



QUALIFICATION FILE

Domestic Biometric Data Operator

☒ 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: 3.0

Submitted By:

IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)

Plot No. – 7, 8, 9 & 10

Sector – 126, Noida, Uttar Pradesh - 201303

Table of Contents

Section 1: Basic Details	3
Section 2: Module Summary	5
NOS/s of Qualifications.....	5
Mandatory NOS/s:	5
Assessment - Minimum Qualifying Percentage.....	5
Section 3: Training Related.....	5
Section 4: Assessment Related.....	6
Section 5: Evidence of the need for the Qualification.....	7
Section 6: Annexure & Supporting Documents Check List.....	7
Annexure 1: Evidence of Level.....	7
Annexure 2: Tools and Equipment (Lab Set-Up)	10
Annexure 3: Industry Validations Summary	11
Annexure 4: Training & Employment Details	13
Annexure 5: Blended Learning	14
Annexure 6: Detailed Assessment Criteria	14
Annexure 7: Assessment Strategy	17
Annexure 8: Acronym and Glossary	20

Section 1: Basic Details

1.	Qualification Name	Domestic Biometric Data Operator										
2.	Sector/s	IT/ITeS										
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: 2021/ITES/ITSSC/04835, v3.0	Qualification Name of existing/previous version: Domestic Biometric Data Operator									
4.	a. OEM Name b. Qualification Name (Wherever applicable)	NA Domestic Biometric Data Operator										
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG-03-IT-03655-2025-V2-NASSCOM & v4.0	6. NCrf/NSQF Level: 3									
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	A Domestic Biometric Data Operator is responsible for capturing, authenticating and processing biometric data of target users. Depending on the size and structure of the organization, the tasks may include installing and configuring the computer hardware and software; monitoring and maintaining computer systems and networks, troubleshooting biometrics systems, relevant computer hardware/software issues, and network problems.										
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>10th Grade Pass</td> <td></td> </tr> <tr> <td>2.</td> <td>8th Grade Pass</td> <td>1.5-year relevant experience*</td> </tr> </tbody> </table> *Relevant Experience: Computer Service Domain The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications.		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	10th Grade Pass		2.	8th Grade Pass	1.5-year relevant experience*
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)										
1.	10th Grade Pass											
2.	8th Grade Pass	1.5-year relevant experience*										
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	12	11. Common Cost Norm Category (I/II/III) (wherever applicable): II									
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 <table border="1" data-bbox="954 233 2051 408"> <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>120</td> <td>180</td> <td>60</td> <td></td> <td>360</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	120	180	60		360	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																
Classroom (offline)	120	180	60		360																
Online																					
14.	Aligned to NCO/ISCO Code/s (<i>if no code is available mention the same</i>)	NCO-2015/3511.0101																			
15.	Progression path after attaining the qualification (<i>Please show Professional and Academic progression</i>)	This entry should refer to one or more of the following: Professional progression: access to related qualification(s) at the next NSQF level: Associate Customer Care (Voice & Non-Voice)																			
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: <i>Hearing or Speech impairment, Locomotor Disability</i>																			
19.	How Participation of Women will be Encouraged	To encourage women to participate in Customer Relationship Management (CRM) job roles, it is important to provide education, mentorship, and networking opportunities, as well as training and development programs. Flexible work arrangements and promoting successful women in CRM job roles can also inspire and encourage women to pursue careers in this field. Creating a culture of inclusion and diversity can help women feel welcome and valued in CRM job roles, through policies and practices that support work-life balance, equal pay and promotion opportunities, and a safe and respectful workplace.																			
20.	Are Greening/ Environment Sustainability Aspects Covered (<i>Specify the NOS/Module which covers it</i>)	☒ Yes ☐ No (Covered in DGT/VSQ/N0102)																			
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: Namrata Kapur Email: standards@nasscom.in Website: https://nasscom.in Contact No.: 0120-4990111																			
23.	Final Approval Date by NSQC: 18-02-2025	24. Validity Duration: 3 Years	25. Next Review Date: 18-02-2028																		

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 Training Man.-Mandatory 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.	Undertake Bio-Metric data entry and processing	SSC/N3023, 3.0	Core	3.0	8	60	120	60	-	240	30	50	-	20	100	45
2.	Data Security and Privacy Management for Data Handling Roles	SSC/N2208, 1.0	Core	3.0	3	30	60	-	-	90	30	50	-	20	100	45
3.	Employability Skills (30 Hours)	DGT/VSQ/N 0101, v1.0	Non-Core	2.0	1	30	-	-	-	30	20	30	-	-	50	10
Duration (in Hours) / Total Marks					12	120	180	60		360	80	130	-	40	250	100

Assessment - Minimum Qualifying Percentage

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

Minimum Pass Percentage – Aggregate at qualification level: 50 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level 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)	Educational Qualification: Graduate in any discipline Industry & Training Experience: 2 years of industry experience in customer support roles
----	---	---

		Certification: "Trainer" mapped to the Qualification Pack "MEP/Q2602 Minimum accepted score is 80% aggregate.
2.	Master Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate in any discipline Industry & Training Experience: 4 years of industry experience in customer support roles Certification: "Master Trainer" mapped to the Qualification Pack "MEP/Q2602" Minimum accepted score is 90% aggregate.
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	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate in any discipline, Industry & Training Experience: 2 years of industry experience in customer support roles Certification: "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.
2.	Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate in any discipline, Industry & Training Experience: 2 years of industry experience in customer support roles Certification: "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate in any discipline Industry & Training Experience: 4 years of industry experience in customer support roles Certification: "Lead Assessor" mapped to the Qualification Pack "MEP/Q2702" Minimum accepted score is 90% aggregate.
4.	Assessment Mode <i>(Specify the assessment mode)</i>	The assessment will consist of a blend of hands-on practical evaluations, viva-voce, and online proctored scenario-based multiple-choice questions ensuring a thorough evaluation of the individual's proficiency in learning outcomes, practical understanding, and real-world application of concepts.
5.	Tools and Equipment Required for Assessment	☒ Same as for training ☐ Yes ☐ 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): NA
3.	Government /Industry initiatives/ requirement (Yes/No): NA
4.	Number of Industry validation provided: 30
5.	Estimated nos. of persons to be trained and employed: 1000
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: <i>In Process</i> 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>	<i>Annexure 1</i>
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Annexure 2</i>
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Annexure 6</i>
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	<i>Annexure 7</i>
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is “Blended Learning”)</i>	NA
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	NA
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	<i>Annexure 8</i>
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	<i>Attached</i>
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	<i>Attached</i>
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	<i>Attached</i>
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	<i>Attached</i>
12.	Any other document you wish to submit:	NO

Annexure 1: 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	Maintain Data Accuracy and Quality • Use cleaning and pre-processing techniques to ensure high-quality biometric data. • Perform regular checks to verify data suitability. • Document and update records to maintain data integrity and facilitate audits. Implement Security Measures • Follow strict security protocols to protect stored biometric data from unauthorized access. • Use encryption methods, such as homomorphic encryption. Support Continuous Improvement in Biometric Processing • Analyze system feedback to optimize biometric data collection and authentication processes. • Stay informed about industry best practices in data privacy, accuracy, and security. Maintain Compliance with Data Privacy and Security Regulations • Adhere to laws and organizational policies concerning biometric data handling and privacy. • Verify user information securely and maintain confidentiality. • Document and classify data according.	As detailed, the entire process followed by a Domestic Biometric Data Operator is centered around the precise capture, verification, and entry of biometric data for identity verification and record-keeping. This role entails managing sensitive biometric inputs such as fingerprints, iris scans, and facial recognition in a controlled, non-voice environment. Since the work is routine and repetitive, performed multiple times throughout the day, the tasks become predictable, and a structured approach can be maintained. The Domestic Biometric Data Operator is required to follow established protocols, standards, and method statements designed for secure and accurate data handling.	3.0
Professional and Technical Skills/ Expertise/ Professional Knowledge	• Knowledge of biometric systems, including fingerprint, iris, and facial recognition technologies, and their unique characteristics. • Know the appropriate protocols and procedures for securely capturing and processing biometric data in compliance with data privacy laws and regulations. • Understand the function and operation of biometric devices, such as fingerprint scanners, iris scanners, and facial recognition cameras. • Understanding data quality control practices to ensure the reliability and accuracy of collected biometric data.	A Domestic Biometric Data Operator needs specific knowledge in biometric data types (fingerprint, iris, facial), use of biometric systems, compliance standards, and data security protocols. They should be able to troubleshoot basic biometric issues. Knowledge in managing data entry accuracy, handling equipment, and safeguarding sensitive data aligns this role with Level 3 requirements.	3.0

	• Know how to configure and integrate biometric systems with databases or data storage platforms, ensuring that biometric data is accessible. • Knowledge of encryption methods and secure storage practices, such as role-based access and data encryption. • Understand the importance of user consent and data privacy protocols, including how to inform users of the purpose of data collection and obtain consent appropriately. • Know how to ensure compliance with data security and privacy regulations. • Know how to secure data collection, storage, and transmission. • Know how to implement access controls and authentication mechanisms.		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	• Assist in troubleshooting and resolving technical issues with biometric data collection. • Select appropriate biometric data storage and handling practices to ensure data integrity and comply with privacy standards. • Identify common errors in biometric data capture, such as low-quality fingerprints or incomplete scans, and take corrective action promptly. • Verify user identities by accurately matching biometric data with stored templates, ensuring the reliability of identification processes. • Follow organizational policies on data security and confidentiality to protect sensitive biometric information effectively. • Contribute to team objectives by sharing knowledge of biometric data processes and assisting colleagues in understanding best practices. • Apply critical thinking to analyze biometric data quality issues and implement solutions. • Adapt to evolving biometric technologies and updates in protocols by staying informed and incorporating new procedures into daily tasks. • Ensure high standards of customer service when interacting with users during biometric data collection, maintaining professionalism and sensitivity to privacy.	The skill set required includes the ability to accurately identifying and resolving data discrepancies, using software for data authentication, managing privacy and data security, securing sensitive data, verifying identities, troubleshooting equipment issues, documenting data processes, and staying updated on privacy protocols.	3.0

	Report any unusual data patterns or potential breaches in biometric security protocols to the supervisor.		
Broad Learning Outcomes/Core Skill	- Carry out authentication of biometric data using approved methods - Carry out data security and privacy management. - Carry out troubleshooting and error-resolution for data discrepancies - Carry out secure handling and safeguarding of sensitive biometric information	A Domestic Biometric Data Operator should manage entry and authentication with precision and security. Operators use tools for data security and privacy management, follow data privacy protocols, and maintain detailed records. These Level 3 skills involve routine tasks within established guidelines.	3.0
Responsibility	Responsibility of own work - Check the authentication process - Maintain appropriate records - Ensure compliance with data security and privacy regulations - Secure data collection, storage, and transmission - Implement access controls and authentication mechanisms - Identify and mitigate data security risks - Ensure data integrity and availability - Ensure secure data disposal and archiving - Collaborate with relevant stakeholders to maintain security standards	A Domestic Biometric Data Operator is responsible for capturing, authenticating and processing biometric data of target users. Depending on the size and structure of the organization, the tasks may include installing and configuring the computer hardware and software; monitoring and maintaining computer systems and networks, troubleshooting biometrics systems, relevant computer hardware/software issues, and network problems.	3.0

Annexure 2: 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.	Fingerprint Scanners	Nos	
2.	Facial Recognition Cameras	Nos	
3.	Access Management Systems for Data Security (e.g. OpenLDAP, FreeIPA, Keycloak, etc.)	Nos	
4.	Risk Assessment Tools (e.g. OpenVAS, Nikto, etc.)	Nos	
5	Intrusion Detection and Prevention Systems (IDPS) (e.g. Snort)	Nos	

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
7. Duster

Annexure 3: 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.	EY (Ernst and Young)	Dilip Kumar Ramathota	Manager	Gurugram	80994640	dilip.kumar.ramathota@gds.ey.com	
2.	FIS Global Business Solutions India Pvt. Ltd.	Mangal Deep Patel	Sr. Software Developer	Gurugram	9718146851	mangal.deeppatel@fisglobal.com	
3.	Conduent	Prince Jain	Sr. Business Analyst	Noida	8439385780	prince.jain@conduent.com	
4.	Ephicacy Lifescience Analytics	Rahul Kumar Kaushaik	Product Manager	Bangalore	8859885973	rahul.kaushik@ephicacy.com	
5.	GlobalLogic	Rashid Muhammad	Associate Manager	Noida	8881474420	rashid.muhammad@globallogic.com	
6.	Sopra Steria India	Rikan Singh Tomar	Team Leader	Bangalore	9899507957	rikan.singh@soprasteria.com	
7.	Deloitte	Utkarsh Shukla	Manager	Hyderabad	7838043191	utkarshshukla@deloitte.com	
8.	HCL Technologies	Rishabh Sharma	Manager	Noida	9557346709	Rishabh.sharma@hcl.com	
9.	Artificial Intelligence Technologies	Rohit Kumar Sharma	Manager-Development	New Delhi	9927564461	rohit.sharma@aituniversal.com	
10.	Reckitt Benckiser	Sachin Sharma	Demand Manager	Gurgaon	9758573077	sachin.sharma@rb.com	
11.	PwC	Yatharth Bhatnagar	Software Engineer	Pune	7276325777	yatharth23@gmail.com	
12.	Siemens Digital Industries Software	Snehal Pandey	Software Engineer	Pune	7387151993	snehalpande93@gmail.com	
13.	Dell Technologies	Ariba Syed	Software Engineer	Surat		ariba.syed2017@gmail.com	
14.	TCS	Ankit Garg	Assistant Consultant	Gurgaon	9808254808	ankit.garg8@tcs.com	

15.	Tick Software Ltd.	Ankit Sharma	Manager (Implementation)	Delhi	9457306691	sales@ticksoftwares.com	
16.	Nagarro	Firoz Zaidi	Senior Developer	Noida	8218191014	firoz@nagarro.com	
17.	Publicis Sapient	Sekhar Poswal	Senior QA L1	Gurgaon	8368379106	shekhar.poswal@publicissapient.com	
18.	HCL Technologies	Tushar Sharma	Project Manager	Noida		tushar-sharma@hcl.com	
19.	TCS	Sheepra Kaushik	Associate Consultant	Mumbai	8433595090	sheepra.sharma@tcs.com	
20.	Protiviti Global Business Consulting	Sakshi Samtani	Senior Manager	Mumbai	8080536463	sakshi3192@gmail.com	
21.	Michelin India Private Ltd.	Himanshu Sharma	Business Analyst/Product Owner	Kharadi, Pune		sharmaaz.himanshu@gmail.com	
22.	Capgemini	Shruti Gupta	Manager	Chennai, Tamil Nadu, India	9004343572	shrutivijendra@gmail.com	
23.	Deloitte Support Services Private Limited	Shreya Sharma	Senior Analyst (PMO)	Hyderabad Deloitte Towers, MindSPACE Road, P Janardhan Reddy Nagar, Gachibowli, Hyderabad, Telangana 500032	8999530108	shreyasharma5@deloitte.com	
24.	HCL Tech	Sheeloo Sachan	Technical Specialist	Plot No 3A, Sector 126, Noida, Uttar Pradesh 201301	9717036547	sachan.sheeloo@gmail.com	
25.	T-Systems ICT India Pvt Ltd	Monica Sharma	Sr. Consultant	Panchshil business park, Balewadi High St, Laxman Nagar, Baner, Pune, Maharashtra 411045	7389777739	monica.sharma@t-systems.com	
26.	Nasdaq Inc	Alfiya Khan	Software Engineer	Unit 201 and 203, Akurati Center Point, MIDC Road, Andheri (East) Mumbai: 400-093, India.	8109690056	alfiya.Khan@Nasdaq.com	
27.	Infosys Ltd	Shraddha Sethiya	Technology Analyst	No. 44 & 97/A, Infosys Avenue, Next SBI Bank, Hosur Road, Electronic City- Bengaluru 560100, Karnataka, India	99267854201	shraddha.sethiya@infosys.com	
28.	Globant	Rishi Kumar	Analytics	Wing A & B, Level 5, Tower IV,	9717036547	rishi.kumar@globant.com	

				Cybercity, Magarpatta City, Hadapsar, Pune - 411 013. Pune			
29.	Temenos India Pvt Ltd	Yash Kumawat	Senior product engineer	Bengaluru	8319749784	yash120997@gmail.com	
30.	PWC	Ruchita Panchal	Senior Consultant	Gurgaon	7354047944	ruchita.panchal@pwc@gmail.com	

Annexure 4: 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
2024	200	75	10	5	5	5
2025	300	100	15	10	10	10
2026	500	200	25	10	10	10

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
v2.0	2024												
v2.0	2023												
v2.0	2022												

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: Hindi

Annexure 5: 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	
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	- Training tools (tools list attached) - Video Play - Presentations	
5	☒ Tutorials/ Assignments/ Drill/ Practice		
6	☒ Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	☒ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

Annexure 6: Detailed Assessment Criteria

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

Proctor online assessment and case study base questions are included.

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
SSC/N3023: Undertake Bio-Metric data entry and processing	Check the authentication process	14	24	-	9
	PC1. capture the biometric data of target users through data collection and processing, including face recognition and iris scanning, while adhering to established guidelines.	2	4	-	1.5
	PC2. establish the user's identity, based on the matching process	2	4	-	1.5
	PC3. ensuring validation of biometric data by verifying accuracy and completeness during data collection and processing	1	2		1

	PC4. grant access to the users based on the match of the captured biometric data with that stored in the system	2	3	-	1
	PC5. ensure the users are aware of the guidelines applicable to the access and use of the relevant facility or system	2	3	-	1
	PC6. identify and handle exceptions to ensure smooth system operation	2.5	4	-	1.5
	PC7. coordinate with the biometric equipment manufacturer to resolve complex issues with the biometrics system	2.5	4	-	1.5
	<i>Maintain appropriate records</i>	16	26	-	11
	PC8. log the biometric data transactions for auditing purposes	2	3	-	1.5
	PC9. collect and enter data from handwritten applications of individuals in the appropriate computer program	2	3	-	1
	PC10. review and verify the captured biometric data	2	3	-	2
	PC11. compare the transcribed data with the source document and correct any errors, with the supervisor's help as required	2	4	-	1
	PC12. managing errors in biometric face recognition or iris scanning by adhering to SOP guidelines and maintaining compliance with security protocols	2	3	-	1
	PC13. ensure all biometric documentation is complete and ensure data privacy and security	2	4	-	1.5
	PC14. maintain data back-ups to prevent the accidental loss of data	2	3	-	1.5
	PC15. ensure compliance with the relevant privacy and security laws and regulations governing biometric data collection and storage	2	3	-	1.5
	Total Marks	30	50	-	20
SSC/N2208: Data Security and Privacy Management for Data Handling Roles	<i>Ensure Compliance with Data Security and Privacy Regulations</i>	5	8	-	3
	PC1. follow applicable data privacy laws and organizational data security policies	1	2	-	1
	PC2. verify compliance through audits, assessments, and regular reviews	2	3	-	1
	PC3. report any breaches or non-compliance to relevant authorities in a timely manner	2	3	-	1
	<i>Secure data collection, storage, and transmission</i>	5	7	-	3
	PC4. ensure the collection, storage, and transmission of sensitive data is encrypted and securely handled	2	3	-	1
	PC5. apply access controls to data storage and ensure only authorized personnel have access	2	2	-	1
	PC6. verify secure transmission protocols to prevent unauthorized access during data transfer	1	2	-	1
	<i>Implement access controls and authentication mechanisms</i>	4	7	-	3
	PC7. set up role-based access control (RBAC) and enforce multi-factor authentication (MFA) for system access	2	3	-	1

	PC8. regularly monitor and review access logs for suspicious activities and potential security threats	1	2	-	1
	PC9. ensure regular updates, patches, and maintenance of systems to address vulnerabilities	1	2	-	1
	<i>Identify and mitigate data security risks</i>	4	7	-	3
	PC10. assess potential risks related to data security, including malware, insider threats, and external attacks	2	3	-	1
	PC11. implement proactive measures and technologies to mitigate identified security risks	1	2	-	1
	PC12. maintain a risk management log to track and address security incidents and vulnerabilities	1	2	-	1
	<i>Ensure data integrity and availability</i>	4	7	-	3
	PC13. implement data backup, disaster recovery, and availability strategies to ensure business continuity	1	2	-	1
	PC14. protect data from unauthorized alteration or corruption by using encryption and validation mechanisms	1	2	-	1
	PC15. regularly test data integrity and availability to verify the reliability and accuracy of stored information	2	3	-	1
	<i>Ensure secure data disposal and archiving</i>	4	7	-	3
	PC16. securely dispose of or anonymize data that is no longer needed or legally required	1	2	-	1
	PC17. implement data retention policies and ensure data is archived securely for future retrieval and compliance purposes	2	3	-	1
	PC18. apply secure deletion methods to remove sensitive data from storage and systems when no longer required	1	2	-	1
	<i>Collaborate with relevant stakeholders to maintain security standards</i>	4	7	-	2
	PC19. work with IT security, legal, and compliance teams to implement and maintain security measures	2	3	-	1
	PC20. provide necessary documentation, training, and updates to stakeholders regarding data privacy and security	1	2	-	0.5
	PC21. communicate security policies and procedures effectively to all relevant personnel within the organization	1	2	-	0.5
	Total Marks	30	50	-	20
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	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	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	-	-	-	-
<i>Essential Digital Skills</i>	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	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
Total Marks	20	30	-	-
Grand Total	80	130	-	40

Annexure 7: 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.

Training Providers (TP) or Training Centers (TC), including any other authorized partner of Ministry/ Department create batches / push batches on the SIDH portal. Assessment requests are submitted through the SIDH portal or via email or other media as authorized from time to time. For NON-SIDH schemes, assessment requests are received electronically or through respective State Skill Mission portals. TP/TC initiates the assessment request through the InSDMS portal and processes the payment (where applicable).

Batch Alignment & Confirmation:

Upon payment confirmation, batches are assigned to the Assessment Agency based on factors like:

- Assessment readiness
- Availability of certified assessors for the specific job role
- Assessment capping to an assessment agency as prescribed from time to time for an AB An email communication / prescribed mode communication is sent to TP/TC for confirmation of the assessment date, with IT-ITeS SSC in the loop. Once confirmation is received, the Assessment Agency designates a TOA-certified assessor to conduct or facilitate the assessment.
- Batches are only formed when the Qualification is active.

Candidate Verification & Assessment Execution:

Candidate details are verified and documented at the beginning of the assessment by a certified assessor. A Quality Assurance (QA) mechanism is enforced, requiring an undertaking from the TC. Regular feedback is collected from TP/TC to ensure continuous improvement.

Evidence Collection & Validation:

Proctors or assessors capture date/time-stamped and geo-tagged photographs of the assessment location during the process. Attendance is also ensured offline. A PC-wise result analysis is conducted to refine assessment standards.

Monitoring & Compliance:

Batch monitoring follows established protocols, ensuring adherence to assessment guidelines. Sample based surprise visits are conducted at TC locations during both training and assessments to verify compliance. This structured approach ensures transparency, quality control, and validation throughout the assessment process.

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.

Assessment Quality Assurance levels/Framework:

IT-ITeS SSC nasscom is responsible for the development and periodic review of the question bank developed for a specific job role. We publish an openly accessible sample /model question paper on our website for all stakeholders. The quality of the Question Bank created by the assessment designer is validated by a Subject matter experts on the following parameters:

- Appropriateness of the Question Bank in terms of facts, data and information.
- Checks for grammar, spellings, scripting and formatting.
- The information provided should be specific enough to remove any ambiguity in answers/solutions to the question.
- Relevance – Assessing the topic well w.r.t. the job role.
- Check if the difficulty level of each question is as per the matrix.
- Check if the images used in the question are clear and relevant.
- All variables, symbols and abbreviations used must be declared.
- The correct answer option should be unique, and the options should not be overlapping

Annexure 8: 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
NASSCOM	National Association of Software and Service Companies
IT-ITeS	Information Technology and Information Technology Enabled Services
CRM	Customer Relationship Management
NLP	Natural Language Processing

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