

QUALIFICATION FILE

Hospital Front Desk 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

1.	Qualification Name	Hospital Front Desk Coordinator																												
2.	Sector/s	Healthcare Sector Skill Council																												
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: (change to previous, once approved) 2022/HLT/HSSC/06134, V2.0	Qualification Name of existing/previous version: Hospital Front Desk Coordinator																											
4.	a. OEM Name b. Qualification Name (Wherever applicable)																													
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG-04-HE-04221-2025-V2-HSSC	6. NCrf/NSQF Level: 4																											
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	Individuals in this job are usually the first contact point in healthcare organizations encountered by patients and visitors, whether on the phone, online or in person. They assist in billing, scheduling appointments, entering data in hospital information system (HIS) and performing Front Desk/Help Desk activities at Healthcare Facility. They should be able to adapt with new advancements/software/apps in rendering front-office/billing activities. Individuals would perform the billing activities by keeping 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: <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>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 or equivalent</td> <td>with 3 years relevant experience</td> </tr> <tr> <td></td> <td>Or</td> <td></td> </tr> <tr> <td>3</td> <td>11th Grade pass</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 3.5</td> <td>with 1.5-year relevant experience</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	12th Grade Pass or equivalent			Or		2	10th Grade Pass or equivalent	with 3 years relevant experience		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	
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																												
1	12th Grade Pass or equivalent																													
	Or																													
2	10th Grade Pass or equivalent	with 3 years relevant experience																												
	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																		
		b. Age: <NA>																				
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): 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"> <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>270</td><td>150</td><td>180</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	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	270	150	180	NA	600	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																	
Classroom (offline)	270	150	180	NA	600																	
Online																						
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO2015/4226.0100																				
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: Level 5- Patient Relations Associate 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 <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Mr. Ashish Jain Email: ashish.jain@healthcare-ssc.in Website: www.healthcare-ssc.in	Contact No.: 011-40505850,011 41017346
23.	Final Approval Date by NSQC: 08/05/2025	24. Validity Duration: 3 years	25. Next Review Date: 08/05/2028

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.	Accomplish allocated task at hospital front desk	HSS/N6101, v3.0	Core	4	7.5	125	60	40	0	225	181	90	80	164	515	20
2.	Ensure Customer Service Excellence & Patient Satisfaction	HSS/N6102, v3.0	Core	4	7.5	45	50	130	0	225	56	50	25	40	171	20
3.	Perform Billing Activities and assist in TPA services	HSS/N6103 v3.0	Core	4	2	35	15	10	0	60	62	36	40	40	178	30
4.	Comply with infection control and biomedical waste disposal policies	HSS/N9620 ,v2.0	Non-Core	4	1	20	10	0	0	30	10	10	0	10	30	10
5.	Maintain a safe and secure working environment	HSS/N9624 ,v2.0	Non-Core	4	1	15	15	0	0	30	21	14	5	16	56	10
6.	Employability Skills	DGT/VSQ/N 0101, V1.0	Non-Core	2	1	30	0	0	0	30	20	30	0	0	50	10
Duration (in Hours) / Total Marks					20	270	150	180	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/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) <i>(as per NCVET guidelines)</i>	Graduate (Any) with 3 years of experience with in Hospital at Front Desk is mandatory and 1 year of teaching experience. Or Post Graduate Diploma in Management (PGDM) in healthcare with 2 year of experience with in Hospital at Front Desk is mandatory and 1 year of teaching experience. Or MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with no experience
2.	Master Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	Graduate (Any) with 5 years of experience with in Hospital at Front Desk is mandatory and 2 year of teaching experience. Or Post Graduate Diploma in Management (PGDM) in healthcare with 4 year of experience with in Hospital at Front Desk is mandatory and 2 year of teaching experience. Or MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 2 years relevant experience and 1 year of teaching experience
3.	Tools and Equipment Required for Training	☒ Yes ☐ No <i>(If "Yes", details to be provided in Annexure)</i>
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) <i>(as per NCVET guidelines)</i>	Graduate (Any) with 4 years of experience with in Hospital at Front Desk is mandatory and 1 year of teaching experience. Or Post Graduate Diploma in Management (PGDM) in healthcare with 3 year of experience with in Hospital at Front Desk is mandatory and 1 year of teaching experience. Or
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		MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 1 years relevant experience and 1 year of teaching 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)	Graduate (Any) with 5 years of experience with in Hospital at Front Desk is mandatory and 2 year of teaching experience. Or Post Graduate Diploma in Management (PGDM) in healthcare with 4 year of experience with in Hospital at Front Desk is mandatory and 2 year of teaching experience. Or MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 2 years relevant experience and 2 year of teaching experience
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: 11000 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 <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. Individuals in this job are usually the first contact point in a healthcare organization encountered by patients and visitors, whether on the phone, online or in person. They assist for coordination at Front Desk.	The Hospital Front Desk 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
Professional and Technical Skills/ Expertise/ Professional Knowledge	Factual knowledge of field of knowledge or study. Hospital Front Desk Coordinator in a part of multidisciplinary team and be comfortable in making	The Hospital Front Desk Coordinator during the job works in familiar, predictable, routine, and situation of clear choice.	4

	decisions pertaining to their area of work. 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, , Emergency Handling till the time medical team/EMS team comes in, safety & first aide measures, Lifting & Moving,	Refer to the evidences provided in the adjacent column. Hence it falls under Level 6.	
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 Hospital Front Desk Coordinator is expected accomplish allocated task at hospital front desk, Ensure Customer Service Excellence & Patient Satisfaction, Perform Billing Activities. They should be able to exhibit fine motor skills, Analytical skills, Detail oriented, Integrity, Interpersonal skills, Technical skills, Computer Skills	The Hospital Front Desk 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
Broad Learning Outcomes/Core Skill	Hospital Front Desk Coordinator 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.	Hospital Front Desk Coordinator 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 4.	4
Responsibility	Hospital front desk coordinator is responsible to ensure customer satisfactions. Assess patient requirement and act accordingly, Prepare for patient admission, registration & direct patient to accurate unit as per	Hospital Front Desk Coordinator should know to take responsibility of own work and learning.	4

	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.	Refer to the evidences provided in the adjacent column. Hence it falls under Level 4.	
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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
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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
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	Hyderabad

			Doctor(MBBS, FEM)	
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
17	Vayah Vikas	Joyce Mathew Kurian	Head of Partnership and CRM	Bangalore
18	Qess 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: 11000

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2026	3000	70%	NA	NA	NA	NA
2027	4000	70%	NA	NA	NA	NA
2028	4000	70%	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: 9870

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
Version 3.0	2022-23	2605	2335	2145	NA	1503	NA	NA	NA	NA	NA	NA	NA
Version 3.0	2023-24	3139	2616	2431	NA	1843	NA	NA	NA	NA	NA	NA	NA
Version 3.0	2024-25	4126	3856	3615	NA	2442	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)/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory	Viva	OJT	Skills Practical	Total
HSS/N6101: Accomplish allocated task at hospital front desk	Customer Interaction and Handling	50	20	20	40	130
	Manage patient flow	45	20	20	30	115

	Carry out patient registration	50	20	20	74	164
	Complying with Legal & Ethical aspects of front desk management	36	30	20	20	106
	Nos Total	181	90	80	164	515
HSS/N6102: Ensure customer service excellence & patient satisfaction	Provide comfort to visitors/customers and patients as per organizational process	25	30	15	20	90
	Maintain quality care, ethical practices, and effective communication.	31	20	10	20	81
	Nos Total	56	50	25	40	171
HSS/N6103: Perform Billing Activities and assist in TPA services	Process payments transactions & reconcile patient accounts	32	6	20	20	78
	Assist TPA services	30	30	20	20	100
	Nos Total	62	36	40	40	178
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	0	10	30
	Nos Total	10	10	0	10	30
DGT/VSQ/N0102, V1.0, Employability Skills (60 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	0	0	30	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 (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