



QUALIFICATION FILE

IT Technical Writer

☒ 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: 4.0

Submitted By:

IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)

Plot No. – 7, 8, 9 & 10

Sector – 126, Noida, Uttar Pradesh - 201303

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Section 1: Basic Details

1.	Qualification Name	IT Technical Writer													
2.	Sector/s	IT/ITeS													
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: 2022/ITES/ITSSC/05253, v3.0	Qualification Name of existing/previous version: Technical Writer												
4.	a. OEM Name b. Qualification Name (Wherever applicable)	NA IT Technical Writer													
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG-04-IT-03653-2025-V2-NASSCOM & v4.0	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	An IT Technical Writer for IT services and application development is responsible for creating technical documentation, such as job aids, help documents, user guides, reference manuals, training materials, online help content, etc. These documents facilitate the transfer of knowledge between application development teams and user teams. They collaborate with cross-functional teams to gather information, utilize documentation tools, and ensure consistency with industry standards. Additionally, they format and publish content across multiple platforms, maintaining and updating documents to reflect changes in products or 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 or equivalent*</td> <td></td> </tr> <tr> <td>2.</td> <td>10th Grade Pass</td> <td>3 years of relevant experience**</td> </tr> <tr> <td>3.</td> <td>Previous Relevant qualification of NSQF level 3</td> <td>3 years of relevant experience**</td> </tr> </tbody> </table> *With Computer Knowledge **Relevant Experience: IT Services/ Software Development The relevant experience would include work, internship and apprenticeship after completion of relevant educational qualification. Age:		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	12th Grade or equivalent*		2.	10th Grade Pass	3 years of relevant experience**	3.	Previous Relevant qualification of NSQF level 3	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*														
2.	10th Grade Pass	3 years of relevant experience**													
3.	Previous Relevant qualification of NSQF level 3	3 years of relevant experience**													

10.	Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i>	12	11. Common Cost Norm Category (I/II/III) <i>(wherever applicable): II</i>																					
12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	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"> <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-2015/2641.0902																						
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: Senior IT Technical Writer, Senior Web Developer, Senior Technical Document Writer, Senior UI Developer																						
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>Visual, Hearing or Speech impairment, Locomotor Disability</i>																						
19.	How Participation of Women will be Encouraged	To encourage women to participate in IT Services/Software Development 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 IT Services/Software Development 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 IT Services/Software Development 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/N0101)																						
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☐ Yes ☒ No Colleges ☒ Yes ☐ No																						

22.	Name and Contact Details of Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: 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.	Create and Manage Documentation for Knowledge Transfer	SSC/N0703, v5.0	Core	4.0	11	90	180	60	-	330	30	50	-	20	100	90
2.	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	50	80	-	20	150	100

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.)

Section 3: Training Related

1.	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: 2 years of industry experience in IT Services Certification: "Trainer" mapped to the Qualification Pack "MEP/Q2601" 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 IT Services 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 IT Services 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 IT Services 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 IT Services 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 (Mandatory)	Attached
11.	Supporting Document: Assessment SOP (Mandatory)	Attached
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	Create and Manage Technical Documentation - Understand IT systems, software, and hardware to produce accurate documentation. - Gather user requirements from stakeholders and subject matter experts. - Follow documentation standards for clarity, consistency, and accuracy. - Structure technical content for both technical and non-technical audiences. - Create various documentation types, including guides, job aids, and manuals. - Ensure compliance with industry standards, legal, and organizational policies. Use Gen AI Tools for Documentation Improvement - Use AI tools to automate tasks like content categorization, drafting, and writing enhancement. - Analyze user feedback with AI tools to improve clarity and relevance. - Implement AI technologies, such as chatbots, to support documentation creation. - Ensure AI tools comply with cybersecurity and data privacy policies. Collaborate with Cross-Functional Teams - Work with development, engineering, and product teams to document technical processes. - Coordinate with quality assurance to align documentation with product features. - Collaborate with other IT Technical Writers to ensure consistency and best practices.	An IT Technical Writer for IT services and application development creates technical documentation to facilitate knowledge transfer between development teams and end-users. This includes job aids, user guides, training materials, and online help documents, managed remotely or through direct stakeholder engagement. The role involves understanding requirements, structuring content, adhering to standards, and using advanced tools and GEN AI technologies to ensure clarity, accuracy, and consistency. Collaboration with cross-functional teams and maintaining version control are key to delivering up-to-date, user-friendly documentation.	4.0

Professional and Technical Skills/ Expertise/ Professional Knowledge	• Understand the organization's hardware, software, and technical infrastructure. • Know how to use documentation tools and content management systems for creating, managing, and publishing documents. • Knowledge of technical writing best practices, including clarity, conciseness, and accessibility. • Understanding of how to use Generative AI tools to automate content creation, improve documentation, and enhance user support. • Knowledge of technical concepts, such as software development processes, IT systems, and network architectures. • Understand the role of version control in documentation management and ensure accurate and up-to-date materials. • Familiarity with data privacy laws and security standards related to technical documentation and content management.	The IT Technical Writer role requires a strong grasp of documentation processes, including creating structured, user-friendly content tailored to diverse audiences. Expertise in using tools like MS Word, Markdown, Confluence, and content management systems is essential. Professionals must be proficient in editing and proofreading to maintain grammatical accuracy, logical flow, and adherence to style guides. Knowledge of accessibility standards, such as WCAG, ensures inclusivity for all users. The ability to integrate GEN AI technologies, such as for content generation, summarization, and translation, enhances efficiency. Collaboration with development teams, directly or remotely, and continuous updates to reflect changes in products or services are critical for maintaining relevant documentation	4.0
Employment Readiness & Entrepreneurship Skills & Mind - set/Professional Skill	• Create clear, concise, and accurate technical documentation tailored to the needs of various users. • Communicate complex technical information in an easy-to-understand format. • Adapt writing styles based on audience needs, whether for developers, end-users, or non-technical stakeholders. • Collaborate with cross-functional teams to gather the necessary information for comprehensive documentation. • Ensure that all documentation is updated regularly to reflect the latest product and system changes. • Maintain professionalism and attention to detail when reviewing and editing documentation. • Identify and implement improvements in documentation processes to enhance efficiency and quality.	The IT Technical Writer role demands meticulous attention to detail, analytical thinking, and adaptability to rapidly changing information. The professional must excel at gathering and synthesizing complex data, remotely or through direct interactions, to produce concise and accurate documentation. Effective communication and collaboration with technical teams, end-users, and stakeholders are essential. Mastery of documentation tools and GEN AI applications for automation and scalability is key to increasing productivity. A proactive approach to feedback incorporation, continuous learning, and adherence to quality standards ensures documentation that meets organizational needs and enhances user experience.	4.0
Broad Learning Outcomes/Core Skill	• Develop a strong understanding of technical concepts and how to document them effectively. • Gain proficiency in using documentation tools, content management systems, and version control software. • Learn to create and manage documentation for a wide range of technical products and services. • Understand how to leverage Gen AI tools to automate documentation tasks, improve writing quality, and enhance user experience.	This role enables professionals to develop a deep understanding of technical writing principles, tools, and methodologies. They gain expertise in creating structured, accessible, and visually appealing documents for various formats and platforms. Familiarity with GEN AI technologies equips them to optimize documentation workflows and expand the scope of content delivery across languages and formats.	4.0

Responsibility	The individual in this job role will be responsible for the below-mentioned activities: • Understand Documentation Requirements • Create Technical Documentation • Structure and Format Documentation • Collaborate with Development and User Teams • Use Documentation Tools and Technologies • Edit and Proofread Content • Publish Technical Documentation • Maintain and Update Documentation • Use GEN AI in Documentation Creation and Management	An IT Technical Writer for IT services and application development is responsible for creating technical documentation, such as job aids, help documents, user guides, reference manuals, training materials, online help content, etc. These documents facilitate the transfer of knowledge between application development teams and user teams. They collaborate with cross-functional teams to gather information, utilize documentation tools, and ensure consistency with industry standards. Additionally, they format and publish content across multiple platforms, maintaining and updating documents to reflect changes in products or services.	4.0
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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.	MS Office/OpenOffice	Nos	
2.	Markdown Editors/ DocBook	Nos	
3.	Grammar Checker Tools (e.g. LanguageTool, WriteFreely, etc.)	Nos	
4.	SEO & Content Optimization Tools (e.g. SEO Panel, Matomo, etc.)	Nos	
5.	Web Publishing Platforms (e.g. Joomla, Drupal, etc.)	Nos	
6.	Generative AI tools (e.g. GPT-J, Rasa, etc.)	Nos	

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Projector
3. Computer/Laptop with Internet
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.	Dell Technologies	Ariba Syed	Software Engineer	Surat		ariba.syed2017@gmail.com	
2.	PwC	Yatharth Bhatnagar	Software Engineer	Pune	7276325777	yatharth23@gmail.com	
3.	Siemens Digital Industries Software	Snehal Pandey	Software Engineer	Pune	7387151993	snehalpande93@gmail.com	
4.	Protiviti Global Business Consulting	Sakshi Samtani	Senior Manager	Mumbai	8080536463	sakshi3192@gmail.com	
5.	Michelin India Private Ltd.	Himanshu Sharma	Business Analyst/Product Owner	Kharadi, Pune		sharmaaz.himanshu@gmail.com	
6.	Capgemini	Shruti Gupta	Manager	Chennai, Tamil Nadu, India	9004343572	shrutivijendra@gmail.com	
7.	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	
8.	HCL Tech	Sheeloo Sachan	Technical Specialist	Plot No 3A, Sector 126, Noida, Uttar Pradesh 201301	9717036547	sachan.sheeloo@gmail.com	
9.	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	
10.	Nasdaq Inc	Alfiya Khan	Software Engineer	Unit 201 and 203, Akruti Center Point, MIDC Road, Andheri (East) Mumbai: 400-093, India.	8109690056	alfiya.Khan@Nasdaq.com	

11.	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	
12.	Globant	Rishi Kumar	Analytics	Wing A & B, Level 5, Tower IV, Cybercity, Magarpatta City, Hadapsar, Pune - 411 013. Pune	9717036547	rishi.kumar@globant.com	
13.	Temenos India Pvt Ltd	Yash Kumawat	Senior product engineer	Bengaluru	8319749784	yash120997@gmail.com	
14.	PWC	Ruchita Panchal	Senior Consultant	Gurgaon	7354047944	ruchita.panchal@pwc@gmail.com	
15.	Sopra Steria India	Rikan Singh	Team Leader	Plot No. 20 & 21, Seaview Special Economic Zone, Building 4, Sector 135, Noida, Uttar Pradesh 201304	9899507967	rikan.singh@soprasteria.com	
16.	Sycamore Informatics	Rahul Kumar Kaushik	Product Manager	No. 6, 2nd Floor, 2nd Main, Arekere, Off Bannerghatta Road, Bangalore 560076	8859885973	rahul.kaushik@sycamoreinformatics.com	
17.	Movate	Rohit Kumar Sharma	Manager Development	A-21, sector 4, Block A, Kailash Colony, Greater Kailash, New Delhi,	9927564461	rohit.sharma.movate@gopangea.com	
18.	GlobalLogic	Rashid Muhammad	Associate Manager	Oxygen Business Park SEZ, Tower, 3, Noida-Greater Noida	8881474420	rashid.muhammad@globallogic.com	
19.	Reckitt Benckiser	Sachin Sharma	Demand Manager	Udyog Vihar, Phase V, Gurgaon, Haryana	9758573077	sachin.Sharma@rb.com	
20.	TCS	Ankit Garg	Assistant Consultant	Skyview Corporate Park, Gurgaon - Delhi Expy, Sector 74A, Gurugram, Haryana 122004	9808254808	ankit.garg8@tcs.com	

21.	Getronics Solutions	Devender Prasad	Team Lead – Quality & Performance	6th Floor, Magnum Tower 1, above Axis Bank, Sector 58, Gurugram, Haryana 122008	9711592810	devprasad83@gmail.com	
22.	Nagarro	Firoz Zaidi	Senior Developer	Block A, Sector 64, Noida, Uttar Pradesh 201301, India	8218191014	firoz@nagarro.com	
23.	KPMG	Vaishali Tomar	Associate Consultant	Block A, 100 Feet Rd, Embassy Golf Link Business Park, Koramangala, Bengaluru, Karnataka-560071	9479421477	vaishalitomar@kpmg.com	
24.	Ecom Express.in	Shekhar Poswal	Senior QA L1	10 th Floor, Ambience Corporate Tower II, Ambience Island, Gurugram 122001	8588820616	Shekhar.p@ecomexpress.in	
25.	Ivy Comptech Hyderabad	Sakshi Tomar	Analyst Test Engineering	Survey No.13, DIVYA SREE OMEGA, 5th & 6th Floor, “B, Plot No 13/E, part, Kondapur, Hyderabad, Telangana 500084	9599621311	Sakshi.Tomar@ivycomptech.com	
26.	FIS Global Business Solution	Mangal Deep Patel	Sr. Software Developer	B-402, I Park, Plot No. 15, Phase IV, Gurugram, Haryana 122016	9718146851	Mangal.deeppatel@fisglobal.com	
27.	Tecnova India	Happy Sharma	Senior Manager	412, Nimai Tower, Phase IV, Sector 18, Gurgaon - 122015	9821179301	Happy.sharma@tecnovaglobal.com	
28.	Conduent	Prince Jain	Sr. Business Analyst	Plot No. 20, Candor Tech Space, Noida 201304	9013241797	Prince.jain@conduent.com	
29.	Senryaku Management	Udit Kaushik	Co-founder	UTC031, DLF The Ultima, Sector 81, Gurugram 122004	9690909024	Udit.kau@gmail.com	

30.	Tata Consultancy Services	Sheepra Kaushik	Associate Consultant	Hiranandani SEZ, Powai, Mumbai 400076	8433595090	Sheepra.sharma@tcs.com	
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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	- Online Question Bank - MCQ based tests	
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:

Procter 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/N0703: Create and Manage Documentation for Knowledge Transfer	<i>Understand Documentation Requirements</i>	3	6	-	2
	PC1. identify the need for technical documentation such as job aids, help documents, user guides, reference manuals, and training materials.	1	2	-	0.5
	PC2. collaborate with application development teams and user teams to understand the technical and functional aspects of the application.	1	2	-	1
	PC3. conduct interviews or research to gather necessary information for documentation.	1	2	-	0.5

	<i>Create Technical Documentation</i>	4	6	-	3
PC4.	write clear, concise, and accurate content for job aids, help documents, training guides, and software manuals.	1.5	2	-	1
PC5.	alter the content to meet the needs of the target audience (end-users, developers, and support teams).	1	2	-	1
PC6.	apply proper grammar, style, and tone for user-friendly documentation.	1.5	2	-	1
	<i>Structure and Format Documentation</i>	3	6	-	3
PC7.	organize content in a logical and easy-to-follow structure using headings, subheadings, tables, and lists.	1	2	-	1
PC8.	create navigable content with cross-references and indexing where necessary.	1	2	-	1
PC9.	ensure accessibility and usability, adhering to WCAG guidelines for users with disabilities.	1	2	-	1
	<i>Collaborate with Development and User Teams</i>	4	6	-	3
PC10.	work with application development teams to understand the software's features and functionalities.	1.5	2	-	1
PC11.	gather feedback from user teams to ensure the documentation meets their needs and is easily understood.	1.5	2	-	1
PC12.	adapt content based on user feedback to improve clarity and usability.	1	2	-	1
	<i>Use Documentation Tools and Technologies</i>	3	6	-	2
PC13.	utilize documentation tools (e.g., MS Word, Google Docs, Markdown, and others) to create and format documentation.	1	2	-	1
PC14.	use version control systems (e.g., Git) to manage updates to documentation.	1	2	-	0.5
PC15.	leverage content management systems (CMS) such as Confluence and SharePoint for organizing and sharing documentation.	1	2	-	0.5
	<i>Edit and Proofread Content</i>	2	4	-	1
PC16.	review and revise documents for technical accuracy, consistency, and adherence to style guides.	1	2	-	0.5
PC17.	correct errors in grammar, punctuation, and formatting.	1	2	-	0.5
	<i>Publish Technical Documentation</i>	4	6	-	2
PC18.	format and publish documentation in appropriate formats (e.g., PDF, HTML, ePub) for distribution.	1.5	2	-	1
PC19.	ensure that online help content and other resources are easily accessible to end-users.	1.5	2	-	0.5
PC20.	maintain version control throughout the publishing process to ensure content accuracy.	1	2	-	0.5
	<i>Maintain and Update Documentation</i>	2	3	-	1
PC21.	regularly update documentation based on software updates, product changes, or user feedback.	1	1.5	-	0.5

	PC22. archive outdated versions of documents following organizational guidelines.	1	1.5	-	0.5
	<i>Use GEN AI in Documentation Creation and Management</i>	5	7	-	3
	PC23. understand the basics of GEN AI technologies, including its potential applications for technical documentation.	1	1.5	-	0.5
	PC24. identify use cases where GEN AI can improve the speed, efficiency, and accuracy of content creation, such as automatic text generation, content summarization, and translation.	1	1.5	-	0.5
	PC25. use prompt engineering techniques to effectively guide GEN AI tools in generating relevant, high-quality documentation.	1	1.5	-	1
	PC26. incorporate GEN AI outputs into documentation workflows, ensuring the content is verified and edited for accuracy and consistency.	1	1.5	-	0.5
	PC27. utilize GEN AI for content adaptation, helping in scaling documentation for different languages and formats.	1	1	-	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		50	80	-	20

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.

Assessment Process Overview

Batch Creation & Assessment Request:

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
Gen AI	Generative Artificial Intelligence
WCAG	Web Content Accessibility Guidelines
CMS	Content Management Systems
SOPs	Standard Operating Procedures

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