



Please refer [Guidelines for STT/LTT/Apprenticeship/OEM Qualification File](#)

QUALIFICATION FILE

Deputy Duty Manager – Patient Relation Services

Short Term Training (STT) Long Term Training (LTT) Apprenticeship

Upskilling Dual/Flexi Qualification For ToT For ToA

General Multi-skill (MS) Cross Sectoral (CS) Future Skills OEM

NCrF/NSQF Level: 5.5

Submitted By:

Healthcare Sector Skill Council

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Section 1: Basic Details

1.	Qualification Name	Deputy Duty Manager – Patient Relation Services	
2.	Sector/s	Healthcare	
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: 2022/HLT/HSSC/06136,2.0	Qualification Name of existing/previous version:
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>		
5.	National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i>	QG-5.5-HE-00651-2023-V1.1-HSSC	6. NCrf/NSQF Level: 5.5
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Skill Certificate	
8.	Brief Description of the Qualification	The individual at this job supervise front desk activities for maintaining a professional work environment, team supervision, administrative support, supervisory support, office harmony, crisis handling, office morale, customer service under the guidance of manager. They assist for planning, implementing, monitoring daily activities at front desk/medical desk including Inpatient & outpatient in healthcare set up	
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience:	

		b. Age: 18 years		
		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)
		1	Completed 3rd year of 3 year/4-year UG	
			Or	
		2	Pursuing 3rd year of 3 year/4-year UG and continuing education	
			Or	
		3	Completed 2nd year diploma after 12th with	1-year relevant experience
			Or	
		4	Completed 2nd year of 3-year UG with	1-year relevant experience
			Or	
		5	12th Grade pass	3-year relevant experience
			Or	
		6	Previous relevant Qualification of NSQF Level 5	with 1.5 year relevant experience
			Or	
		7	Previous relevant Qualification of NSQF Level 4.5	with 3 years relevant experience
			Or	
		8	Service Professionals - Defense/Armed Forces Professionals	with 9 years of relevant experience
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	30		11. Common Cost Norm Category (I/II/III) (wherever applicable): Category II

12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	Not Applicable																						
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>	<input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input type="checkbox"/> Blended <table border="1" data-bbox="952 244 1771 499"> <thead> <tr> <th data-bbox="952 244 1106 368">Training Delivery Modes</th> <th data-bbox="1106 244 1223 368">Theory (Hours)</th> <th data-bbox="1223 244 1352 368">Practical (Hours)</th> <th data-bbox="1352 244 1503 368">OJT Mandatory (Hours)</th> <th data-bbox="1503 244 1641 368">OJT Recommended (Hours)</th> <th data-bbox="1641 244 1771 368">Total (Hours)</th> </tr> </thead> <tbody> <tr> <td data-bbox="952 368 1106 461">Classroom (offline)</td> <td data-bbox="1106 368 1223 461">360(E S:60)</td> <td data-bbox="1223 368 1352 461">210</td> <td data-bbox="1352 368 1503 461">270</td> <td data-bbox="1503 368 1641 461">NA</td> <td data-bbox="1641 368 1771 461">900</td> </tr> <tr> <td data-bbox="952 461 1106 499">Online</td> <td data-bbox="1106 461 1223 499"></td> <td data-bbox="1223 461 1352 499"></td> <td data-bbox="1352 461 1503 499"></td> <td data-bbox="1503 461 1641 499"></td> <td data-bbox="1641 461 1771 499"></td> </tr> </tbody> </table> <p data-bbox="952 499 1496 531"><i>(Refer Blended Learning Annexure for details)</i></p>					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	360(E S:60)	210	270	NA	900	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																			
Classroom (offline)	360(E S:60)	210	270	NA	900																			
Online																								
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO-2015/5329.0101																						
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	Vertical Progression: NSQF Level 5: Healthcare Quality Assurance Manager, Duty Manager - Patient Relations Services, Lead Trainer, Lead Assessor Progression to Diploma/Degree qualifications in the relevant field after training. (NCAHP)																						
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																						
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																						
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:																						
19.	How Participation of Women will be Encouraged	Healthcare is a field where equal opportunity and participation of women is being given as patients could belong to all genders.																						
20.	Are Greening/ Environment Sustainability Aspects Covered <i>(Specify the NOS/Module which covers it)</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																						
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																						
22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Mr. Ashish Jain Email: ashish.jain@healthcare-ssc.in Contact No.: 011-40505850,011 41017346 Website: www.healthcare-ssc.in																						
23.	Final Approval Date by NSQC: 28/07/2022	24. Validity Duration: 3 years	25. Next Review Date 28/07/2025																					

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 hospital Front Desk	HSS/N6109, Version 2.0	Core	5.5	7.5	75	75	75	0	225	52	60	38	50	200	20
2.	Coordinate in house operations at healthcare facility	HSS/N6110, Version 2.0	Core	5.5	7	90	30	90	0	210	137	110	50	60	357	30
3.	Implement & undertake corrective action in view of hospital policy, administration and work rules	HSS/N6111, Version 2.0	Core	5.5	3.5	45	30	30	0	105	68	100	40	30	238	25
4.	Maintain Interpersonal relationship with colleagues, patients and others	HSS/N9615, Version 2.0	Non-Core	4	1	10	5	15	0	30	13	0	0	0	13	5
5.	Maintain professional & medico-legal conduct	HSS/N9616, Version 2.0	Non-Core	4	2	30	15	15	0	60	19	0	0	0	19	5
6.	Maintain a safe, healthy and secure working environment	HSS/N9617, Version 2.0	Non-Core	4	2.5	35	25	15	0	75	20	0	9	30	59	5
7.	Follow biomedical waste disposal and infection	HSS/N9618, Version 2.0	Non-Core	4	2	30	15	15	0	60	21	0	13	30	64	5

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)
	control policies and procedures															
8.	Employability Skills (60 Hours)	DGT/VSQ/N0102, Version 1.0	Non-Core	4	2	60	0	0	0	60	20	30	0	0	50	5
9.	Bridge Module				2.5	45	15	15	0	75	0	0	0	0	0	
Duration (in Hours) / Total Marks					30	420	210	270	0	900	350	300	150	200	1000	100

Elective NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/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)	<p><i>Main Faculty:</i></p> <p>Medical Graduate (MBBS, BAMS, BHMS) with 4 years of working experience in healthcare management</p> <p>Or</p> <p>Graduate (BSC Nursing) with 4 years of working experience in healthcare management</p> <p>Or</p> <p>MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 5 years of working experience in healthcare management</p>
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	<p>Medical Graduate (MBBS, BAMS, BHMS) with 6 years of working experience in healthcare management</p> <p>Or</p> <p>Graduate (BSC Nursing) with 6 years of working experience in healthcare management</p> <p>Or</p> <p>MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 7 years of working experience in healthcare management</p>
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	<p>Medical Graduate (MBBS, BAMS, BHMS) with 4 years of working experience in healthcare management and 1 year of teaching/assessment experience</p> <p>Or</p> <p>Graduate (BSC Nursing) with 4 years of working experience in healthcare management and 1 year of teaching/assessment experience</p> <p>Or</p>
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		MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 5 years of working experience in healthcare management and 2 year of teaching/assessment experience
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/Graduate
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Medical Graduate (MBBS, BAMS, BHMS) with 4 years of working experience in healthcare management and 2 year of teaching/assessment experience Or Graduate (BSC Nursing) with 4 years of working experience in healthcare management and 3 year of teaching/assessment experience Or MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 5 years of working experience in healthcare management and 3 year of teaching/assessment experience
4.	Assessment Mode (Specify the assessment mode)	Blended (Theory: Online, Practical and Viva: Blended)
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No
3.	Government /Industry initiatives/ requirement (Yes/No):
4.	Number of Industry validation provided: 20
5.	Estimated nos. of persons to be trained and employed:
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: Yes If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrF/NSQF level justification based on NCrF level/NSQF descriptors (<i>Mandatory</i>)	Yes
2.	Annexure: List of tools and equipment relevant for qualification (<i>Mandatory, except in case of online course</i>)	Yes
3.	Annexure: Detailed Assessment Criteria (<i>Mandatory</i>)	Yes
4.	Annexure: Assessment Strategy (<i>Mandatory</i>)	Yes
5.	Annexure: Blended Learning (<i>Mandatory, in case selected Mode of delivery is “Blended Learning”</i>)	No
6.	Annexure: Multiple Entry-Exit Details (<i>Mandatory, in case qualification has multiple Entry-Exit</i>)	No
7.	Annexure: Acronym and Glossary (<i>Optional</i>)	Yes
8.	Supporting Document: Model Curriculum (<i>Mandatory – Public view</i>)	Yes
9.	Supporting Document: Career Progression (<i>Mandatory - Public view</i>)	Yes
10.	Supporting Document: Occupational Map (<i>Mandatory</i>)	Yes
11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	Yes
12.	Any other document you wish to submit:	

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	<p>Work in familiar, predictable, routine, situation of clear choice.</p> <ul style="list-style-type: none"> Deputy Duty Manager – Patient Relation Services is a part of multidisciplinary team and be comfortable in Managing hospital Front Desk. Coordinate in house operations at healthcare facility . Implement & undertake corrective action in view of hospital policy, administration and work rules, Individuals should have understanding of Safety of patients , Consent, Reporting & Documentation, Basic Structure and Function of Human Body, Ageing and Ageing Process, Medical Terminology & hospital front desk work, Infection Control & 	<p>Deputy Duty Manager – Patient Relation Services require well developed skill, with clear choice of procedures in familiar context. demands wide. range of specialized technical skill, clarity of knowledge and practice in broad range of activity involving standard non standard practices</p> <p>Refer to the evidences provided in the adjacent column. Hence it falls under Level 5.5</p>	5.5

	<p>Prevention, Personnel Hygiene, patients Rights & Responsibilities, ,</p> <ul style="list-style-type: none"> • Limit risks of infection by using appropriate infection control procedures 		
Professional and Technical Skills/ Expertise/ Professional Knowledge	<p>Factual knowledge of field of knowledge or study.</p> <p>Deputy Duty Manager – Patient Relation Services requires to have good communication and interpersonal skills along with a pleasing personality to attend to all sorts of enquiries from the patients with efficient rapport building. The job requires individuals to possess key qualities such as patience, confidence, maturity, compassion, patient centricity, good listening. They must be skilled to interact with a wide range of personality types in both pleasant and difficult circumstances. It is also important for the individual to have a good level of physical fitness and healthy body with well-maintained hygiene circumstances. They should be able to exhibit fine motor skills, Analytical skills, Detail oriented, Integrity, Interpersonal skills, Technical skills, Computer Skills.</p>	<p>Deputy Duty Manager – Patient Relation Services must have knowledge of facts, principles, processes and general concepts, in order to perform activities correctly.</p> <p>Refer to the evidence provided in the adjacent column. Hence it falls under Level 5.5</p>	5.5
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	<p>Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concept</p> <ul style="list-style-type: none"> • Deputy Duty Manager – Patient Relation Services should have the ability to understand and follow complex technical instructions, ability to pay close attention to detail, ability to effectively use computer applications such as spreadsheets, word processing, ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position, familiarity with the techniques of maintaining a filing system, accuracy, good dexterity, dependability, initiative, good judgment, physical condition commensurate with the demands of the position. Keep abreast of the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities. 	<p>Deputy Duty Manager – Patient Relation Services are required to demonstrate a range of cognitive and practical skill, required to accomplish tasks and solve problems by selecting and applying basic</p> <p>Refer to the evidences provided in the adjacent column. Hence it falls under Level 5.5</p>	5.5

	<ul style="list-style-type: none"> Listen in a responsive and empathetic manner to establish rapport. This requires communication skills (written or oral) with required clarity and indicates that he/she should have the basic understanding of social environment. 		
Broad Learning Outcomes/Core Skill	<p>Language to communicate written or oral, with required clarity</p> <ul style="list-style-type: none"> Deputy Duty Manager – Patient Relation Services requires to have good communication and interpersonal skills along with a pleasing personality to attend to all sorts of enquiries from the patients with efficient rapport building. The job requires individuals to possess key qualities such as patience, confidence, maturity, compassion, patient centricity, good listening. They must be skilled to interact with a wide range of personality types in both pleasant and difficult circumstances. It is also important for the individual to have a good level of physical fitness and healthy body with well-maintained hygiene circumstances. They should be able to exhibit fine motor skills, Analytical skills, Detail oriented, Integrity, Interpersonal skills, Technical skills, Computer Skills Listen in a responsive and empathetic manner to establish rapport. This requires communication skills (written or oral) with required clarity and indicates that he/she should have the basic understanding of social environment. 	<p>Deputy Duty Manager – Patient Relation Services requires desired mathematical skill, understanding of social, political and natural environment; collecting and organising information and communication..</p> <p>Refer to the evidences provided in the adjacent column. Hence it falls under Level 5.5</p>	5.5
Responsibility	<p>Responsibility for own work and learning.</p> <ul style="list-style-type: none"> Deputy Duty Manager – Patient Relation Services is responsible for aspects of coordination at hospital front desk to ensure customer satisfactions. Assess patient requirement and act accordingly, Prepare for patient admission, registration & direct patient to accurate unit as per medical advice, Liasion & coordinate with healthcare 	Deputy Duty Manager – Patient Relation Services is responsible to carry out the job not only in familiar situations, but also where problems may arise as they are dealing with clients with varied type of issues such as irate clients, VIP's, officials. This is critical as it indicates that the person is responsible for his	5.5

	team for effective patient management, Individuals must always perform their duties in a calm, reassuring empathetic and efficient manner	own work and learning. Deputy Duty Manager – Patient Relation Services may also have some responsibility for Patient Relations Associate work and learning Refer to the evidences provided in the adjacent column. Hence it falls under Level 5.5.	
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Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment
Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	Credit Card Swap Machine	Nos	2
2	First aid box	Nos	1
3	Hospital manual	Nos	3
4	Hospital map	Nos	3
5	Hospital front office stationery	Each	3
6	Newspaper/magazine/hospital journal stand	Nos	3
7	Hospital Uniform	Nos	3
8	Fire extinguisher	Nos	2
9	Sign boards	Nos	3
10	Telephone directory	Nos	3
11	Human Anatomy Model	Nos	3
12	Sample admission form/ requisite form/ visitor pass	Nos	8
13	Stapler	Nos	4
14	TPA Desk	Nos	1

15	Mock Procedure Rate List	Nos	3
16	Mock billing counter with cabinets of sample documents	Nos	1
17	Admission counter with desk provided for keeping documents	Nos	1
18	Mock HIS software	Nos	1
19	PBAX SYSTEM	Nos	2
20	Registration desk. Counter/phone/computer/internet facility	Nos	1
21	CPR Manikin (half body)	Nos	2

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. AV Aids
2. Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed)
3. (all software should either be latest version or one/two version below)
4. UPS
5. Scanner cum Printer
6. Computer Tables
7. Computer Chairs
8. LCD Projector
9. White Board/Smart Board 1200mm x 900mm
10. Marker
11. Duster
12. Charts
13. Models
14. Flip Chart

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No.	Organization	Name of Representative	Designation	City/State
1	Choithram College of Nursing	Robia Chacko	Clinical Instructor	Madhya Pradesh
2	Vidyanta Institute of Skills	Jaideep Herbertt	Chief Operating Officer	Gurugram
3	Savitri Hospital and Medical College	Nikhil	Assistant Professor	Uttar Pradesh
4	SGT University	Rahul Bisht	Tutor	Gurugram
5	Cloud nine Hospital	Shweta	Nursing Head	Gurugram
6	Maharaja Agrasen Hospital	Dr. Deepak Singla	Medical Director	Delhi

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023	50	70%				
2024	100	70%				
2025	150	70%				

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
	2023-24	55	52	52		32							

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:

NSQC Approved

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge		
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners		
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice		
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

Annexure: Detailed Assessment Criteria

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

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage Hospital Front Desk	Manage, Plan and schedule work requirement at front desk	13	60	8	10
	Identifying appropriate resources	13		10	10
	Establish parameters for monitoring and quality of services	16		10	20
	Addressing complaints	10		10	10
	Total	52	60	38	50
	Interview & assess patients or their representatives to identify problems relating to care	32	60	10	10

Coordinate in house operations at healthcare facility	Explain policies, procedures, or services to patients in accordance with organizational process	32		10	20
	Liase & coordinate with healthcare team for effective patient management starting from entry to exit (admission to discharge or for referral services)	35		10	10
	Oversee floor & facility management respectively	38	50	20	20
	Total	137	110	50	60
Implement & undertake corrective action in view of hospital policy, administration and work rules	Hospital policy, administration and work rules	32	50	20	20
	Implement laid down processes at front desk	36	50	20	10
	Total	68	100	40	30
Maintain a professional relationship with patients, colleagues and others	Communicate and maintain professional behavior with co-workers and patients and their families	5			
	Work with other people to meet requirements	5			
	Establish and manage requirements, planning and organizing work, ensuring accomplishment of the requirements	3			
	Total	13	0	0	0
Maintain professional & medico-legal conduct	Maintain professional behavior	5			
	Act within the limit of one's competence and authority	7			
	Follow the code of conduct and demonstrate best practices in the field	7			
	Total	19	0	0	0
Maintain a safe, healthy and secure working environment	Comply the health, safety and security requirements and procedures for workplace	7		2	10
	Handle any hazardous situation with safely, competently and within the limits of authority	8		5	10

	Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment	5		2	10
	Total	20	0	9	30
Follow biomedical waste disposal and infection control policies and procedures	Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste	5		3	10
	Complying with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/services)	8		5	10
	Maintaining personal protection and preventing the transmission of infection from person to person	8		5	10
	Total	21	0	13	30
DGT/VSQ/N010 2 : Employability Skills (60 Hours)	Module 13: Employability Skills (60 Hours)	20	30		
Grand Total		350	300	150	200

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module will be assessed separately.
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/Photographs of Trainees during OJT
 - OJT Log Book/Portfolio
3. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers
 - Understand the working of various tools and equipment

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards

Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf

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