability Skills (90 Hours)	Introduction to Employability Skills	1	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

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

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 by an individual engaged in a particular task. They list 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