



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

#### QUALIFICATION FILE

Telehealth Services Coordinator

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

Upskilling  Dual/Flexi Qualification  For ToT  For ToA

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

NCrF/NSQF Level: 4

Submitted By:

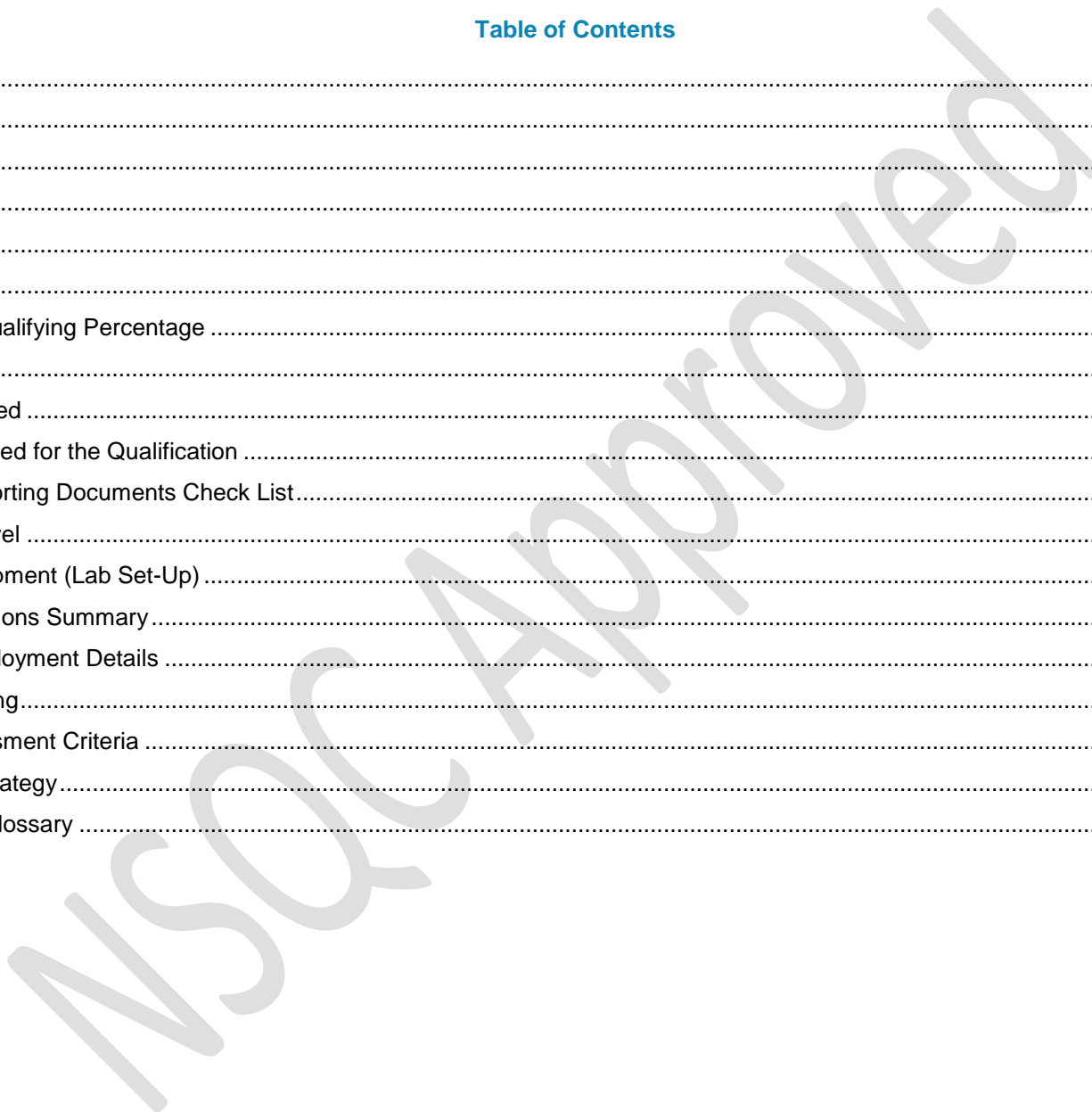
Healthcare Sector Skill Council

Office No. 520-521, 5th Floor, DLF Tower A, Jasola, New Delhi - 110025, India

NSQF Approved

## Table of Contents

Section 1: Basic Details.....	3
Section 2: Module Summary .....	6
NOS/s of Qualifications .....	6
Mandatory NOS/s:.....	6
Elective NOS/s: .....	7
Optional NOS/s: .....	7
Assessment - Minimum Qualifying Percentage .....	7
Section 3: Training Related.....	8
Section 4: Assessment Related .....	8
Section 5: Evidence of the need for the Qualification .....	9
Section 6: Annexure & Supporting Documents Check List.....	9
Annexure: Evidence of Level .....	10
Annexure: Tools and Equipment (Lab Set-Up) .....	13
Annexure: Industry Validations Summary .....	16
Annexure: Training & Employment Details .....	20
Annexure: Blended Learning.....	21
Annexure: Detailed Assessment Criteria .....	21
Annexure: Assessment Strategy.....	24
Annexure: Acronym and Glossary .....	25

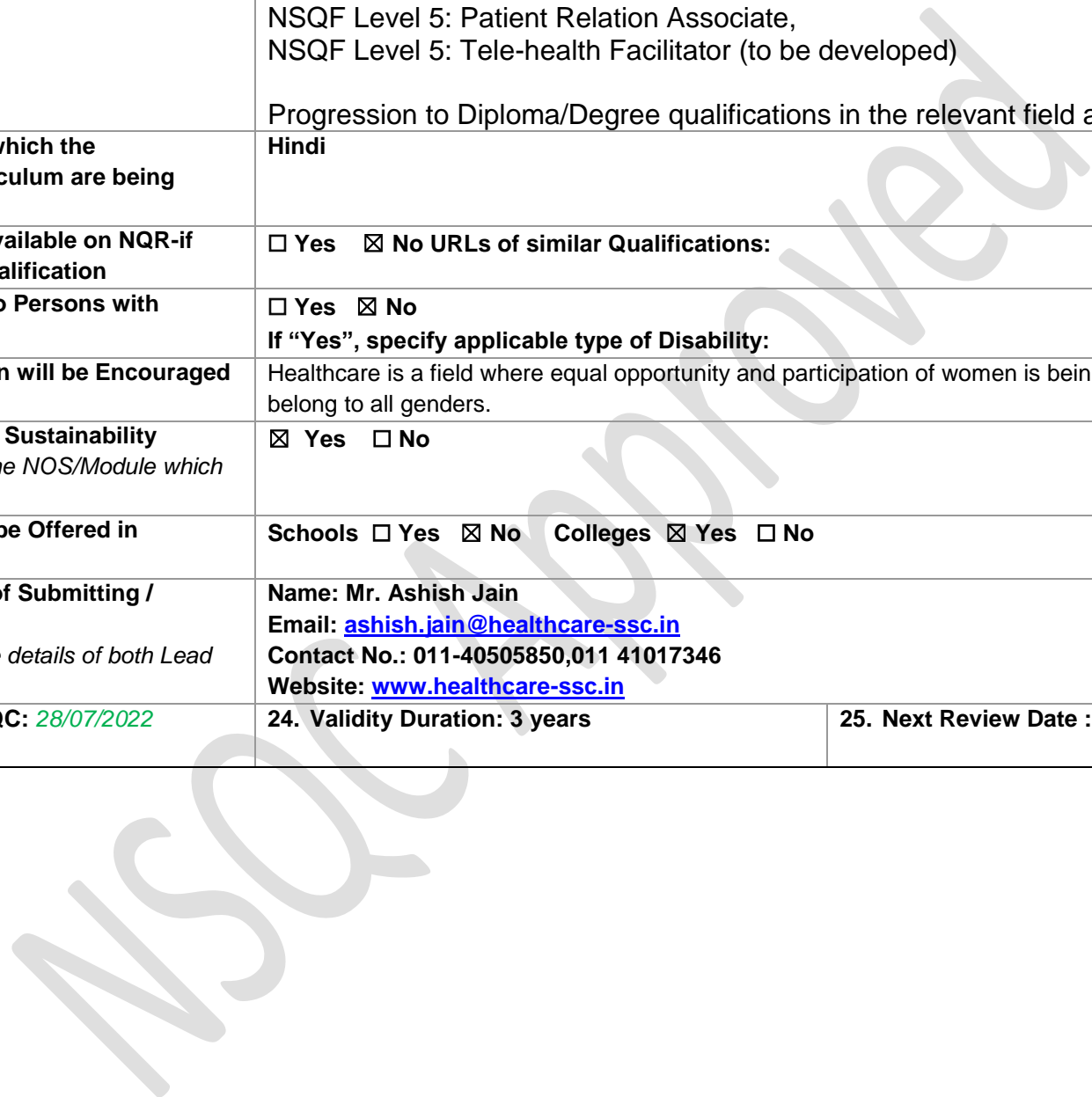


Section 1: Basic Details

1.	<b>Qualification Name</b>	<b>Telehealth Services Coordinator</b>		
2.	<b>Sector/s</b>	<b>Healthcare</b>		
3.	<b>Type of Qualification:</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> <b>Has Electives/Options</b> <input type="checkbox"/> OEM	<b>NQR Code &amp; version of existing/previous qualification:</b> 2022/HLT/HSSC/06132, V1.0		<b>Qualification Name of existing/previous version:</b> Telehealth Services Coordinator
4.	<b>a. OEM Name</b> <b>b. Qualification Name</b> (Wherever applicable)			
5.	<b>National Qualification Register (NQR) Code &amp;Version</b> (Will be issued after NSQC approval)	QG-04-HE-00665-2023-V1.1-HSSC		<b>6. NCrf/NSQF Level:</b> 4
7.	<b>Award (Certificate/Diploma/Advance Diploma/ Any Other</b> (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Skill Certificate		
8.	<b>Brief Description of the Qualification</b>	Telehealth Services Coordinator serves as point-of-contact for telehealth services at either referral/patient/primary health care provider's site or specialty/consultation/secondary/tertiary healthcare provider's site. They support physicians, patients and other providers in using widespread e-Health services. Their key responsibilities include organizing teleconference, scheduling appointments, setting up telehealth equipment as needed, maintaining inventory, billing, database management with proper documentation and promoting telehealth services in local community especially in locations where there is limited access to healthcare providers.		
9.	<b>Eligibility Criteria for Entry for Student/Trainee/Learner/Employee</b>	<b>a. Entry Qualification &amp; Relevant Experience:</b>		
		<b>S. No.</b>	<b>Academic/Skill Qualification (with Specialization - if applicable)</b>	<b>Required Experience (with Specialization - if applicable)</b>
		1	12th Grade Pass	
			or	
		2	Completed 2nd year of the 3-year regular diploma after 10th	
			Or	
		3	10th Grade Pass	with 2 years relevant experience

		<b>b. Age: 18</b> Or 4 11th Grade pass with 1-year relevant experience or 5 Previous relevant Qualification of NSQF Level 3.5 with 1.5-year relevant experience Or 6 Previous relevant qualification of NSQF Level 3 with 3 years of relevant experience Or 7 10th grade pass and pursuing continuous schooling Or 8 ANM/Multipurpose Health Worker with 2 year relevant experience			years																		
<b>10 Credits Assigned to this Qualification, Subject to Assessment</b> (as per National Credit Framework (NCrF))	32		<b>11. Common Cost Norm Category (I/II/III)</b> (wherever applicable): Category I																				
<b>12 Any Licensing requirements for Undertaking Training on This Qualification</b> (wherever applicable)	Not Applicable																						
<b>13 Training Duration by Modes of Training Delivery</b> (Specify <b>Total Duration</b> as per selected training delivery modes and as per requirement of the qualification)	<input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input type="checkbox"/> 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>300</td> <td>390</td> <td>270</td> <td>NA</td> <td>960</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> (Refer Blended Learning Annexure for details)					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	300	390	270	NA	960	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																		
Classroom (offline)	300	390	270	NA	960																		
Online																							
<b>14 Aligned to NCO/ISCO Code/s</b> (if no code is available mention the same)	NCO-2015/2263.9900																						
<b>15 Progression path after attaining the qualification</b> (Please show Professional and Academic progression)	Progression will be possible in both academic as well as professional area as: "Horizontal: NSQF Level 4: Hospital Front Desk Coordinator, Medical Records Assistant  Vertical:																						

		NSQF Level 5: Trainer, Assessor NSQF Level 5: Patient Relation Associate, NSQF Level 5: Tele-health Facilitator (to be developed)  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 (Specify the NOS/Module which covers it)	<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 (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Mr. Ashish Jain Email: <a href="mailto:ashish.jain@healthcare-ssc.in">ashish.jain@healthcare-ssc.in</a> Contact No.: 011-40505850,011 41017346 Website: <a href="http://www.healthcare-ssc.in">www.healthcare-ssc.in</a>
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.	Liaise with patients, healthcare service providers and other personnel for telehealth services	HSS/N5801, V2.0	Core	4	4.5	45	60	30	0	135	71	30	25	50	176	15
2.	Promote the telehealth services as per needs and protocols	HSS/N5802, v2.0	Core	4	4	30	60	30	0	120	42	35	15	20	112	10
3.	Prepare and manage the set-up for teleconsultation	HSS/N5803. V2.0	Core	4	4	30	60	30	0	120	44	60	30	20	154	15
4.	Facilitate bio-medical instrumentation services for telehealth equipment	HSS/N5804, v2.0	Core	4	4	30	60	30	0	120	25	0	10	20	55	10
5.	Provide assistance to healthcare services provider	HSS/N5805, v2.0	Core	4	6.5	60	60	75	0	195	73	100	50	35	258	20
6.	Manage telehealth facility	HSS/N5806, v2.0	Core	4	4.5	30	60	45	0	135	44	21	15	29	109	10
7.	Comply with Infection Control and Bio Medical Waste Disposal Policies	HSS/N9620, v1.0	Non-Core	4	1.5	10	20	15	0	45	10	10	0	10	30	10
8.	Maintain a safe and secure working environment	HSS/N9624, v1.0	Non-Core	4	1	5	10	15	0	30	21	14	5	16	56	5
9.	Employability Skills (60 Hours)	DGT/VSQ/N0102, Version 1.0	Non-Core	3	3	60	0	0	0	60	20	30	0	0	50	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)
Duration (in Hours) / Total Marks					32	300	390	270	0	960	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.	<b>Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	<i>Medical Graduate with 1 year experience working in telehealth set-up and 1 year of teaching experience.</i> <i>Or</i> <i>Medical Graduate with 1 year experience working in telehealth set-up and 1 year of teaching experience.</i>
2.	<b>Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	<i>Medical Graduate with 2 year experience working in telehealth set-up and 2 year of teaching experience.</i> <i>Or</i> <i>Medical Graduate with 2 year experience working in telehealth set-up and 2 year of teaching experience</i>
3.	<b>Tools and Equipment Required for Training</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	<b>In Case of Revised Qualification, Details of Any Upskilling Required for Trainer</b>	

## Section 4: Assessment Related

1.	<b>Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	<i>Medical Graduate with 2 year experience working in telehealth set-up and 2 year of teaching/assessment experience.</i> <i>Or</i> <i>Medical Graduate with 2 year experience working in telehealth set-up and 2 year of teaching/assessment experience</i>
2.	<b>Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	<b>Diploma/Graduate</b>
3.	<b>Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	<i>Medical Graduate with 3 year experience working in telehealth set-up and 3 year of teaching/assessment experience.</i> <i>Or</i> <i>Medical Graduate with 3 year experience working in telehealth set-up and 3 year of teaching/assessment experience</i>
4.	<b>Assessment Mode (Specify the assessment mode)</b>	Blended (Theory: Online, Practical and Viva: Blended)
5.	<b>Tools and Equipment Required for Assessment</b>	<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.	<b>Latest Skill Gap Study (not older than 2 years) (Yes/No):</b> Yes
2.	<b>Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):</b> No
3.	<b>Government /Industry initiatives/ requirement (Yes/No):</b>
4.	<b>Number of Industry validation provided:</b>
5.	<b>Estimated nos. of persons to be trained and employed:</b>
6.	<b>Evidence of Concurrence/Consultation with Line Ministry/State Departments:</b> Yes If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

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

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
<p><b>Professional Theoretical Knowledge/Process</b></p>	<p>Work in familiar, predictable, routine, situation of clear choice.</p> <ul style="list-style-type: none"> <li>• Register patients for telehealth services</li> <li>• Handle appointments</li> <li>• Carry out billing for telehealth services</li> <li>• Handle queries and guide the concerned personnel accordingly</li> <li>• Co-ordinate with the concerned personnel for implementation of the telehealth services</li> <li>• Facilitate training and continuous education sessions utilizing telehealth technology activities for the telehealth services</li> <li>• Facilitate the telehealth services via home visits, mobile set-ups and case discussions</li> <li>• Manage consultation site before, during and after teleconsultation</li> <li>• Support during setting-up of the telehealth equipment</li> <li>• Ensure periodic calibration, repair and maintenance of telehealth equipment</li> <li>• Support during setting-up of the telehealth equipment</li> <li>• Ensure periodic calibration, repair and maintenance of telehealth equipment</li> <li>• Collect adequate information from patients/ relatives/ referring physician</li> <li>• Support in providing diagnostic and pharmacy related services</li> <li>• Update and store patient related information and provide it to the specialty site</li> <li>• Handle emergency situations appropriately</li> <li>• Manage database creation, updation and retrieval</li> <li>• Manage accounts and funds at patient site</li> <li>• Manage documentation, purchases, inventory and medical records</li> </ul>	<p>The Telehealth Services Coordinator during the job works in familiar, predictable, routine, and situation of clear choice.</p> <p>Refer to the evidences provided in the adjacent column. Hence it falls under Level 4.</p>	<p>4</p>

	<ul style="list-style-type: none"> <li>• identify any problems with team members and other people and take the initiative to solve these problems</li> <li>• work within organizational systems and requirements as appropriate to one's role and field of practice</li> <li>• evaluate and reflect on the quality of one's work and make continuing improvements</li> <li>• identify potential hazards and breaches of safe work practices</li> </ul>		
<b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b>	<p>Factual knowledge of field of knowledge or study.</p> <ul style="list-style-type: none"> <li>• Perform key role and responsibilities of telehealth services coordinator to serve as point-of-contact for telehealth services at either referral/patient/primary health care provider's site or specialty/consultation/secondary/tertiary healthcare provider's site.</li> <li>• Promote telehealth services in local community.</li> <li>• Support physicians, patients and other healthcare service providers in using telehealth services through home visits, outreach activities, mobile services, organizing case discussions or educational sessions, etc.</li> <li>• Maintain a safe, healthy and secure working environment.</li> <li>• Follow biomedical waste disposal and infection control policies and procedures in the healthcare organization.</li> <li>• Maintain interpersonal relationships with co-workers, patients and their family members.</li> <li>• Maintain professional and medico-legal conduct at all times in accordance with legislation, protocols and guidelines set up by the healthcare provider.</li> </ul>	<p>The Telehealth Services Coordinator should have practical skills which are routine and repetitive and should use quality concepts.</p> <p>Refer to the evidences provided in the adjacent column. Hence it falls under Level 4.</p>	4
<b>Employment Readiness &amp; Entrepreneurship Skills &amp; Mind-set/Professional Skill</b>	<p>Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts</p> <ul style="list-style-type: none"> <li>• Provide assistance to healthcare service provider by obtaining adequate information, performing tele-diagnostic tests and utilizing</li> </ul>	<p>The Telehealth Services Coordinator should have good communication skills both written and oral. He/ She should be able to solve basic arithmetic and algebraic principles and should</p>	4

	<p>remote patient monitoring services as per organizational policies and procedures</p> <ul style="list-style-type: none"> <li>• Facilitate diagnostic, pharmacy and emergency referral services to the patient</li> </ul>	<p>have better understanding of social political and natural environment.</p> <p>Refer to the evidences provided in the adjacent column. Hence it falls under Level 4.</p>	
<b>Broad Learning Outcomes/Core Skill</b>	<p>Language to communicate written or oral, with required clarity</p> <ul style="list-style-type: none"> <li>• Handle queries and guide the concerned personnel accordingly</li> <li>• Co-ordinate with the concerned personnel for implementation of the telehealth services</li> <li>• Facilitate training and continuous education sessions utilizing telehealth technology</li> <li>• Organize promotion and outreach activities for the telehealth services</li> <li>• Facilitate the telehealth services via home visits, mobile set-ups and case discussions</li> <li>• Manage consultation site before, during and after teleconsultation</li> <li>• Support during setting-up of the telehealth equipment</li> <li>• Ensure periodic calibration, repair and maintenance of telehealth equipment</li> <li>• Support during setting-up of the telehealth equipment</li> <li>• Ensure periodic calibration, repair and maintenance of telehealth equipment</li> <li>• Collect adequate information from patients/ relatives/ referring physician</li> <li>• Support in providing diagnostic and pharmacy related services</li> <li>• Update and store patient related information and provide it to the specialty site</li> <li>• Handle emergency situations appropriately</li> <li>• Register patients for telehealth services</li> <li>• Handle appointments</li> <li>• Carry out billing for telehealth services</li> <li>• Manage database creation, updation and retrieval</li> <li>• Manage accounts and funds at patient site</li> </ul>	<p>The Telehealth Services Coordinator should have good communication skills both written and oral. He/ She should be able to solve basic arithmetic and algebraic principles and should have better understanding of social political and natural environment.</p> <p>Refer to the evidences provided in the adjacent column. Hence it falls under Level 4.</p>	4

	<ul style="list-style-type: none"> <li>• Manage documentation, purchases, inventory and medical records</li> </ul>		
<b>Responsibility</b>	<p>Responsibility for own work and learning.</p> <ul style="list-style-type: none"> <li>• Register patients for telehealth services</li> <li>• Handle appointments</li> <li>• Carry out billing for telehealth services</li> <li>• Handle queries and guide the concerned personnel accordingly</li> <li>• Co-ordinate with the concerned personnel for implementation of the telehealth services</li> <li>• Facilitate training and continuous education sessions utilizing telehealth technology</li> <li>• Organize promotion and outreach activities for the telehealth services</li> <li>• Facilitate the telehealth services via home visits, mobile set-ups and case discussions</li> <li>• Manage consultation site before, during and after teleconsultation</li> <li>• Support during setting-up of the telehealth equipment</li> <li>• Ensure periodic calibration, repair and maintenance of telehealth equipment</li> <li>• Support during setting-up of the telehealth equipment</li> <li>• Ensure periodic calibration, repair and maintenance of telehealth equipment</li> <li>• Collect adequate information from patients/ relatives/ referring physician</li> <li>• Support in providing diagnostic and pharmacy related services</li> <li>• Update and store patient related information and provide it to the specialty site</li> </ul>	<p>The Telehealth Services Coordinator should know to take responsibility of own work and learning.</p> <p>Refer to the evidences provided in the adjacent column. Hence it falls under Level 4.</p>	4

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	Fire extinguisher	Nos	1
2	Physical restraints	Nos	1

3	Torch	Nos	1
4	Ambu Bag With Mask Adult	Nos	1
5	CPR Manikin	Nos	1
6	First aid box	Nos	1
7	Crash cart trolley	Nos	1
8	Samples of invoices, bills, vouchers, receipts, and records depicting financial transactions like cash flow, cheques, demand draft, card swapping, direct bank transfer, etc	Each	3
9	Ice pack with three layer sample packing box	Nos	3
10	Different rapid diagnostic kit with kit manuals	Nos	3
11	Newborn screening card	Nos	3
12	Tourniquets	Nos	3
13	Beakers	Nos	3
14	Measuring cylinders	Nos	3
15	Bins with different color codes (Red, Yellow, Blue and Black)	Each	1
16	Syringes	Each	5
17	Sharp container	Nos	1
18	ECG machine with leads	Nos	1
19	Centrifuge	Nos	1
20	Glucometer	Nos	1
21	Hemoglobinometer	Nos	1
22	Computer and its accessories	Nos	1
23	Weighing machine	Nos	1
24	Digital Thermometer	Nos	1
25	Auto scope	Nos	1
26	Derma scope	Nos	1
27	Pulse oximeter	Nos	1
28	Digital BP instrument with stethoscope	Nos	5
29	Sample requisition form for performing tele-diagnostic tests	Bundle	5
30	Sample formats for recording observations as well as test results	Nos	5

31	Documents, photos or video clips related to dietary, medicinal, environmental, physical, mental or other restrictions	Nos	5
32	Films of X-Ray, CT scan, MRI	Nos	30
33	Sample prescriptions	Bundle	5
34	Sample formats for obtaining history and consent	Bundle	5
35	Spill kits	Nos	2
36	Maintenance Management Systems	Nos	5
37	Test equipment	Nos	5
38	Diagnostic software	Nos	5
39	Pressure meters	Nos	5
40	Pressure meters	Nos	5
41	Terminals	Nos	5
42	Cabling	Nos	5
43	Watt meter	Nos	5
44	Electrical safety analyzer	Nos	3
45	Tool kit like hand tools	Nos	5
46	Mobile health (m-Health) equipment like mobile communication devices including cell phones	Nos	5
47	Remote patient monitoring (RPM) equipment using digital and electronic communication technologies	Nos	5
48	Digital scanning equipment	Nos	3
49	Tablet computers	Nos	5
50	LCD projectors	Nos	5
51	Plasma/LED TV	Nos	5
52	Display devices including computer monitors	Nos	5
53	Web cameras	Nos	5
54	Video-scopes	Nos	5
55	Peripheral cameras	Nos	5
56	Video devices including video conferencing units	Nos	5
57	Case studies	Bundle	5
58	Sample forms required during registration	Bundle	5
59	Hospital Information System (HIS)	Nos	5
60	Billing systems	Nos	5

61	Computers with software like patient appointment scheduling systems	Nos	5

**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	AIMS Kochi	Dr. M Gopalan	Head Department of Medical Illustrations	Kerala
2	AIIMS Raipur	Nitin Kumar B Borkar	Associate Professor	Raipur
3	AIIMS Rishikesh	Dr. Anubha Agarwal	Assistant Professor	Uttarakhand
4	JIPMER	Dr Ravi Kumar Chittoria	Prof, Plastic Surgery, Head of IT Wing & telemedicine & Registrar (Academic)	Pondicherry
5	International SOS	Rashmi Arora	Medical Administrator	New Delhi
6	G-care India Pvt Ltd	R. Milton Jabaraj		Southern Region
7	Trident Diagnostic and Healthcare Pvt Ltd	Mr Kirandev Hiremath	Managing Director	Bangalore, Karnataka
8	Ramesh Hospital Groups	Dr Sudarshan Karupati	GM- medical admin	Viajaywada
9	Suguna Hospital	Dr R Ravindra	Medical Director	Bangalore, Karnataka
10	Narayana Nethralaya	GP Capt (Retd) SK Mittal	CEO	Rajajinagar, Bangalore, Karnataka
11	Prayas Society	Dr. Vikas		Dist. Hamirpur, Himachal Pradesh
12	Rainbow Children's Hospital	Dr Neelam Wazir	Operations & Quality	Karnataka
13	MIOT International	Patrisia Mary	Nursing Superintendent	Southern Region
14	Sunlife X-ray and Path Lab	Imtiyaz Ali Khan	Senior Scientific Officer	New Delhi
15	Max Healthcare	Kumkum Ghosh	AGH, Nursing quality and education training	New Delhi
16	VENU EYE INSTITUTE & RESEARCH CENTRE	Air Mshl (Dr) Rajvir Singh, Retd	Chief Executive Officer	New Delhi

17	Indian Spinal Injuries Centr	Nishu Tyagi	Research Associate & Occupational Therapist (Neurological Disorders) Department of Rehabilitation and Telehealth & Executive Member, Telemedicine Society of India, Delhi Chapter	Delhi
18	IACP	Dr Saeed Ahmed	President	Lucknow
19	KIMS	Dr P M Safia	Vice Dean-Academics	Kerala
20	Apollo Hospitals Bangalore (A unit of Imperial Hospital & research Center)	Venkatesha R Joshi	HOD-IT	Bangalore, Karnataka
21	Meenakshi Mission Hospital & Research Centre	Adel. J	General Manager - Operations	Madurai, TN
22	Fortis Hospital, Bangalore	C. Nayana Pai	Associate General Manager-Patient relation Services	Bangalore, Karnataka
23	Aravinda Eye Hospital	Dr R D Ravindran	Chairman	Madurai, TN
24	TeleMedicine Society of India	Colonel (Dr) Ashvini Goel (Retd.)	Vice-President Telemedicine Society of India (TSI)	Pan India
25	Columbia Asia Hospitals	D Anto Ramesh Delvi	General Manager- Radiology & Imaging	Bangalore, Karnataka
26	Mahatma Gandhi College of Health Informatics, MGUMST	Dr A K Singh	Principal	Jaipur, Rajasthan
27	Glocal Healthcare Systems Pvt. Ltd.	Dr Sabahat Azim	CEO and MD	Kolkatta, West Bengal
28	ATA Infotech ventures pvt. Ltd.	Mr D K Nandi	CEO	Kolkatta, West Bengal

29	EHC Hospital	Dr.Salahuddin Md	Director	West Bengal
30	EDP Software Limited	Jaydeep Mukherjee	CEO	West Bengal
31	Steelman Telecom Pvt. Ltd.	Mayank Bindal	CEO	West Bengal
32	GHSPL MDPR Superspecilty Hospital	Ratan Kumar Guha	LLP Partner	West Bengal
33	GHSPL AMRO Superspecilty Hospital	Shahvez Khalid	Business Manager	West Bengal
34	Essilor India Pvt Ltd	Sanjib Kumar Jha	Business Head-2.5NVG	Pan India
35	Max Hospital	Charu Dua	HOD clinical nutrition	Delhi
36	Apollo Medskills	Dr Preethy Korani	Head-Academics	Hyderabad,Telanagana
37	P D Hinduja Hospital	Shruti Madgavkar	Clinical Psychologist	Mumbai, Maharashtra
38	Scudder Memorial Hospital	K. Alvin Vinodh	Deputy Medical Superintendent	Tamil nadu
39	Techmed Healthcare Diagnostics Pvt. Ltd.	Dilip Kumar Das	Director Lab Services	Tamil nadu

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

*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

*Applicable for revised qualifications only, data to be provided year-wise for past 3 years.*

**List Schemes in which the previous version of Qualification was implemented:**

- 1.
- 2.

**Content availability for previous versions of qualifications:**

Participant Handbook  Facilitator Guide  Digital Content  Qualification Handbook  Any Other:

**Languages in which Content is available:**

Annexure: Blended Learning

**Blended Learning Estimated Ratio & Recommended Tools:**

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

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

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<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:

National Occupational Standards (NOS)	Element Assessment Criteria for outcomes	Marks Allocation				
		Theory Marks	Practical Marks	Project Marks	Viva Marks	Total
HSS/N5801: Liaise with patients, healthcare service providers and other personnel for telehealth services	Register patients for telehealth services	10	10	5	10	35
	Handle appointments	10	10	5	10	35
	Carry out billing for telehealth services	20	10	5	10	45
	Handle queries and guide the concerned personnel accordingly	18		5	10	33

	Co-ordinate with the concerned personnel for implementation of the telehealth services	13		5	10	28
	<b>Total</b>	<b>71</b>	<b>30</b>	<b>25</b>	<b>50</b>	<b>176</b>
HSS/N5802: Promote the telehealth services as per needs and protocols	Facilitate training and continuous education sessions utilizing telehealth technology	15	15	5	10	45
	Organize promotion and outreach activities for the telehealth services	10		5	5	20
	Facilitate the telehealth services via home visits, mobile set-ups and case discussions	17	20	5	5	47
	<b>NOS Total</b>	<b>42</b>	<b>35</b>	<b>15</b>	<b>20</b>	<b>112</b>
HSS/N5803: Prepare and manage the set-up for teleconsultation	Manage consultation site before teleconsultation	15	20	10	10	55
	Manage consultation site during teleconsultation	17	20	10	5	52
	Manage consultation site after teleconsultation	12	20	10	5	47
	<b>NOS Total</b>	<b>44</b>	<b>60</b>	<b>30</b>	<b>20</b>	<b>154</b>
HSS/N5804: Facilitate bio-medical instrumentation services for telehealth equipment	Support during setting-up of the telehealth equipment	15		5	10	30
	Ensure periodic calibration, repair and maintenance of telehealth equipment	10		5	10	25
	<b>NOS Total</b>	<b>25</b>	<b>0</b>	<b>10</b>	<b>20</b>	<b>55</b>
HSS/N5805: Provide assistance to healthcare services provider	Collect adequate information from patients/ relatives/ referring physician	18	20	20	10	68
	Support in providing diagnostic and pharmacy related services	22	50	10	5	87
	Update and store patient related information and provide it to the specialty site	15	10	10	10	45

	Handle emergency situations appropriately	18	20	10	10	58
	<b>NOS Total</b>	<b>73</b>	<b>100</b>	<b>50</b>	<b>35</b>	<b>258</b>
HSS/N5806: Manage telehealth facility	Manage database creation, updation and retrieval	13		5	10	28
	Manage accounts and funds at patient site	13		5	10	28
	Manage documentation, purchases, inventory and medical records	18	21	5	9	53
	<b>NOS Total</b>	<b>44</b>	<b>21</b>	<b>15</b>	<b>29</b>	<b>109</b>
HSS/N9624: Maintain a safe, healthy and secure working environment	Workplace safety and security	10	10			20
	<b>NOS Total</b>	<b>10</b>	<b>10</b>	<b>0</b>	<b>10</b>	<b>30</b>
HSS/N9620: Comply with infection control and biomedical waste disposal policies	Management of Healthcare Waste (Biomedical and General waste)	9		7	2	8
	Infection control practices	12		7	3	8
	<b>NOS Total</b>	<b>21</b>	<b>14</b>	<b>5</b>	<b>16</b>	<b>56</b>
DGT/VSQ/N0102, V1.0, Employability Skills (60 Hours)	Introduction to Employability Skills	20		1		
	Constitutional values – Citizenship	1		1		
	Becoming a Professional in the 21st Century	2		4		
	Basic English Skills	2		3		
	Career Development & Goal Setting	1		2		
	Communication Skills	2		2		
	Diversity & Inclusion	1		2		
	Financial and Legal Literacy	2		3		
	Essential Digital Skills	3		4		
	Entrepreneurship	2		3		
	Customer Service	1		2		
	Getting ready for apprenticeship & Jobs	2		3		
	<b>NOS Total</b>	<b>20</b>	<b>30</b>	<b>0</b>	<b>0</b>	<b>50</b>
	<b>Grand Total</b>	<b>350</b>	<b>300</b>	<b>150</b>	<b>200</b>	<b>1000</b>

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

Glossary

Term	Description
<b>National Occupational Standards (NOS)</b>	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.
<b>Qualification</b>	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
<b>Qualification File</b>	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.
<b>Sector</b>	A grouping of professional activities on the basis of their main economic function, product, service or technology.
<b>Long Term Training</b>	Long-term skilling means any vocational training program undertaken for a year and above. <a href="https://ncvet.gov.in/sites/default/files/NCVET.pdf">https://ncvet.gov.in/sites/default/files/NCVET.pdf</a>