



QUALIFICATION FILE

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: 6

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

1.	Qualification Name	Duty Manager – Patient Relation Services																													
2.	Sector/s	Healthcare Sector Skill Council																													
3.	Type of Qualification: <input checked="" type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: <i>(change to previous, once approved)</i> 2022/HLT/HSSC/06137, V2.0	Qualification Name of existing/previous version: Duty Manager – Patient Relation Services																												
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>																														
5.	National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i>	QG-06-HE-00654-2023-V1.1-HSSC	6. NCrf/NSQF Level: 6																												
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Skill Certificate																													
8.	Brief Description of the Qualification	The individual at this job oversee and manage patient care services departments in a hospital. They are involved in planning, organizing, directing and controlling related resources at Hospital Front Desk. They also collaborate with other department to design, develop and implement process & services of the center including personnel, financial, facilities, equipment and supplies .																													
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Pursuing first year of 2-year PG program after completing 3-year UG degree</td> <td></td> </tr> <tr> <td></td> <td>Or</td> <td></td> </tr> <tr> <td>2</td> <td>Pursuing 1-year PG diploma after 3-year UG degree</td> <td></td> </tr> <tr> <td></td> <td>Or</td> <td></td> </tr> <tr> <td>3</td> <td>Completed 4th year UG (in case of 4-year UG)</td> <td></td> </tr> <tr> <td></td> <td>Or</td> <td></td> </tr> <tr> <td>4</td> <td>Pursuing 4th year UG (in case of 4-year UG) and continuing education</td> <td></td> </tr> <tr> <td></td> <td>Or</td> <td></td> </tr> </tbody> </table>			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	Pursuing first year of 2-year PG program after completing 3-year UG degree			Or		2	Pursuing 1-year PG diploma after 3-year UG degree			Or		3	Completed 4th year UG (in case of 4-year UG)			Or		4	Pursuing 4th year UG (in case of 4-year UG) and continuing education			Or	
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	Or																														
4	Pursuing 4th year UG (in case of 4-year UG) and continuing education																														
	Or																														

		5	Completed 3-Year UG Degree	with 1 year relevant experience																		
			Or																			
		6	Completed 2 year of diploma after 12th	with 2 years of relevant experience																		
			Or																			
		7	12th Grade pass	with 4 years of relevant experience																		
			Or																			
		8	Previous relevant Qualification of NSQF Level 5.5	with 1.5 year of relevant experience																		
			Or																			
		9	Previous relevant Qualification of NSQF Level 5	with 3 years of relevant experience																		
			Or																			
		10	Service Professionals - Defense/Armed Forces Professionals	with 12 years of relevant experience																		
		b. Age: <18 Years>																				
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	30		11. Common Cost Norm Category (I/II/III) (wherever applicable): 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)	<input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input type="checkbox"/> Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>420</td> <td>210</td> <td>270</td> <td>NA</td> <td>900</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	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	420	210	270	NA	900	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																	
Classroom (offline)	420	210	270	NA	900																	
Online																						
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO2015/2263.0200																				
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: "Vertical: NSQF Level 8- Senior 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	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:	
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
22.	Name and Contact Details of Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: 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: 28/07/2022	24. Validity Duration: 3 years	25. Next Review Date: 28/07/2025

NSQC APPROVED

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

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

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

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Supervise in-house operations to meet organizational objectives	HSS/N6112, V2.0	Core	6	5.5	45	45	75	0	165	121	50	53	65	289	20
2.	Redirect & allocate resources according to patient flow	HSS/N6113, V2.0	Core	6	2	15	15	30	0	60	67	90	30	30	217	20
3.	Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules	HSS/N6114 V2.0	Core	6	4	50	25	45	0	120	36	50	25	30	141	10
4.	Support clinical, operational and facility services for smooth functioning throughout the entire organization on a 24-hour basis	HSS/N6115, V2.0	Core	6	4	45	30	45	0	120	33	80	20	15	148	10
5.	Maintain interpersonal relationship with patients, colleagues and others	HSS/N9615, V2.0	Non-Core	4	1.5	10	20	15	0	45	13	0	0	0	13	5
6.	Maintain professional & medico-legal conduct	HSS/N9616, V2.0	Non-Core	4	1.5	20	10	15	0	45	19	0	0	0	19	5
7.	Maintain a safe, healthy and secure working environment	HSS/N9617, V2.0	Non Core	4	2	30	15	15	0	60	20	0	9	30	59	10

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
8.	Follow infection control policies and procedures including biomedical waste disposal protocols	HSS/N9618, V2.0	Non-Core	4	2	30	15	15	0	60	21	0	13	30	64	10
9.	Employability Skills	DGT/VSQ/N 0103, V1.0	Non-Core	5	3	90	0	0	0	90	20	30	0	0	50	10
10.	Bridge Module				4.5	85	35	15	0	135						
Duration (in Hours) / Total Marks					30	420	210	270	0	900	350	300	150	200	1000	100

Elective NOS/s:

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

Optional NOS/s:

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

Assessment - Minimum Qualifying Percentage

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

Minimum Pass Percentage – Aggregate at qualification level: 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)	Graduate (Any) with 3 years of working experience in healthcare management and 1 year of teaching experience. Or Postgraduate (MHA in Healthcare Management Administration) with 1 year of working experience in healthcare management and 1 year of teaching experience. Or Post Graduate Diploma (Post Graduate Diploma in Management (PGDM) in Healthcare Management Administration) with 1 year of working experience in healthcare management and 1 year of teaching experience. Or Masters MBA(MBA/MHA (Masters in Hospital/Healthcare Administration) with 1 year of working experience in healthcare management and 1 year of teaching experience
2.	Master Trainer’s Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Graduate (Any) with 5 years of working experience in healthcare management and 2 year of teaching experience. Or Postgraduate (MHA in Healthcare Management Administration) with 3 year of working experience in healthcare management and 2 year of teaching experience. Or Post Graduate Diploma (Post Graduate Diploma in Management (PGDM) in Healthcare Management Administration) with 3 year of working experience in healthcare management and 2 year of teaching experience. Or

		Masters MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 3 year of working experience in healthcare management and 2 year of teaching experience
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If “Yes”, details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	

Section 4: Assessment Related

1.	Assessor’s Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	<p>Graduate (Any) with 5 years of working experience in healthcare management and 2 year of teaching/assessment experience.</p> <p>Or</p> <p>Postgraduate (MHA in Healthcare Management Administration) with 2 year of working experience in healthcare management and 2 year of teaching/assessment experience.</p> <p>Or</p> <p>Post Graduate Diploma (Post Graduate Diploma in Management (PGDM) in Healthcare Management Administration) with 2 year of working experience in healthcare management and 2 year of teaching/assessment experience.</p> <p>Or</p> <p>Masters MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 2 year of working experience in healthcare management and 2 year of teaching/assessment experience</p>
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)	<p>Graduate (Any) with 6 years of working experience in healthcare management and 3 year of teaching/assessment experience.</p> <p>Or</p> <p>Postgraduate (MHA in Healthcare Management Administration) with 5 year of working experience in healthcare management and 3 year of teaching/assessment experience.</p> <p>Or</p>

		Post Graduate Diploma (Post Graduate Diploma in Management (PGDM) in Healthcare Management Administration) with 5 year of working experience in healthcare management and 3 year of teaching/assessment experience. Or Masters MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 5 year of working experience in healthcare management and 3 year of teaching/assessment experience
4.	Assessment Mode (<i>Specify the assessment mode</i>)	Blended (Theory: Online, Practical and Viva: Blended)
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (<i>details to be provided in Annexure-if it is different for Assessment</i>)

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):
4.	Number of Industry validation provided:
5.	Estimated nos. of persons to be trained and 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 (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:	

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. The individual at this job supervise front desk activities for maintaining a professional work environment, team supervision, administrative support, supervisory support, office harmony, crisis handling, office morale, customer service under the guidance of manager. They assist for planning, implementing, monitoring daily activities at front desk/medical desk including Inpatient & out patient in healthcare set up	The Duty Manager 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 6.	6
Professional and Technical Skills/ Expertise/ Professional Knowledge	Factual knowledge of field of knowledge or study. 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.	The Duty Manager 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 6.	6
Employment Readiness & Entrepreneurship	Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts	The Duty Manager during the job works in familiar, predictable, routine, and situation of clear choice.	6

<p>Skills & Mind-set/Professional Skill</p>	<p>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.</p>	<p>Refer to the evidences provided in the adjacent column. Hence it falls under Level 6.</p>	
<p>Broad Learning Outcomes/Core Skill</p>	<p>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. Support clinical, operational and facility services for smooth functioning throughout the entire organization on a 24 hour basis. Undertake corrective action in case of non compliances in accordance to hospital policy, administration and work rules, Redirect & allocate resources according to patient flow</p>	<p>Duty Manager – Patient Relation Services requires desired mathematical skill, understanding of social, political and natural environment; collecting and organising information and communication</p>	<p>6</p>
<p>Responsibility</p>	<p>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</p>	<p>The Duty Manager should know to take responsibility of own work and learning. Refer to the evidences provided in the adjacent column. Hence it falls under Level 6.</p>	<p>6</p>

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

21	Credit Card Swap Machine	Equip Nos	1
22			
23			
24			
25			
26			
27			

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.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	Choithram College of Nursing	Robia Chacko	Clinical Instructor	Madhya Pradesh			
2	Vidyanta Institute of Skills	Jaideep Herbertt	Chief Operating Officer	Gurugram			
3	Savitri Hospital and Medical College	Nikhil	Assistant Professor	Uttar Pradesh			

4	SGT University	Rahul Bisht	Tutor	Gurugram		
5	Cloud nine Hospital	Shweta	Nursing Head	Gurugram		
6	Maharaja Agrasen Hospital	Dr. Deepak Singla	Medical Director	Delhi		

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023	100	50				
2024	200	100				
2025	300	150				

Data to be provided year-wise for next 3 years

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

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
	2020-2021	43	43	33									
	2021-22	581	560	545									
	2023-24	135	134	131		118							
	2022-23	417	407	378		210							

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

Annexure: Detailed Assessment Criteria

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

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory	Practical	Project	Viva	Total
HSS/N6112: Supervise in house operations to meet organizational objectives	Manage, Plan and schedule work requirement at front desk	13		10	10	33
	Implement laid down processes at front desk	13		10	10	33
	Relevant rules and regulations, laws and byelaws	27		8	15	50
	Communication channel within the system	33		10	15	58
	Investigate patient / visitor concerns and implements appropriate courses of action	35	50	15	15	115
	Nos Total	121	50	53	65	289
	Effective unit process flow of various departments and effective utilization of resources at each level	32	40	15	15	102

HSS/N6113: Redirect & allocate resources according to patient flow	Patient safety & Employee safety	35	50	15	15	115
	Nos Total	67	90	30	30	217
HSS/N6114: Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules	Hospital policy, administration and work rules	12		10	15	37
	Processes to continuously improve patient care quality	24	50	15	15	104
	Nos Total	36	50	25	30	141
HSS/N6115: Support clinical, operational and facility services throughout on a 24 hour basis	Clinical, Operational & Facility Services with effective utilization and allocation of resources	33	80	20	15	148
	Nos Total	33	80	20	15	148
HSS/N9615 Maintain a professional relationship with patients, colleagues and others	Communicate and maintain professional behavior with co-workers and patients and their families	5				5
	Work with other people to meet requirements	5				5
	Establish and manage requirements, planning and organizing work, ensuring accomplishment of the requirements	3				3
	Nos Total	13	0	0	0	13
HSS/N9616 Maintain professional & medico-legal conduct	Maintain professional behavior	5				5
	Act within the limit of one's competence and authority	7				7
	Follow the code of conduct and demonstrate best practices in the field	7				7
	Nos Total	19	0	0	0	19
HSS/N9617 Maintain a safe, healthy and secure working environment	Comply the health, safety and security requirements and procedures for workplace	7		2	10	19
	Handle any hazardous situation with safely, competently and within the limits of authority	8		5	10	23
	Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment	5		2	10	17
	Nos Total	20	0	9	30	59
HSS/N9618 Follow biomedical waste disposal and infection control policies and procedures	Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste	5		3	10	18

	Complying with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/services)	8			5	10	23
	Maintaining personal protection and preventing the transmission of infection from person to person	8			5	10	23
	Nos Total	21	0		13	30	64
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	1	3				
	Basic English Skills	3	4				
	Career Development & Goal Setting	1	2				
	Communication Skills	2	2				
	Diversity & Inclusion	1	1				
	Financial and Legal Literacy	2	3				
	Essential Digital Skills	3	5				
	Entrepreneurship	2	3				
	Customer Service	1	2				
	Getting ready for apprenticeship & Jobs	2	3				
	NOS Total	20	30		0	0	50
	Grand Total	350	300		150	200	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 (which covers the job profile of Automotive Service Assistant Technician) will be assessed separately.
2. The candidate must score 60% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
 -
4. 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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