

QUALIFICATION FILE

IT Hardware Support 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:

Electronics Sector Skills Council of India (ESSCI)

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Section 1: Basic Details

1.	Qualification Name	IT Support Coordinator														
2.	Sector/s	Electronics														
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: (change to previous, once approved)- 2022/EHW/ESSC/06648 & V3		Qualification Name of existing/previous version: IT Coordinator In School												
4.	a. OEM Name b. Qualification Name (Wherever applicable)	NA														
5.	National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	QG-04-EH-04472-2025-V2-ESSCI	6. NCrF/NSQF Level: 4													
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other) (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate														
8.	Brief Description of the Qualification	The individual at work is responsible for operating and maintaining eLearning hardware as well as updating and operating e-learning application. The individual also assists teachers and students in operating the eLearning applications.														
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 or equivalent</td> <td>NA</td> </tr> <tr> <td>2</td> <td>10th grade or equivalent</td> <td>3 years relevant experience</td> </tr> <tr> <td>3</td> <td>Certificate-NSQF (Level-3 in relevant domain)</td> <td>3 years of relevant experience</td> </tr> </tbody> </table> # Relevant Experience in Consumer IT Hardware b. Age: NA			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	12th grade or equivalent	NA	2	10th grade or equivalent	3 years relevant experience	3	Certificate-NSQF (Level-3 in relevant domain)	3 years of relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)														
1	12th grade or equivalent	NA														
2	10th grade or equivalent	3 years relevant experience														
3	Certificate-NSQF (Level-3 in relevant domain)	3 years of relevant experience														
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	16	11. Common Cost Norm Category (I/II/III) (wherever applicable): I													
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA														

13.	Training Duration by Modes of Training Delivery (<i>Specify Total Duration as per selected training delivery modes and as per requirement of the qualification</i>)	☐ Offline ☐ Online ☒ Blended					
		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
		Classroom (offline)	00:00	180:00	150:00	00:00	480:00
		Online	150:00	00:00	00:00	00:00	
(Refer Blended Learning Annexure for details)							
14.	Aligned to NCO/ISCO Code/s (<i>if no code is available mention the same</i>)	NCO-2015/3512.0501					
15.	Progression path after attaining the qualification (<i>Please show Professional and Academic progression</i>)	IT Support Administrator					
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	No gender sensitization					
20.	Are Greening/ Environment Sustainability Aspects Covered (<i>Specify the NOS/Module which covers it</i>)	☒ Yes ☐ No Employability Skills (30 hours)					
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: Saleem Ahmed Email: ceo@essc-india.org Contact No.: 011 – 8447738501 Website: https://www.essc-india.org/					
23.	Final Approval Date by NSQC: 07.10.2025	24. Validity Duration: 3 Years				25. Next Review Date: 07.10.2028	

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 computing and display systems	ELE/N4701 & V3.0	Core	4	7	60	90	60	0	210	40	50	0	10	100	40
2	Manage LMS	ELE/N4702& V3.0	Core	4	8	60	90	90	0	240	40	50	0	10	100	40
3	Employability Skills (30 hours)	DGT/VSQ/N0101 & V1.0	Non-core	4	1	30	0	0	0	30	20	30	0	0	50	20
Duration (in Hours) / Total Marks					16	150	180	150	0	480	100	130	0	20	250	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)	Diploma/ ITI (Electronics / Electronics/ Mechanical) with 1 years industrial and 1 year training experience in the field E- Learning Management. Or Certified in relevant CITS Trade
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Diploma/ ITI (Electronics / Electronics/ Mechanical) with 2 years industrial and 1 year training experience in the field E- Learning Management. Or Certified in relevant CITS Trade
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	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/ ITI (Electronics / Electronics/ Mechanical) with 2 years industrial and 1 year training experience in the field E- Learning Management. Or Certified in relevant CITS Trade
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/ ITI (Electronics / Electronics/ Mechanical) with 3 years industrial and 2 year training experience in the field E- Learning Management. Or Certified in relevant CITS Trade
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/ ITI (Electronics / Electronics/ Mechanical) with 4 years industrial and 3 year training experience in the field E- Learning Management. Or Certified in relevant CITS Trade
4.	Assessment Mode (Specify the assessment mode)	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): Yes
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 25
5.	Estimated nos. of persons to be trained and employed: 4000
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: Yes If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors (Mandatory)	Attached
2.	Annexure: List of tools and equipment relevant for qualification (Mandatory, except in case of online course)	Attached
3.	Annexure: Detailed Assessment Criteria (Mandatory)	Attached
4.	Annexure: Assessment Strategy (Mandatory)	Attached
5.	Annexure: Blended Learning (Mandatory, in case selected Mode of delivery is "Blended Learning")	Filled
6.	Annexure: Multiple Entry-Exit Details (Mandatory, in case qualification has multiple Entry-Exit)	Filled
7.	Annexure: Acronym and Glossary (Optional)	Attached
8.	Supporting Document: Model Curriculum (Mandatory – Public view)	Attached
9.	Supporting Document: Career Progression (Mandatory - Public view)	Attached
10.	Supporting Document: Occupational Map (Mandatory)	Attached
11.	Supporting Document: Assessment SOP (Mandatory)	
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	Demands a wide range of specialized technical skill, clarity of knowledge and practice in broad range of activity	IT Support Coordinator is responsible for operating and maintaining e-learning equipment. The individual also assists teachers and students in operating e-learning hardware and	4

	involving standard and non-standard practices. • Prepare for installation of e-learning equipment • Use required tools and equipment • Operate e-learning equipment • Perform visual inspection and checks as required • Maintain e-learning hardware/software • Prepare e-learning content as per the requirement • Plan the work as per the job allocation • Prepare all necessary records and documentation	software along with preparation of e-learning content as per the requirement Hence Level 4	
Professional and Technical Skills/ Expertise/ Professional Knowledge	Factual and theoretical knowledge in broad contexts within a field of work or study. • Knowledge of various tools and equipment used in installation and troubleshooting of e-learning equipment • Know the types of equipment used in eLearning training and their installation process • Perform preventive maintenance to avoid any major faults • Know about different types of e-learning applications	IT Support Coordinator should know the basics of e-learning equipment along with different types of application. He/She should know about installation process, operating sequence and maintenance process. Hence Level 4	4
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	A range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study. • Identify the work requirement to schedule timely completion accordingly • Apply the knowledge to assist in installing e-learning equipment	IT Support Coordinator should be able to use basic tools and equipment in correct way to install e-learning equipment, operate and maintain it as per specifications. He works after getting work requirements from IT head. Hence Level 4	4

	• Operate e-learning hardware/software and train teachers as well as students in operating the same • Carry on preventive maintenance of equipment at regular time intervals to avoid faults • Complete the documentation of production process		
Broad Learning Outcomes/Core Skill	Needs proficiency in: • Communicating in clear, crisp and respectful language • Understanding workplace related documentation, guidelines, policies and procedures • Complying with organizational and professional code of ethics and standards of practice	IT Support Coordinator is accountable for own work and learning in the domain of e-learning. Hence Level 4	4
Responsibility	Responsibility of completing the work assigned and reporting the same as per standards. • Understand the job role and follow the organizational policy • Record and report about the work status • Follow safety regulations at work place • Work along with colleagues and supervisors	IT Support Coordinator is responsible to record and report the work done. The coordinator is also responsible to understand and follow the work standards and policies. Hence Level 4	4

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specifications	Quantity for specified Batch size
1	Smart board	Nos	1
2	Visualizer	Nos	5
3	Computer System (Desktop)	Nos	5
4	Laptop	Nos	1
5	Dot Matrix Printer	Nos	1
6	Ink Jet Printer	Nos	1
7	Scanner	Nos	1
8	Internet Connection	Nos	1
9	File Server	Nos	1
10	Projector	Nos	1
11	Speakers	Nos	4
12	Camera	Nos	1
13	UPS	Nos	5
14	Pen Drives	Nos	5
15	Compact Disks	Nos	10
16	Portable Hard Disk	Nos	1
17	Portable Disk Drive	Nos	1
18	Antivirus	Nos	5
19	Firewall	Nos	5
20	Hand gloves	Pair	5
21	Multimeter	Nos	5
22	Soldering Iron	Nos	5
23	screw driver	Nos	5
24	pliers	Nos	5
25	cutters	Nos	5
26	White board	Nos	1
27	e-learning platform/LMS	Nos	1

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Projector
3. Computer/Laptop
4. Chairs
5. Tables
6. Whiteboard marker

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	Access Edutech Pvt. Ltd.	Sanjay Kumar Mishra	Director	96, Vrindavan Nagar Ayodhya Bypass Road Bhopal	7000650224	sanjaymishra@accesse dutech.com	
2	Artificial Intelligence Technologies	Rohit Kumar Sharma	Manager Product Development	A-21, sector 4, Block A, Kailash Colony, Greater Kailash, New Delhi	9927564461	rohit.sharma@aitunive rsal.com	
3	Bergen Associates Pvt Ltd.	Soubam Sunil	Manager	305-306, Magnum House-I, Commercial Complex, Karampura, New Delhi – 110015	9311780832	s.soubam@bergengrou pindia.com	
4	Conduent- https://www.conduent.com	Prince Jain	Senior Business Analyst	7 to 9th Floor & 6 to 9th Floor, Building No.5 & 6, Plot No 20&21, Candor Tech Space, IT/ITES SEZ., Noida, Uttar Pradesh 201304	8439385780	prince.jain@conduent. com	
5	Ephicity Lifescience Analytics	Rahul Kumar Kaushik	Senior Software Engineer	2nd Main Rd, Sarvobhogam Nagar, Arekere, Bengaluru, Karnataka 560076	8859885973	Rahul.Kaushik@ephica cy.com	
6	IIE Educational Society	Barinder Singh	President		9829745313	ivyindiaprojects@gmail .com	
7	YADUVANSHI PRIVATE ITI	YADVENDRA	PRINCIPAL	TC229199 - Yaduvanshi pvt iti, hasampur the- neemkathana	8432882688	yaduvanshicollege2008 @gmail.com	

				dist-sikar rajasthan pin code no -332718			
8	Nagravision India Pvt. Ltd.	Avinash Yadav	Manager- System Administrator	RMZ Centennial, Tower C unit 301 and 302, Mahadevapura Post ITPL Road, Bangalore	9808326626	avinash.yadav@nagra.com	
9	Sri Rajaram Shikshan Sansthan	Rajendra Parsad	Principle		8808696968	rajendraitijnp@gmail.com	
10	Rastriya Khushali Sansthan	Ramkaran Sinsinwar	President	VOP Tajsar Fatehpur Rajasthan	6350658040	Rkstajsar1998@gmail.com	
11	Nexgen Exhibitions Pvt. Ltd.	Saurabh Purwar	Director	1201/1206 Pragati Tower, 26 Rajendra Place, New Delhi-110008, India	9457306691	fbvidgo@gmail.com	
12	Siemens Limited	Manoj Belgaonkar	Head – Regulations, Standards and QM	R&D Centre, Thane Belapur Road, Airoli, Navi Mumbai 400708	9820682825	manoj.belgaonkar@siemens.com	
13	Tata Consultancy Services	Sheepara Kaushik	Consultant – Product Development	Kensington B Wing, Hiranandani SEZ, Powai, Mumbai 400076	8433595090	sheepara.sharma@tcs.com	
14	Evergreen Education Trust	Faizanbazaz	Director	217, Pehari Colony Jammu 180005	7006341193	eetturst@gmail.com	
15	Rastriya Khushali Sansthan	Ramkaran Sinsinwar	President	VOP Tajsar Fatehpur Rajasthan	6350658040	Rkstajsar1998@gmail.com	
16	Shiv shakti teckniki evam samanaya shikshan sansthan	Jitendra Kumar Garg	President	B 32 Mahesh nagar jaipur rajasthan-302015	9782912782	jitendra.garg303@gmail.com	
17	Shri Solasar Balaji Shikshan	Nand Kishor Gurjar	SPOC	Rajasthan	9358734466	shribalajiitisujangarh@gmail.com	
18	Shree Hari Shikshan Santhan Aaspura	Mukesh Kumar	SPOC	Rajasthan 341508	7877239952	Harikct2024@gmail.com	
19	YADUVANSHI PRIVATE ITI	YADVENDRA	PRINCIPAL	TC229199 - Yaduvanshi pvt iti, hasampur the- neemkathana	8432882688	yaduvanshicollege2008@gmail.com	

				dist-sikar rajasthan pin code no -332718			
20	Sankalp Education and development society	Jafruddin Khan	SPOC		8104049522		
21	Shri Prasad Sharma Shikshan Sansthan Myana	Suresh		Gautam Budha Nagar UP	8433476571		
22	Ramyash Pvt ITI	Ramyash	Principel	Jamalpur	9454738298	Yashvantyadav964@gmail.com	
23	B M Upadhyay Shiksha Samiti	K K Upadhyay	SPOC	Agra	9149158684	Kk7500081234@gmail.com	
24	YADUVANSHI PRIVATE ITI	YADVENDRA	PRINCIPAL	TC229199 - Yaduvanshi pvt iti, hasampur the- neemkathana dist-sikar rajasthan pin code no -332718	8432882688	yaduvanshicollege2008@gmail.com	
25	Sri Venkateswara College of Engineering	Dr C Chandrasekhar	Head R &D & Professor in ECE	Karakmbadi Road,Tirupati 517507	9177217190	dr.chandrasekhar.c@sv colleges.edu.in	

Annexure: Training Details

Training and Employment Projections:

Year	Total Candidates	Women	People with Disability
	Estimated Training # Total	Estimated Training # Women	Estimated Training # PwD
2025-26	1500	NA	NA
2026-27	1500	NA	NA
2027-28	1000	NA	NA

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
3.0	2022-23	18	15	11	NA	NA	NA	NA	NA	NA	NA	NA	NA
3.0	2023-24	624	549	524	NA	NA	NA	NA	NA	NA	NA	NA	NA
3.0	2024-25	29475	22769	21438	NA	NA	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. PMKVY
- 2.

Content availability for previous versions of qualifications:

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

Languages in which Content is available:

1. Hindi
2. English

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	• Books/ e-books • Presentations • Reference Material • Audio / Video Modules	30:70
2	☒ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	• Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content	30:70
3	☒ Showing Practical Demonstrations to the learners	• Video Content • E-Resource library • AR/ VR/ XR	30:70
4	☒ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	• Training tools (tools list attached) • Video Play • Presentations	30:70
5	☒ Tutorials/ Assignments/ Drill/ Practice	• Online Question Bank • Mobile Quick test app • MCQ based tests	30:70
6	☒ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	• Assessment engine for Essays • Up-loadable file examinations • Mock test sessions	30:70
7	☒ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	• Online tests • Offline assessments	30:70

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 Marks	Practical Marks	Project Marks	Viva Marks
ELE/N4701: Manage computing and display systems	<i>Identify work requirement</i>	6	6	-	1
	PC1. understanding of key responsibilities, commonly used hardware and software tools, essential networking devices, and IT support platforms	2	0		0
	PC2. Determine the number of classrooms and associated hardware to be maintained, and identify the relevant personnel to coordinate with for technical assistance and support.	2	0		0
	PC3. analyse latest computing/display products and technology	1	3		1
	PC4. analyse the e-learning training delivery method using cloud-based asset management tools, remote monitoring software, and IoT-enabled devices to maintain computers, projectors, smart boards, and network systems.	1	3		0
	<i>Install and operate e-learning equipment</i>	13	17	-	5
	PC5. assist installation technician in installing hardware at the correct place in the classrooms for enabling efficient teaching	2	4		1
	PC6. maintain records of operation manuals, identification details of equipment such as serial numbers, warranty details, repair complaint procedure during installation	1	2		0
	PC7. demonstrate operation of different equipment used in training delivery such as interactive white board, computer desktop or laptop, printer, projector, Photocopy machine, video conferencing tools, speakers, video camera, UPS, cabinet	3	5		2
	PC8. assist teachers and students in operating hardware such as interactive white board during training session	2	3		1
	PC9. provide assistance to teachers in using e-content for teaching in the class	2	3		1
	PC10. resolve queries of students and teachers related to machine/equipment operation	3	0		0
	<i>Maintain e-learning hardware/software</i>	16	21	-	3
	PC11. maintain the equipment installed in classrooms to ensure there are no complaints related to equipment functioning	2	3		1
	PC12. run antivirus and other relevant protective applications as scheduled	1	1		0
	PC13. check for malfunction of software and hardware as scheduled or required	3	4		1
	PC14. update latest versions of related software and antivirus software installed	2	2		0

	PC15. check for authenticity of software installed so as to discourage use of pirated and unlicensed software/applications	2	2		0
	PC16. analyse the hardware related concerns raised by the school to troubleshoot them accordingly	2	3		1
	PC17. diagnose the problem, if any, in the system accurately	2	3		0
	PC18. perform necessary steps to resolve problems to ensure no disruptions in teaching	2	3		0
	<i>Coordinate with customer care centre/repair centre</i>	5	6	-	1
	PC19. perform steps to register complaint with customer care while explaining the symptoms clearly and note reference number as well as turnaround time for repairing	2	2		0
	PC20. inform spares centre if any replacement of module or equipment is required	0	2		0
	PC21. arrange for alternative systems to prevent disruption in training	2	0		0
	PC22. interact with remote technical helpdesk for support in diagnosing problems in hardware	1	2		1
	NOS Total	40	50	-	10
	<i>Analyse different aspects of e- learning application</i>	8	16		3
ELE/N4702: Manage LMS	PC1. collect detailed information pertaining to e-learning application used by the school	2	4		1
	PC2. analyse different training delivery methods available and the format of learning modules	2	4		1
	PC3. evaluate the design of application w.r.t the various modules of learning curriculum, subjects, contents, chapters etc.	2	4		1
	PC4. identify multimedia contents used in the training and their purpose	2	4		0
	<i>Prepare content as per requirement</i>	18	21		5
	PC5. coordinate with teachers to understand their requirement	2	0		0
	PC6. create an outline of content from the syllabus for daily training	2	4		1
	PC7. perform steps to extract content from different chapters relevant for training	2	4		1
	PC8. prepare the content for training such as in presentation mode using LMS platforms (like Google Classroom, Moodle), digital content libraries etc.	2	4		1
	PC9. develop content appropriate for the curriculum by referring to websites and pictures	2	3		1
	PC10. raise any concerns or queries to learning centre or content centre to get clarification on the content or usage of content	0	3		0
	PC11. resolve queries raised on the content and presentation on the application	2	0		0
	PC12. provide information to the teacher on the relevance of content prepared	2	0		0

	PC13. provide valid inputs to content development for content and design modification based on teachers' feedback as well as suggestions of principal and students	2	0		0
	PC14. implement any additional content whenever developed	2	3		1
	<i>Resolve content/application/hardware related queries</i>	12	10		2
	PC15. coordinate the content development team to resolve the queries raised by teachers so as to avoid disruption of classroom	2	0		0
	PC16. assist teacher in use of computers such as switching to different screens as required, usage of links, icons and understanding the operation of hardware equipment	2	3		1
	PC17. assist teachers in familiarization with content design for daily classroom training	2	3		1
	PC18. resolve any queries from teachers on usage of application and hardware	2	0		0
	PC19. identify updates in the application and include them	2	0		0
	PC20. perform necessary steps to achieve smooth functioning of the e-learning (LMS) training delivery mechanism	2	4		0
	<i>Practice Safety and Ethics</i>	2	3		
	PC21. Follow safety protocols while using computers, networking devices, and electrical equipment in the school environment.	1			
	PC22. Identify and report system issues, cyber threats, or unsafe conditions to the concerned authority.	1			
	PC23. Maintain data privacy, avoid misuse of digital resources, and promote responsible internet usage.		1		
	PC24. Demonstrate punctuality, integrity, and respectful communication with students, teachers, and staff.		2		
	NOS Total	40	50	-	10
DGT/VSQ/N0101 - Employability Skills (30 hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
	PC3. explain 21st Century Skills such as Self Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
	<i>Basic English Skills</i>	2	3	-	-
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	<i>Communication Skills</i>	1	1	-	-

PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team				
Diversity & Inclusion	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
Financial & Legal Literacy	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
Essential Digital Skills	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
Entrepreneurship	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
Customer Service	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & jobs	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-
Grand Total	100	130	-	20

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 SDMS/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:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- 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.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME verified by the other subject Matter Experts
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified & trainer must be ToT Certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

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
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
 - Random audit of the batch
 - Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage
 - Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

On the Job: Each module (which covers the job profile of **IT Support Coordinator**) will be assessed separately.

1. The candidate must score 50% in each module to successfully complete the OJT.
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 of Trainees during OJT
 - Answer Sheets of Question Banks
 - Assessing the Log Book entries of Trainees at Employer location
 - Employer Performance Feedback.
3. Assessment of each Module will ensure that the candidate is able to:
 - Understand the basic principles of AC, DC and electronic circuits.
 - Work effectively at the workplace
 - Basic health and safety practice.

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