

NSQF QUALIFICATION FILE

Approved in 14th NSQC, dated- 30/12/2021

Rationalized on file 20.03.2023

Qualification Code

QG-04-LS-00263-2023-V1.1-LSSSDC

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Life Sciences Sector Skill Development Council

14, Palam Marg, Rear 2nd Floor, Vasant Vihar, New Delhi, PIN 110057

Phone: +91 11 41042407/ 408, E-mail: info@lsssd.in

Name and contact details of individual dealing with the submission

Name: Mr. Anshul Saxena

Position in the organisation: Senior Director

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Same as above

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List of documents submitted in support of the Qualifications File

- 1 Qualifications Pack
- 2 LSSSDC Protocol for Accreditation of Assessment Agencies and Assessment Guidelines
- 3 Minutes of meeting of Governing Body
 - Composition of National Committee of NOS
- 4 NSDC Sector Skill Gap Report for Life Sciences Sector is available at <http://nsdcindia.org/sites/default/files/files/Pharmaceuticals.pdf>
- 5 Occupational Map and Career Progression Map
- 6 List of companies and Industry associations participated in the development of these qualification
- 7 List of qualification /NOS validating companies

Model Curriculum (attached as annexure) including the following:

- Indicative list of tools/equipment to conduct the training
- Trainers qualification
- Unit Plan with Learning Objective
- Distribution of training duration into theory/skill practical/Project and Viva component

Medical Sales Representative

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SUMMARY

1	Qualification Title	Medical Sales Representative
2	Qualification Code, if any	LFS/Q0401 Ver 3.0
3	NCO code and occupation	NCO-2015/2433.0201 Sales and Marketing
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	Short term training with or without apprenticeship
5	Body/bodies which will award the qualification	Life Sciences Sector Skill Development Council
6	Body which will accredit providers to offer courses leading to the qualification	Life Sciences Sector Skill Development Council
7	Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy)	Yes, attached the copy as annexure 1
8	Occupation(s) to which the qualification gives access	Sales and Marketing
9	Job description of the occupation	The Medical Sales Representative is a key link between pharmaceutical companies, retail pharmacies, and medical professionals. The job holder is required to meet medical practitioners to share information about the product in compliance with the guidelines under the Uniform Code of Pharmaceutical Marketing Practices (UCPMP). The individual is also responsible for closing the sale according to the terms and conditions, making adequate inventory available to distributors, and providing after-sales service to retail chemists/ pharmacies. The role holder is also responsible for achieving revenue goals set by the organization.
10	Licensing requirements	Not applicable

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11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	Nil
12	Level of the qualification in the NSQF	4
13	Anticipated volume of training/learning required to complete the qualification	Compulsory Notional Hours Theory= 135 Hours Practical=225 Hours Employability Skills= 60 Hours Total Compulsory Notional Hours= 420 Hours Total Notional Hours=420 Hours
14	Indicative list of training tools required to deliver the qualification	Attached as annexure 2
15	Entry requirements and/or recommendations and minimum age	D. Pharma OR Graduate (Any) OR 12th Class (Preferably with Biology subjects) Note: 12th class eligibility is being considered based on special request from MSME units and companies operating in rural area, hence the employment of such candidates will be limited. Maximum age of fresh employment is 26 years Age: 17 Years
16	Progression from the qualification (Please show Professional and academic progression)	Vertical progression 1. Therapeutic Business Manager (Level-5) Lateral progression 1. Business Development Executive - Life Sciences (Institutional Sales) (Level- 4) 2. Executive - Telesales (Pharma, Biologics, Medical Device and other health services)
17	Arrangements for the Recognition of Prior Learning (RPL)	The process to award the qualification via RPL mode and

Medical Sales Representative

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		detailed methodology is given in point No.22
18	International comparability Whether known (research evidence to be provided)	While preparing the NOSs, a detailed secondary desk research was conducted. The European, South African and Australian NOSs were referred to. The relevant International NOSs for the job role are listed below for reference: UK NOS • SFHPHARM22 Assist in the preparation of documentation, materials and other items for manufacture and assembly of medicinal products • COGLS202 Maintain effective and efficient working relationships in life Sciences and related industries • COGPI03.2 control emergencies • COGLS201 Follow health and safety procedures in life sciences • COGLS301 Maintain health and safety in life sciences Switzerland NOS • Refer page no. 356 Unit group 9321 Australia NOS • Vacuum pack product • Pack or unpack product manually • Operate a packaging process • Operate a case packing process • Participate effectively in a workplace environment • Participate in OHS processes South Africa NOS • Conduct a sales visit in a professional environment • Act in accordance with ethical and legal codes of pharmaceutical representation and the laws of the country

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19	Date of planned review of the qualification	30/12/2024																																								
20	Formal structure of the qualification																																									
	Mandatory components																																									
	<table><tr><th>NOS/ Module Details</th><th>Total Duration Hours</th><th>Level</th><th>Credit</th></tr><tr><td>Compulsory Bridge Module Introduction to life sciences industry and the job role , Introduction to the basic concepts of Pharmaceutical Marketing , Basic soft skills and Business English Communication for Pharmaceutical Sales</td><td>90:00</td><td>Level-4</td><td>3</td></tr><tr><td>Compulsory Module LFS/N0401 Ver 3.0: Perform Retail Chemist Prescription Audit (RCPA)</td><td>30:00</td><td>Level-4</td><td>1</td></tr><tr><td>Compulsory Module LFS/N0417 ver 2.0: Perform product promotion, sale, inventory management and after-sales services with the retail pharmacies</td><td>60:00</td><td>Level-4</td><td>2</td></tr><tr><td>Compulsory Module LFS/N0402 ver 3.0: Perform product promotion with healthcare practitioners</td><td>60:00</td><td>Level-4</td><td>2</td></tr><tr><td>Compulsory Module LFS/N0418 ver 2.0: Perform product promotion during adverse/ constrained situation</td><td>60:00</td><td>Level-4</td><td>2</td></tr><tr><td>Compulsory Module LFS/N0403 ver3.0: Perform sales reporting, other support activities and maintain environment sustainability</td><td>60:00</td><td>Level-4</td><td>2</td></tr><tr><td>DGT/VSQ/N0102: Employability Skills</td><td>60:00</td><td></td><td>2</td></tr><tr><td>Total Duration</td><td>420:00</td><td></td><td></td></tr><tr><td>Total Credit</td><td></td><td></td><td>14</td></tr></table>		NOS/ Module Details	Total Duration Hours	Level	Credit	Compulsory Bridge Module Introduction to life sciences industry and the job role , Introduction to the basic concepts of Pharmaceutical Marketing , Basic soft skills and Business English Communication for Pharmaceutical Sales	90:00	Level-4	3	Compulsory Module LFS/N0401 Ver 3.0: Perform Retail Chemist Prescription Audit (RCPA)	30:00	Level-4	1	Compulsory Module LFS/N0417 ver 2.0: Perform product promotion, sale, inventory management and after-sales services with the retail pharmacies	60:00	Level-4	2	Compulsory Module LFS/N0402 ver 3.0: Perform product promotion with healthcare practitioners	60:00	Level-4	2	Compulsory Module LFS/N0418 ver 2.0: Perform product promotion during adverse/ constrained situation	60:00	Level-4	2	Compulsory Module LFS/N0403 ver3.0: Perform sales reporting, other support activities and maintain environment sustainability	60:00	Level-4	2	DGT/VSQ/N0102: Employability Skills	60:00		2	Total Duration	420:00			Total Credit			14
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SECTION 1

ASSESSMENT

21	Body/Bodies which will carry out assessment: Following assessment agencies will carry out assessments: 1. Induslynk Training Services Pvt. Ltd.- Mercer- Mettl , 7&8th Floor, SN 1&2, Good Earth Business Bay, Sector 58, Gurugram, 122101 2. SHL (India) Pvt. Ltd.- 6-Tower-B, 10, DLF Building, DLF Cyber City, Gurugram, Haryana, 122002 3. Cleveratti Skill Pvt. Ltd.- 3704, DLF Phase IV, Near Galleria Market, Gurugram 122002, Haryana
22	How will RPL assessment be managed and who will carry it out? Assessment process for RPL programs (Candidates with experience in the occupation or for informally trained and employed trainees): 1. Every RPL batch is uploaded on Skill Development Management System (SDMS) managed by National Skill Development Corporation (NSDC). SDMS reflects the proposed date of assessment for the batch. The batch is uploaded on SDMS by RPL project implementation agency. 2. LSSSDC conducts Assessments via its empaneled Assessment Agencies and assigns the batch to an assessment agency pre-notified with NSQC for the job role. 3. Assessment agency ensures the availability of required infrastructure, tools for the assessment. 4. Assessments for RPL candidates are conducted in following two modes: 5. Theory and Skill Practical on a fully digital platform. 6. Theory part digital and practical part through actual assessor observation. 7. The authenticity of Trainee's identity and eligibility is verified by project implementation agency by verifying the ID proof documents (any document issued by GOI, such as Aadhaar Card, Driving License, Passport, election card etc.) and experience proof (industry endorsement, experience letters) 8. Assessment agency collects evidences of the assessment in best possible way (videos, pictures, assessment logs etc.) 9. The assessment agency after processing the results and putting them in standard format hands over to LSSSDC within 7 days from the date of assessment. 10. LSSSDC validates the assessment results and announces the result on SDMS within 15 days of assessment date. 11. Passed candidates are provided with qualification certificate. Assessment tools: For the Training assessment, the assessment instrument development is done by the selected assessment body with close monitoring and support of LSSSDC at every stage. Digital Written test for knowledge assessment: <u>Scope</u> – Is used to test the knowledge component of the Qualification. <u>Tools</u> – Computer or tab based online or offline.

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	<u>Method</u> – objective type questions, match the columns, fill in the blanks, tick the odd man out, choose the correct option, choose the best answer, True or false, Identify the object, tool or machinery, arrange in proper sequence, case study, scenario-based responses. <u>Analysis</u> – Question paper is divided in sections. Each Section intends to assess a particular knowledge field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee. Digital Written test for skill assessment <u>Scope</u> – Is used to test primarily the Skill component of the qualification. Trainee's expertise in handling and managing the situation is tested. <u>Tools</u> – computer or tab based online or offline questions. <u>Method</u> – A situation is narrated or created in the question posed to the trainee and he is asked objective type questions to select the correct reaction to the situation. The selected situations are based on real situations. <u>Analysis</u> – Question paper is divided in sections. Each Section intends to assess a particular skill field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee. Following assessment agencies will carry out assessments: 1. Induslynk Training Services Pvt. Ltd.- Mercer- Mettl , 7&8th Floor, SN 1&2, Good Earth Business Bay, Sector 58, Gurugram, 122101 2. SHL (India) Pvt. Ltd.- 6-Tower-B, 10, DLF Building, DLF Cyber City, Gurugram, Haryana, 122002 3. Cleveratti Skill Pvt. Ltd.- 3704, DLF Phase IV, Near Galleria Market, Gurugram 122002, Haryana
23	Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF. Assessment Agencies: An assessment agency is selected based on • Prior experience and understanding of Life Sciences or similar sector. • Experience in conducting assessments for similar job roles. • Manpower and Technical capabilities. • Geographical reach • Existing Network in the Life Sciences Sector • Agency's internal policies to maintain Standards, Quality & professional Integrity • Agency's policy in assessor management Assessment development: The assessment development is done with close monitoring and under supervision of LSSSDC at every stage. Steps for assessment development: • Selection of assessment tool(s) is done as per the assessment criteria prescribed in Qualification. • For Medical Sales Representative a blue print of the question paper, is part of assessment tool for training.

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- Development of lay-out of Question paper is such that the entire PCs (Performance Criteria) of that qualification are covered.
- Score per question maps with the weightage given to that PC, in the assessment criteria and the level of difficulty of the question.
- An expert from industry is selected who is called “Subject Matter Expert” (SME). This SME must have over 13-15 years of experience in the industry in Sales and Marketing occupation.
- SME is screened and approved by LSSSDC. He is oriented by both LSSSDC and Assessment agency on – creating question Bank, level of questions, end desired outcome of the assessment.

Assessor: The Assessors are engaged to conduct the assessments. Assessor guidelines are followed as below:

Assessor Prerequisites						
Minimum Education al Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Year s	Specialization	Year s	Specialization	
Graduate in Sciences	B. Sc. / B. Pharma	6	Pharmaceutical/ Biopharmaceutical/ AYUS H sales and marketing	1	On the job assessment/ Training experience/ Vocational assessment/ Academic assessment	
Postgraduate in Sciences	M. Sc. / M. Pharma	4	Pharmaceutical/ Biopharmaceutical/ AYUS H sales and marketing	1	On the job assessment/ Training experience/ Vocational assessment/ Academic assessment	

Assessor Certification	
Domain Certification	Platform Certification

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Medical Sales Representative mapped to the Qualification Pack: "LFS/Q0401, v3.0" with minimum accepted score of 80%.

Recommended that the Assessor is certified for the Job Role: "Assessor (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2701, v2.0" with minimum score of 80%.

Assessment process for fresh skill development programs (Short term without apprenticeship):

- Every fresh batch is uploaded on Skill Development Management System (SDMS) managed by National Skill Development Corporation (NSDC). SDMS reflects the Start date, end date of the training and date of assessment for the batch. The batch is uploaded on SDMS by Vocational Training Centre.
- LSSSDC conducts Assessments via its empaneled Assessment Agencies and assigns the batch to an assessment agency pre-notified with NSQC for the job role.
- Assessment agency ensures the availability of required infrastructure, tools for the assessment.
- Assessments for Fresh candidates are conducted in mode of Theory and Viva for Skill Practical. Skill Viva is conducted by an Assessor.
- In case an assessor is involved in the assessment methodology, the trainees are scheduled in such a way that an assessor shall not assess more than 30 candidates in a day.
- Assessor and proctor from Assessment agency are present on the day of assessment to manage the process at assessment location.
- The assessor carry Aadhaar card and which has been pre informed to the vocational training center.
- Assessor ensures authenticity of Trainee's identity by verifying the documents (any document issued by GOI, such as Aadhar Card, Driving License, Passport, election card etc.)
- Assessor collects evidences of the assessment in best possible way (videos, pictures etc.)
- Proctor maintains the records of attendance, verified documents, and whatever other evidence of assessment as applicable.
- Assessor maintains complete confidentiality of the score, compiles the data and document and sends it to assessment agency.
- In cases where 100% digital assessment methodology is used, the above verifications and document collection and maintenance is done by the proctor.
- The assessment agency after processing the results and putting them in standard format hands over to LSSSDC within 7 days from the date of assessment.
- LSSSDC validates the assessment results and announces the result on SDMS within 15 days of assessment date.
- Passed candidates are provided with qualification certificate.

Assessment tools: Assessment tools for a qualification are decided based on composition of knowledge and skill in that qualification. All assessments shall have at least two tools unless indicated otherwise. All assessments carry time allotment required per trainee, within which the assessment should be completed.

Digital Written test for knowledge assessment:

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Scope – Is used to test the knowledge component of the Qualification.

Tools – Computer or tab based online or offline.

Method – objective type questions, match the columns, fill in the blanks, tick the odd man out, choose the correct option, choose the best answer, True or false, Identify the object, tool or machinery, arrange in proper sequence, case study, scenario-based responses.

Analysis – Question paper is divided in sections. Each Section intends to assess a particular knowledge field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.

Digital Written test for skill assessment

Scope – Is used to test primarily the Skill component of the qualification. Trainee's expertise in handling and managing the situation is tested.

Tools – computer or tab based online or offline questions.

Method – A situation is narrated or created in the question posed to the trainee and he is asked objective type questions to select the correct reaction to the situation. The selected situations are based on real situations.

Analysis – Question paper is divided in sections. Each Section intends to assess a particular skill field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.

Assessment process for Apprenticeship linked fresh skill development programs (Short term with apprenticeship):

The assessment for the Basic Training and On the Job Training will be conducted toward the end of the OJT duration.

Assessment Process:

The assessment will be in two parts as below:

Part 1: OJT Assessment

For OJT assessment the Industry nominated assessor will be assessing the candidates based on the OJT monitoring report submitted by Industry supervisor and Viva by the Industry nominated assessor

1.1 Industry nominated assessor:

The Assessors are engaged to conduct the assessments by Industry. The selection takes place as follows

- Industry defines the criteria for profile of an assessor.
- Assessor is a person who is currently working in the same industry on same or higher job role and has minimum 5-7 years of experience.
- Once selected, the assessor is oriented by Industry using LSSSDC guidelines on various aspects of the assessment and management of assessment, such as
 - Qualification and its background.
 - Training on Assessment methodology and how to use Assessment tools. Scoring system. (as per the attached assessment guide)
 - Maintain integrity at the assessment site.
 - Crisis handling and support system available for the same.
 - Scope of his authorities
 - Administrative responsibilities.

- Required documentation of Trainee credentials, mark sheet management.
- Confidentiality management.

1.2 Assessment Tool for OJT:

1.2.1 OJT Monitoring Report:

- As in Life Sciences Sector reproducing the evidence for assessment is not feasible due to constraints like cost, confidentiality and controlled environment, every apprentice is required to record the evidences performed during the OJT and the same gets authorized by his/her supervisor.
- The evidence recording is done in a structured monitoring report, termed as OJT monitoring report.
- During the OJT, every trainee is required to fill the OJT monitoring report which is required to be signed by his/her supervisor.
- Towards the end of OJT period these reports are submitted with the HR department of company
- These duly submitted reports are then verified by an Industry nominated assessor for verification of evidence.

1.2.2 Viva:

Scope – Is used to test the knowledge and understanding and skills acquired during the OJT as well as to conform the OJT monitoring report.

Some personality traits and generic skills (such as – promptness, sharpness, communication skills, depth of knowledge, comprehension, presentation, patience etc) can also be tested required for the qualification.

Tools – Direct dialogue between assessor and Trainee.

Method – Direct questions open and close ended questions, situation-based questions, analytical questions, and decision-making based questions. Different questions are included to test relevant PCs from the qualification

Analysis – Assessor draws a spectrum of ready answers to be expected from trainee. This reduces effect of subjectivity of the assessor. Comparative quality of trainees with in a batch or different institutes can be gauged.

1.3 Execution of OJT Assessment:

- HR department then hands over the individual OJT monitoring report with Industry nominated assessor and schedules an assessment meeting for each trainee
- Industry nominated assessor assesses each trainee based on OJT monitoring report, viva on each PC and attendance with each trainee towards the end of the OJT period.
- The OJT marks are compiled for each NOS by the Industry nominated assessor and submitted with HR department of company.
- The OJT assessment results are then sent to LSSSDC by HR department of company in a sealed envelope for compiling the assessment results.

Part 2: Basic Training Assessment

For Execution of the assessment for basic training, LSSSDC will be engaging more than one assessment agencies/ body.

2.1 Criteria of selection of assessment body/agency:

The assessment body/agency is selected on the basis of

- Prior experience and understanding of Life Sciences or similar sector.
- Experience in conducting assessments for similar job roles.
- Manpower and Technical capabilities.
- Geographical reach
- Existing Network in the Life Sciences Sector
- Agencies internal policies to maintain standards, quality & professional Integrity
- Agencies policy in assessor management

2.2 Assessment tool for Basic Training:

For the Basic training assessment, the assessment instrument development is done by the selected assessment body with close monitoring and support of LSSSDC at every stage.

2.2.1 Digital Written test for knowledge assessment:

Scope – Is used to test the knowledge component of the qualification.

Tools –computer or tab based online or offline.

Method – objective type questions, match the columns, fill in the blanks, tick the odd man out, choose the correct option, choose the best answer, True or false, Identify the object, tool or machinery, arrange in proper sequence, case study, scenario-based responses.

Analysis – Question paper is divided in sections. Each Section intends to assess a particular knowledge field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.

2.2.2 Digital Written test for skill assessment:

Scope – Is used to test primarily the Skill component of the qualification. Trainee's expertise in handling and managing the situation is tested.

Tools –computer or tab based online or offline questions

Method – A situation is narrated or created in the question posed to the trainee and he is asked objective type questions to select the correct reaction to the situation. The selected situations are based on real situations.

Analysis – Question paper is divided in sections. Each Section intends to assess a particular skill field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.

2.3 Steps for assessment development:

- Selection of assessment tool(s) is done as per the assessment criteria prescribed in Qualification.

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- For Medical Sales Representative a blue print of the question paper, is part of assessment tool for basic training.
- Development of lay-out of Question paper is such that the entire PCs (Performance Criteria) of that qualification are covered.
- Score per question maps with the weightage given to that PC, in the assessment criteria and the level of difficulty of the question.
- An expert from industry is selected who is called “Subject Matter Expert” (SME). This SME must have over 13-15 years of experience in the industry in same occupation.
- SME is screened and approved by LSSSDC. He is the oriented by both LSSSDC and Assessment agency on – creating question Bank, level of questions, end desired outcome of the assessment.

2.4 Execution of Basic Training Assessment:

- Post the assessment schedule confirmation of all trainees due for assessments through Apprenticeship India portal, the assessment date for basic training is decided with common agreement of Industry and LSSSDC and LSSSDC directs it's an assessment body/agency.
- Assessment agency ensures the availability of required infrastructure, tools for the assessment.
- The assessment is executed in two possible ways depending on the choice of industry:

2.4.1 Tab based assessment using physical proctoring

2.4.2 Smart phone-based assessment using e-proctoring

2.4.1 Tab-based assessment using physical proctoring

- A representative from Assessment agency are present on the day of assessment to execute the assessment at venue in case of physical proctoring.
- Assessment agency representative carries an identity card and letter from the council authorising to conduct the assessment.
- Assessment agency representative ensures authenticity of Trainee's identity by verifying the documents (any document issued by GOI, such as Ration card, Aadhaar Card, Driving Licence, Passport, election card etc)
- Assessment agency representative maintains the records of attendance, verified documents and tablet instruments used in assessment.
- Assessment agency representative collects evidences of the assessment in best possible way (videos, pictures, voice recordings etc)
- Assessment agency representative transfer the assessment scores from tab to assessment agency server, using a secure, encrypted web-based program.
- The assessment agency after processing the results and putting them in standard format hands over to LSSSDC within 7 days of assessment.

2.4.2 Smart phone-based assessment using e-proctoring

- All trainees due for assessments are registered on a assessment tool application using their unique mobile number and e-mail ID along with a Govt. ID issued proof.
- An assessment link is sent to the mail ID of each trainee with a defined expiry date of the link.

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- Trainee at any location can click on the link using his/her smart phone or a web camera enabled computer system
- Using the unique credentials and govt ID number, trainee logs in for start of assessment and completes the assessment.
- Authenticity of Trainee's identity is done by assessment application by verifying the documents (any document issued by GOI, such as Ration card, Aadhaar Card, Driving Licence, Passport, election card etc.) and a live photo capture
- A live video of candidate during the assessment is captured to collect the evidences of the assessment
- Once the assessment is complete, the assessment application automatically assessment scores to assessment agency server, using a secure, encrypted web-based program.
- The assessment agency after processing the results and putting them in standard format hands over to LSSSDC within 7 days of assessment.

Assessment Result compilation:

- In case of offline OJT assessment -The OJT assessment results are sent to LSSSDC by HR department of company in a sealed envelope for compiling the assessment results.
- LSSSDC cross checks and validates the data and declares the result to Industry and trainee.
- In case of online OJT assessment-Industry nominated assessor certified by LSSSDC will be uploading the results on apprenticeshipindia.org portal.
- Passed trainees are provided with certificate.

Note: At any point of time assessment strategy would be as per the current guidelines from MSDE.

- LSSSDC Protocol for Accreditation of Assessment Agencies and Assessment Guideline Ver1.00 is attached as annexure 3

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ASSESSMENT EVIDENCE

Marks Allocation					
Assessment outcomes	Assessment Criteria for outcomes	Theor y	Skills Practic al	Proj ect	Viv a
1. LFS/N0401 v3.0 : Perform Retail Chemist Prescription Audit (RCPA)	Prepare for RCPA	15	25	5	5
	PC1. identify the key players of distribution channel for the drug product in the allocated sales territory	-	-	-	-
	PC2. collect and maintain information of key persons at hospitals, pharmacies, and dealers by establishing networks	-	-	-	-
	PC3. manage the business relationship with pharmacy stores in the allocated sales territory	-	-	-	-
	Conduct RCPA	15	25	5	5
	PC4. update oneself on own product and competitor's products	-	-	-	-
	PC5. conduct RCPA at each retail pharmacy in the allocated sales territory	-	-	-	-
	PC6. generate information related to competitor's and own product sales, through optimal utilization of available resources	-	-	-	-
	PC7. produce information related to the prescribers in the allocated sales territory, through optimal utilization of available resources	-	-	-	-
	NOS Total	30	50	10	10
2 LFS/N0402 v3.0 : Perform product promotion with	Preparation for the in-clinic meeting	10	10	5	5
	PC1. update oneself with product and promotion-specific knowledge through product training	-	-	-	-

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Marks Allocation					
Assessment outcomes	Assessment Criteria for outcomes	Theor y	Skills Practic al	Proj ect	Viv a
healthcare practitioners	PC2. manage business relationships with healthcare practitioner as well as the hospital and clinic staff	-	-	-	-
	PC3. place the appropriate brand recall visuals in and outside the clinic/ hospital with the consent of the hospital and clinic staff	-	-	-	-
	PC4. select a suitable promotion strategy, with consent from sales manager, based on behavior of healthcare practitioner	-	-	-	-
	Product promotion through In-clinic product detailing	10	15	5	5
	PC5. ensure to convene a meeting at a pre-scheduled time as per convenience of healthcare practitioner	-	-	-	-
	PC6. introduce the product to the healthcare practitioner	-	-	-	-
	PC7. explain healthcare practitioner about drug product specification and it's benefits to patients,through optimal use of available visual aids	-	-	-	-
	PC8. demonstrate the usage of the drug product in case of a medical device	-	-	-	-
	PC9. maintain compliance with legal and ethical guidelines given under Medical Council of India(MCI) Code of Conduct and Uniform Code of Pharmaceuticals Marketing Practices (UCPMP)	-	-	-	-
	PC10. engage the medical practitioner using various	-	-	-	-

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Marks Allocation					
Assessment outcomes	Assessment Criteria for outcomes	Theor y	Skills Practic al	Proj ect	Viv a
	methods, and approaches to convince him/her to prescribe the drug product				
	PC11. promote the drug product as per the promotional strategies of the organization	-	-	-	-
	Objection handling	10	15	5	5
	PC12. ask healthcare practitioner for more clarity to understand his/her query and objection	-	-	-	-
	PC13. furnish latest scientific/medical information to the healthcare practitioner and answer their product related queries	-	-	-	-
	PC14. deal with the objection of healthcare practitioner by applying the appropriate method and emotional intelligence	-	-	-	-
	PC15. mould the concern or objection from healthcare practitioner constructively into a positive impression about the drug product and company	-	-	-	-
	PC16. escalate the objection of a healthcare practitioner to the manager, in case of lack of an appropriate response	-	-	-	-
	NOS Total	30	40	15	15
3. LFS/N0403 v3.0 : Perform sales reporting, other support activities and	Support in Sales reporting and claim submission	10	10	5	5
	PC1. provide sales and prescriber-trend related inputs in the meetings, for his/her assigned territory	-	-	-	-

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Marks Allocation					
Assessment outcomes	Assessment Criteria for outcomes	Theor y	Skills Practic al	Proj ect	Viv a
maintain environment sustainability	PC2. provide inputs and seek approval from manager on right sales and promotion strategies to achieve periodic sales target	-	-	-	-
	PC3. ensure to submit the mutually agreed visit plan and receive approval from sales manager	-	-	-	-
	PC4. record and report visit details in time through the reporting system of the organization	-	-	-	-
	PC5. report the collected information from RCPA to the reporting manager	-	-	-	-
	PC6. record and submit the sales report as per defined periodicity	-	-	-	-
	PC7. ensure timely submission of the reimbursement claim with valid original bills in compliance to the protocols	-	-	-	-
	Support in Pharmacovigilance	10	10	2	3
	PC8. collect any information about the adverse incidents related to the drug product from clinics/hospitals/ retail pharmacies	-	-	-	-
	PC9. follow the pharmacovigilance process guidelines while channeling information related to adverse incidents with patients to sales manager and concerned team	-	-	-	-
	Support in promotional events	10	10	2	3
	PC10. perform the support activities assigned by manager for medical conferences, product launch events and medical camps in	-	-	-	-

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Marks Allocation					
Assessment outcomes	Assessment Criteria for outcomes	Theor y	Skills Practic al	Proj ect	Viv a
	compliance with approved budget				
	PC11. provide conference/ promotional event related inputs and information to the manager	-	-	-	-
	PC12. collect information from the events and share it with the appropriate stakeholders	-	-	-	-
	Sensitivity towards all genders and people with disability	5	3	-	2
	PC13. respect all genders, religions, caste and cultures	-	-	-	-
	PC14. empathize with people with disability	-	-	-	-
	PC15. offer support or help to a person with disability only when asked	-	-	-	-
	PC16. ensure to adhere with the guidelines laid in Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act	-	-	-	-
	PC17. report any violation of prevention of sexual harassment (POSH) rules immediately to the POSH committee	-	-	-	-
	Environment Sustainability Guidelines	5	3	-	2
	PC18. ensure energy conservation by switching off the computer/ tablet post usage	-	-	-	-
	PC19. ensure to check for any loose electric sockets before use for charging the equipments	-	-	-	-
	PC20. ensure securing a pollution under control certificate for	-	-	-	-

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Assessment outcomes	Assessment Criteria for outcomes	Theor y	Skills Practic al	Proj ect	Viv a
	the vehicle being used for field travel				
	PC21. choose and apply environment-friendly methods for waste disposal like packaging waste of samples, PPE kits etc	-	-	-	-
	NOS Total	40	36	9	15
4. LFS/N0417 v2.0 : Perform product promotion, sale, inventory management and after-sale services with the retail pharmacies	Product Promotion at Retail Pharmacy	10	15	5	5
	PC1. ensure promotional visibility of the drug product at each retail pharmacy in the allocated territory	-	-	-	-
	PC2. support the promotion at pharmacy stores with the prescription-trends from healthcare practitioners in the territory	-	-	-	-
	PC3. share the offers and financial benefits to decision maker at the retail pharmacy	-	-	-	-
	Product sale to Retail Pharmacy	10	15	5	5
	PC4. check for drug inventory and demands of drugs/products with retail chemists	-	-	-	-
	PC5. explain health services, clinical prescription trend, and other relevant information to retailers to support the sale	-	-	-	-
	PC6. close the sale through effective negotiation with the store/hospital without compromising on the company standards	-	-	-	-
	PC7. ensure optimum stock availability at the dealers/stockiest/wholesale rs so that it can be supplied	-	-	-	-

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	to the pharmacies, and hospitals to meet demand				
	PC8. follow up on sale order to the completion i.e. delivery of product and revenue collection by meeting and coordinating with CFA, stockiest, and retailers	-	-	-	-
	PC9. ensure the target orientation to reach (and if possible exceed) forecasted sales and collection targets (annual and monthly) of the allotted sales territory	-	-	-	-
	After-sale services	10	10	5	5
	PC10.coordinate with distributor/CFA and other stakeholders in distribution network to resolve queries related to expiry and breakage of drug product	-	-	-	
	PC11.channel the retail pharmacy's queries through the company defined process	-	-	-	
	PC12.escalate any unresolved matters to sales manager in a timely manner	-	-	-	
	NOS Total	30	40	15	15
5. LFS/N0418 v2.0: Perform product promotion during adverse/ constrained situation	Use of personal protective measures	10	10	5	5
	PC1. use government authorized mobile application to carryout self health assessment	-	-	-	-
	PC2. ensure availability of spare mask, gloves, small hand sanitizer and electronic device sanitizer, handkerchief and paper soap in the touring bag	-	-	-	-

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	PC3. ensure disinfecting the electronic device to be used for e-presentation and cover it with protector	-	-	-	-
	PC4. wear mask and gloves before moving out of home	-	-	-	-
	PC5. use private or own transport vehicle ONLY after effective sanitization as per laid down procedure	-	-	-	-
	PC6. ensure not to touch the surfaces and/or door handles unnecessarily	-	-	-	-
	PC7. maintain a safe distance during travel and meeting, and greet ensuring social distancing and respect of personal space	-	-	-	-
	PC8. apply hand sanitizer before and after meeting	-	-	-	-
	<i>In-clinic Product detailing using digital tools</i>	10	10	2	3
	PC9. explain drug product specifications, benefits to patients and usage of drug product through digital visual aids ONLY	-	-	-	-
	PC10. maintain compliance with legal and health ministry guidelines during the meeting	-	-	-	-
	<i>E- promotion and tele promotion</i>	15	20	5	5
	PC11. use tele and digital modes to inform about the product recall procedure to healthcare practitioner and other stakeholders	-	-	-	-
	PC12. furnish latest scientific/medical information through digital mode to the healthcare	-	-	-	-

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Assessment outcomes	Assessment Criteria for outcomes	Theor y	Skills Practic al	Proj ect	Viv a
	practitionerin response to their product related queries				
	PC13. escalate the objection to manager and medical information team/ tele product team for a response to the healthcare practitioner regarding their product related queries	-	-	-	-
	NOS Total	35	40	12	13
6.DGT/VSQ/N01 02 V1.0: Employability Skills (60 Hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	Identify employability skills required for jobs in various industries	-	-	-	-
	identify and explore learning and employability portals	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-
	recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
	follow environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
	recognize the significance of 21st Century Skills for employment	-	-	-	-
	practice the 21st Century Skills such as Self-Awareness,	-	-	-	-

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Assessment outcomes	Assessment Criteria for outcomes	Theor y	Skills Practic al	Proj ect	Viv a
	Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life				
	<i>Basic English Skills</i>	2	3	-	-
	use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
	read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
	write short messages, notes, letters, e-mails etc. in English	-	-	-	-
	<i>Career Development & Goal Setting</i>	1	2	-	-
	understand the difference between job and career	-	-	-	-
	prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
	<i>Communication Skills</i>	2	2	-	-
	follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
	work collaboratively with others in a team	-	-	-	-

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Assessment outcomes	Assessment Criteria for outcomes	Theor y	Skills Practic al	Proj ect	Viv a
	<i>Diversity & Inclusion</i>	1	2	-	-
	communicate and behave appropriately with all genders and PwD	-	-	-	-
	escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
	<i>Financial and Legal Literacy</i>	2	3	-	-
	select financial institutions, products and services as per requirement	-	-	-	-
	carry out offline and online financial transactions, safely and securely	-	-	-	-
	identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
	identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
	<i>Essential Digital Skills</i>	3	4	-	-
	operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
	use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
	use basic features of word processor, spreadsheets, and presentations	-	-	-	-
	<i>Entrepreneurship</i>	2	3	-	-

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Assessment outcomes	Assessment Criteria for outcomes	Theor y	Skills Practic al	Proj ect	Viv a
	identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
	develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
	identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
	<i>Customer Service</i>	1	2	-	-
	identify different types of customers	-	-	-	-
	identify and respond to customer requests and needs in a professional manner.	-	-	-	-
	follow appropriate hygiene and grooming standards	-	-	-	-
	<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
	create a professional Curriculum vitae (Résumé)	-	-	-	-
	search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	apply to identified job openings using offline /online methods as per requirement	-	-	-	-

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Marks Allocation					
Assessment outcomes	Assessment Criteria for outcomes	Theor y	Skills Practic al	Proj ect	Viv a
	answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	<i>NOS Total</i>	20	30	-	-

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24. Assessment evidences

Title of Component: 1. LFS/N0401 v3.0: Perform Retail Chemist Prescription Audit (RCPA)

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Prepare for RCPA	PC1. identify the key players of distribution channel for the drug product in the allocated sales territory PC2. collect and maintain information of key persons at hospitals, pharmacies, and dealers by establishing networks PC3. manage the business relationship with pharmacy stores in the allocated sales territory
Conduct RCPA	PC4. update oneself on own product and competitor's products PC5. conduct RCPA at each retail pharmacy including hospital pharmacies in the allocated sales territory PC6. generate information related to competitor's and own product sales, through optimal utilization of available resources PC7. produce information related to the prescribers in the allocated sales territory, through optimal utilization of available resources
Means of assessment 1	Digital Written test for knowledge assessment: <u>Scope</u> – Is used to test the knowledge component of the Qualification. <u>Tools</u> – Computer or tab based online or offline. <u>Method</u> – objective type questions, match the columns, fill in the blanks, tick the odd man out, choose the correct option, choose the best answer, True or false, Identify the object, tool or machinery, arrange in proper sequence, case study, scenario-based responses. <u>Analysis</u> – Question paper is divided in sections. Each Section intends to assess a particular knowledge field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.
Means of assessment 2	Digital Written test for skill assessment <u>Scope</u> – Is used to test primarily the Skill component of the qualification. Trainee's expertise in handling and managing the situation is tested. <u>Tools</u> – computer or tab based online or offline questions.

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	<u>Method</u> – A situation is narrated or created in the question posed to the trainee and he is asked objective type questions to select the correct reaction to the situation. The selected situations are based on real situations. <u>Analysis</u> – Question paper is divided in sections. Each Section intends to assess a particular skill field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.
Means of assessment 3	Project Assessment <u>Scope</u> – Is used to test primarily the Skill component of the qualification. Trainee's expertise in utilization of knowledge and skills in real life job scenarios <u>Tools</u> – Project report. <u>Method</u> – The trainee is deployed in Industry for on the job trainee or is being asked to work on a specific project (utilizing skills as per qualification). A project report duly endorsed by his/her project supervisor is prepared by the trainee and submitted for evaluation. The Assessor asks Direct questions open and close ended questions, situation-based questions, analytical questions, and decision-making based questions based on the project report <u>Analysis</u> –Project Assessments are analysed on knowledge and skill component.
Means of assessment 4	Viva <u>Scope</u> – Is used to test the knowledge and understanding and breadth of awareness about the subject. Some personality traits and generic skills (such as – promptness, sharpness, communication skills, depth of knowledge, comprehension, presentation, patience etc) can also be tested required for the qualification. <u>Tools</u> – Direct dialogue between assessor and Trainee. <u>Method</u> – Direct questions open and close ended questions, situation-based questions, analytical questions, and decision-making based questions. Different questions are included to test relevant PCs from the qualification <u>Analysis</u> – Assessor is provided with spectrum of ready answers to be expected from trainee. This reduces effect of subjectivity of the assessor. Comparative quality of trainees with in a batch or different institutes can be gauged

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Pass/Fail

The aggregate pass marks for Digital Written test for knowledge assessment, Digital Written test for skill assessment, Project and Viva is 70%. In case of RPL where Project will not be there, the aggregate pass marks for Digital Written test for knowledge assessment, Digital Written test for skill assessment and Viva shall also be 70%.

Title of Component: 2. LFS/N0402 v3.0: Perform product promotion with healthcare practitioners

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Preparation for the in-clinic meeting	PC1. update oneself with product and promotion-specific knowledge through product training
	PC2. manage business relationships with healthcare practitioner as well as the hospital and clinic staff
	PC3. place the appropriate brand recall visuals in and outside the clinic/ hospital with the consent of the hospital and clinic staff
	PC4. select a suitable promotion strategy, with consent from sales manager, based on behaviour of healthcare practitioner
Product promotion through In-clinic product detailing	PC5. ensure to convene a meeting at a pre-scheduled time as per convenience of healthcare practitioner
	PC6. introduce the product to the healthcare practitioner
	PC7. explain healthcare practitioner about drug product specification and its benefits to patients, through optimal use of available visual aids
	PC8. demonstrate the usage of the drug product in case of a medical device
	PC9. maintain compliance with legal and ethical guidelines given under Medical Council of India (MCI) Code of Conduct and Uniform Code of Pharmaceuticals Marketing Practices (UCPMP)
	PC10. engage the medical practitioner using various methods, and approaches to convince him/her to prescribe the drug product
	PC11. promote the drug product as per the promotional strategies of the organization
Objection handling	PC12. ask healthcare practitioner for more clarity to understand his/her query and objection
	PC13. furnish latest scientific/medical information to the healthcare practitioner and answer their product related queries

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	PC14. deal with the objection of healthcare practitioner by applying the appropriate method and emotional intelligence PC15.mould the concern or objection from healthcare practitioner constructively into a positive impression about the drug product and company PC16.escalate the objection of a healthcare practitioner to the manager, in case of lack of an appropriate response
Means of assessment 1	Digital Written test for knowledge assessment: <u>Scope</u> – Is used to test the knowledge component of the Qualification. <u>Tools</u> – Computer or tab based online or offline. <u>Method</u> – objective type questions, match the columns, fill in the blanks, tick the odd man out, choose the correct option, choose the best answer, True or false, Identify the object, tool or machinery, arrange in proper sequence, case study, scenario-based responses. <u>Analysis</u> – Question paper is divided in sections. Each Section intends to assess a particular knowledge field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.
Means of assessment 2	Digital Written test for skill assessment <u>Scope</u> – Is used to test primarily the Skill component of the qualification. Trainee's expertise in handling and managing the situation is tested. <u>Tools</u> – computer or tab based online or offline questions. <u>Method</u> – A situation is narrated or created in the question posed to the trainee and he is asked objective type questions to select the correct reaction to the situation. The selected situations are based on real situations. <u>Analysis</u> – Question paper is divided in sections. Each Section intends to assess a particular skill field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.
Means of assessment 3	Project Assessment <u>Scope</u> – Is used to test primarily the Skill component of the qualification. Trainee's expertise in utilization of knowledge and skills in real life job scenarios <u>Tools</u> – Project report.

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	<u>Method</u> – The trainee is deployed in Industry for on the job trainee or is being asked to work on a specific project (utilizing skills as per qualification). A project report duly endorsed by his/her project supervisor is prepared by the trainee and submitted for evaluation. The Assessor asks Direct questions open and close ended questions, situation-based questions, analytical questions, and decision-making based questions based on the project report <u>Analysis</u> –Project Assessments are analysed on knowledge and skill component.
Means of assessment 4	Viva <u>Scope</u> – Is used to test the knowledge and understanding and breadth of awareness about the subject. Some personality traits and generic skills (such as – promptness, sharpness, communication skills, depth of knowledge, comprehension, presentation, patience etc) can also be tested required for the qualification. <u>Tools</u> – Direct dialogue between assessor and Trainee. <u>Method</u> – Direct questions open and close ended questions, situation-based questions, analytical questions, and decision-making based questions. Different questions are included to test relevant PCs from the qualification <u>Analysis</u> – Assessor is provided with spectrum of ready answers to be expected from trainee. This reduces effect of subjectivity of the assessor. Comparative quality of trainees with in a batch or different institutes can be gauged
Pass/Fail	The aggregate pass marks for Digital Written test for knowledge assessment,Digital Written test for skillassessment,Project and Viva is 70%. In case of RPL where Project will not be there ,the aggregate pass marks for Digital Written test for knowledge assessment,Digital Written test for skill assessment and Viva shall also be 70%.

Title of Component: 3. LFS/N0403 v3.0: Perform sales reporting, other support activities and maintain environment sustainability

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
	PC1. provide sales and prescriber-trend related inputs in the meetings, for his/her assigned territory

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Support in Sales reporting and claim submission	PC2. provide inputs and seek approval from manager on right sales and promotion strategies to achieve periodic sales target
	PC3. ensure to submit the mutually agreed visit plan and receive approval from sales manager
	PC4. record and report visit details in time through the reporting system of the organization
	PC5. report the collected information from RCPA to the reporting manager
	PC6. record and submit the sales report as per defined periodicity
	PC7. ensure timely submission of the reimbursement claim with valid original bills in compliance to the protocols
Support in Pharmacovigilance	PC8. collect any information about the adverse incidents related to the drug product from clinics/hospitals/ retail pharmacies
	PC9. follow the pharmacovigilance process guidelines while channeling information related to adverse incidents with patients to sales manager and concerned team
Support in promotional events	PC.10 perform the support activities assigned by manager for medical conferences, product launch events and medical camps in compliance with approved budget
	PC11. provide conference/ promotional event related inputs and information to the manager
	PC12. collect information from the events and share it with the appropriate stakeholders
Sensitivity towards all genders and people with disability	PC13 respect all genders, religions, caste and cultures
	PC14. empathize with people with disability
	PC15. offer support or help to a person with disability only when asked
	PC16. ensure to adhere with the guidelines laid in Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act
	PC17. report any violation of prevention of sexual harassment (POSH) rules immediately to the POSH committee
Environment Sustainability Guidelines	PC18. ensure energy conservation by switching off the computer/ tablet post usage
	PC19. ensure to check for any loose electric sockets before use for charging the equipments
	PC20. ensure securing a pollution under control certificate for the vehicle being used for field travel
	PC21. choose and apply environment-friendly methods for waste disposal like packaging waste of samples, PPE kits etc
Means of assessment 1	Digital Written test for knowledge assessment: <u>Scope</u> – Is used to test the knowledge component of the Qualification . <u>Tools</u> – Computer or tab based online or offline.

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	<u>Method</u> – objective type questions, match the columns, fill in the blanks, tick the odd man out, choose the correct option, choose the best answer, True or false, Identify the object, tool or machinery, arrange in proper sequence, case study, scenario-based responses. <u>Analysis</u> – Question paper is divided in sections. Each Section intends to assess a particular knowledge field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.
Means of assessment 2	Digital Written test for skill assessment <u>Scope</u> – Is used to test primarily the Skill component of the qualification. Trainee's expertise in handling and managing the situation is tested. <u>Tools</u> – computer or tab based online or offline questions. <u>Method</u> – A situation is narrated or created in the question posed to the trainee and he is asked objective type questions to select the correct reaction to the situation. The selected situations are based on real situations. <u>Analysis</u> – Question paper is divided in sections. Each Section intends to assess a particular skill field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.
Means of assessment 3	Project Assessment <u>Scope</u> – Is used to test primarily the Skill component of the qualification. Trainee's expertise in utilization of knowledge and skills in real life job scenarios <u>Tools</u> – Project report. <u>Method</u> – The trainee is deployed in Industry for on the job trainee or is being asked to work on a specific project (utilizing skills as per qualification pack). A project report duly endorsed by his/her project supervisor is prepared by the trainee and submitted for evaluation. The Assessor asks Direct questions open and close ended questions, situation-based questions, analytical questions, and decision-making based questions based on the project report <u>Analysis</u> –Project Assessments are analysed on knowledge and skill component.
Means of assessment 4	Viva <u>Scope</u> – Is used to test the knowledge and understanding and breadth of awareness about the subject. Some personality traits and generic skills (such as – promptness, sharpness, communication skills, depth of knowledge, comprehension, presentation, patience etc) can also be tested required for the qualification. <u>Tools</u> – Direct dialogue between assessor and Trainee. <u>Method</u> – Direct questions open and close ended questions, situation-based questions, analytical questions, and decision-

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making based questions. Different questions are included to test relevant PCs from the qualification

Analysis – Assessor is provided with spectrum of ready answers to be expected from trainee. This reduces effect of subjectivity of the assessor. Comparative quality of trainees with in a batch or different institutes can be gauged

Pass/Fail

The aggregate pass marks for Digital Written test for knowledge assessment, Digital Written test for skill assessment, Project and Viva is 70%. In case of RPL where Project will not be there, the aggregate pass marks for Digital Written test for knowledge assessment, Digital Written test for skill assessment and Viva shall also be 70%.

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Title of Component: 4. LFS/N0417 v2.0 : Perform product promotion, sale, inventory management and after-sale services with the retail pharmacies

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Product Promotionat Retail Pharmacy	PC1. ensure promotional visibility of the drug product at each retail pharmacy in the allocated territory
	PC2. support the promotion at pharmacy stores with the prescription-trends from healthcare practitioners in the territory
	PC3. share the offers and financial benefits to decision maker at the retail pharmacy
Product sale to Retail Pharmacy	PC4. check for drug inventory and demands of drugs/products with retail chemists
	PC5. explain health services, clinical prescription trend, and other relevant information to retailers to support the sale
	PC6. close the sale through effective negotiation with the store/hospital without compromising on the company standards
	PC7. ensure optimum stock availability at the dealers/stockiest/wholesalers so that it can be supplied to the pharmacies, and hospitals to meet demand
	PC8.follow up on sale order to the completion i.e. delivery of product and revenue collection by meeting and coordinating with CFA, stockiest, and retailers
	PC9.ensure the target orientation to reach (and if possible exceed) forecasted sales and collection targets (annual and monthly) of the allotted sales territory
After-sale services	PC10. coordinate with distributor/CFA and other stakeholders in distribution network to resolve queries related to expiry and breakage of drug product
	PC11. channel the retail pharmacy's queries through the company defined process
	PC12.escalate any unresolved matters to sales manager in a timely manner
Means of assessment 1	Digital Written test for knowledge assessment: <u>Scope</u> – Is used to test the knowledge component of the Qualification. <u>Tools</u> – Computer or tab based online or offline. <u>Method</u> – objective type questions, match the columns, fill in the blanks, tick the odd man out, choose the correct option, choose the best answer, True or false, Identify the object, tool or machinery,

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	arrange in proper sequence, case study, scenario-based responses. <u>Analysis</u> – Question paper is divided in sections. Each Section intends to assess a particular knowledge field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.
Means of assessment 2	Digital Written test for skill assessment <u>Scope</u> – Is used to test primarily the Skill component of the qualification. Trainee's expertise in handling and managing the situation is tested. <u>Tools</u> – computer or tab based online or offline questions. <u>Method</u> – A situation is narrated or created in the question posed to the trainee and he is asked objective type questions to select the correct reaction to the situation. The selected situations are based on real situations. <u>Analysis</u> – Question paper is divided in sections. Each Section intends to assess a particular skill field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.
Means of assessment 3	Project Assessment <u>Scope</u> – Is used to test primarily the Skill component of the qualification. Trainee's expertise in utilization of knowledge and skills in real life job scenarios <u>Tools</u> – Project report. <u>Method</u> – The trainee is deployed in Industry for on the job trainee or is being asked to work on a specific project (utilizing skills as per qualification). A project report duly endorsed by his/her project supervisor is prepared by the trainee and submitted for evaluation. The Assessor asks Direct questions open and close ended questions, situation-based questions, analytical questions, and decision-making based questions based on the project report <u>Analysis</u> –Project Assessments are analysed on knowledge and skill component.
Means of assessment 4	Viva <u>Scope</u> – Is used to test the knowledge and understanding and breadth of awareness about the subject. Some personality traits and generic skills (such as – promptness, sharpness, communication skills, depth

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	of knowledge, comprehension, presentation, patience etc) can also be tested required for the qualification. <u>Tools</u> – Direct dialogue between assessor and Trainee. <u>Method</u> – Direct questions open and close ended questions, situation-based questions, analytical questions, and decision-making based questions. Different questions are included to test relevant PCs from the qualification <u>Analysis</u> – Assessor is provided with spectrum of ready answers to be expected from trainee. This reduces effect of subjectivity of the assessor. Comparative quality of trainees with in a batch or different institutes can be gauged
Pass/Fail	The aggregate pass marks for Digital Written test for knowledge assessment, Digital Written test for skill assessment, Project and Viva is 70%. In case of RPL where Project will not be there, the aggregate pass marks for Digital Written test for knowledge assessment, Digital Written test for skill assessment and Viva shall also be 70%.

Title of Component: 5. LFS/N0418 v2.0 : Perform product promotion during adverse/ constrained situation

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Use of personal protective measures	PC1. use government authorized mobile application to carryout self health assessment
	PC2. ensure availability of spare mask, gloves, small hand sanitizer and electronic device sanitizer, handkerchief and paper soap in the touring bag
	PC3. ensure disinfecting the electronic device to be used for e-presentation and cover it with protector
	PC4. wear mask and gloves before moving out of home
	PC5. use private or own transport vehicle ONLY after effective sanitization as per laid down procedure
	PC6. ensure not to touch the surfaces and/or door handles unnecessarily
	PC7. maintain a safe distance during travel and meeting and greet ensuring social distancing and respect of personal space
	PC8. apply hand sanitizer before and after meeting

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In-clinic Product detailing using digital tools	PC9. explain drug product specifications, benefits to patients and usage of drug product through digital visual aids ONLY
	PC10. maintain compliance with legal and health ministry guidelines during the meeting
E- promotion and tele promotion	PC11. use tele and digital modes to inform about the product recall procedure to healthcare practitioner and other stakeholders.
	PC12. furnish latest scientific/medical information through digital and tele mode to the healthcare practitioner in response to their product related queries
	PC13. escalate the objection to manager and medical information team/ tele product team for a response to the healthcare practitioner regarding their product related queries
Means of assessment 1	Digital Written test for knowledge assessment: <u>Scope</u> – Is used to test the knowledge component of the Qualification. <u>Tools</u> – Computer or tab based online or offline. <u>Method</u> – objective type questions, match the columns, fill in the blanks, tick the odd man out, choose the correct option, choose the best answer, True or false, Identify the object, tool or machinery, arrange in proper sequence, case study, scenario-based responses. <u>Analysis</u> – Question paper is divided in sections. Each Section intends to assess a particular knowledge field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.
Means of assessment 2	Digital Written test for skill assessment <u>Scope</u> – Is used to test primarily the Skill component of the qualification. Trainee's expertise in handling and managing the situation is tested. <u>Tools</u> – computer or tab based online or offline questions. <u>Method</u> – A situation is narrated or created in the question posed to the trainee and he is asked objective type questions to select the correct reaction to the situation. The selected situations are based on real situations. <u>Analysis</u> – Question paper is divided in sections. Each Section intends to assess a particular skill field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or

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	expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.
Means of assessment 3	Project Assessment <u>Scope</u> – Is used to test primarily the Skill component of the qualification. Trainee's expertise in utilization of knowledge and skills in real life job scenarios <u>Tools</u> – Project report. <u>Method</u> – The trainee is deployed in Industry for on the job trainee or is being asked to work on a specific project (utilizing skills as per qualification). A project report duly endorsed by his/her project supervisor is prepared by the trainee and submitted for evaluation. The Assessor asks Direct questions open and close ended questions, situation-based questions, analytical questions, and decision-making based questions based on the project report <u>Analysis</u> –Project Assessments are analysed on knowledge and skill component.
Means of assessment 4	Viva <u>Scope</u> – Is used to test the knowledge and understanding and breadth of awareness about the subject. Some personality traits and generic skills (such as – promptness, sharpness, communication skills, depth of knowledge, comprehension, presentation, patience etc) can also be tested required for the qualification. <u>Tools</u> – Direct dialogue between assessor and Trainee. <u>Method</u> – Direct questions open and close ended questions, situation-based questions, analytical questions, and decision-making based questions. Different questions are included to test relevant PCs from the qualification <u>Analysis</u> – Assessor is provided with spectrum of ready answers to be expected from trainee. This reduces effect of subjectivity of the assessor. Comparative quality of trainees with in a batch or different institutes can be gauged
Pass/Fail	The aggregate pass marks for Digital Written test for knowledge assessment,Digital Written test for skillassessment,Project and Viva is 70%. In case of RPL where Project will not be there ,the aggregate pass marks for Digital Written test for knowledge assessment,Digital Written test for skill assessment and Viva shall also be 70%.

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Title of Component: 6. DGT/VSQ/N0102 : Employability Skills (60 Hours)

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
Introduction to Employability Skills	PC1. Identify employability skills required for jobs in various industries
	PC2. identify and explore learning and employability portals
Constitutional values – Citizenship	PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
	PC4. follow environmentally sustainable practices
Becoming a Professional in the 21st Century	PC5. recognize the significance of 21st Century Skills for employment
	PC6. practice the 21st Century Skills such as Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life
Basic English Skills	PC7. use basic English for everyday conversation in different contexts, in person and over the telephone
	PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English
	PC9. write short messages, notes, letters, e-mails etc. in English
Career Development & Goal Setting	PC10. understand the difference between job and career
	PC11. prepare a career development plan with short- and long-term goals, based on aptitude
Communication Skills	PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings
	PC13. work collaboratively with others in a team

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Diversity & Inclusion	PC14. communicate and behave appropriately with all genders and PwD
	PC15. escalate any issues related to sexual harassment at workplace according to POSH Act
Financial and Legal Literacy	PC16. select financial institutions, products and services as per requirement
	PC17. carry out offline and online financial transactions, safely and securely
	PC18. identify common components of salary and compute income, expenses, taxes, investments etc
	PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation
Essential Digital Skills	PC20. operate digital devices and carry out basic internet operations securely and safely
	PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively
	PC22. use basic features of word processor, spreadsheets, and presentations
Entrepreneurship	PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
	PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
	PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity
Customer Service	PC26. identify different types of customers
	PC27. identify and respond to customer requests and needs in a professional manner.
	PC28. follow appropriate hygiene and grooming standards
Getting ready for apprenticeship & Jobs	PC29. create a professional Curriculum vitae (Résumé
	PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

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	PC31. apply to identified job openings using offline /online methods as per requirement PC32. answer questions politely, with clarity and confidence, during recruitment and selection PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements
Means of assessment 1	Digital Written test for knowledge assessment: <u>Scope</u> – Is used to test the knowledge component of the Qualification Pack. <u>Tools</u> – Computer or tab based online or offline. <u>Method</u> – objective type questions, match the columns, fill in the blanks, tick the odd man out, choose the correct option, choose the best answer, True or false, Identify the object, tool or machinery, arrange in proper sequence, case study, scenario-based responses. <u>Analysis</u> – Question paper is divided in sections. Each Section intends to assess a particular knowledge field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.
Means of assessment 2	Digital Written test for skill assessment <u>Scope</u> – Is used to test primarily the Skill component of the QP. Trainee's expertise in handling and managing the situation is tested. <u>Tools</u> – computer or tab based online or offline questions. <u>Method</u> – A situation is narrated or created in the question posed to the trainee and he is asked objective type questions to select the correct reaction to the situation. The selected situations are based on real situations. <u>Analysis</u> – Question paper is divided in sections. Each Section intends to assess a particular skill field of the trainee. Thus, section wise calculation of marks gives the clear idea of the areas of improvement or expertise of the trainee. While a consolidated mark gives the overall rating of the trainee.

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Means of assessment 3

Project Assessment

Scope – Is used to test primarily the Skill component of the QP. Trainee's expertise in utilization of knowledge and skills in real life job scenarios

Tools – Project report.

Method – The trainee is deployed in Industry for on the job trainee or is being asked to work on a specific project (utilizing skills as per qualification pack). A project report duly endorsed by his/her project supervisor is prepared by the trainee and submitted for evaluation. The Assessor asks Direct questions open and close ended questions, situation-based questions, analytical questions, and decision-making based questions based on the project report

Analysis –Project Assessments are analysed on knowledge and skill component.

Means of assessment 4

Viva

Scope – Is used to test the knowledge and understanding and breadth of awareness about the subject.

Some personality traits and generic skills (such as – promptness, sharpness, communication skills, depth of knowledge, comprehension, presentation, patience etc) can also be tested required for the QP.

Tools – Direct dialogue between assessor and Trainee.

Method – Direct questions open and close ended questions, situation-based questions, analytical questions, and decision-making based questions. Different questions are included to test relevant PCs from the QP

Analysis – Assessor is provided with spectrum of ready answers to be expected from trainee. This reduces effect of subjectivity of the assessor.

Comparative quality of trainees with in a batch or different institutes can be gauged

Pass/Fail

The aggregate pass marks for Digital Written test for knowledge assessment, Digital Written test for skill assessment, Project and Viva is 70%. In case of RPL where Project will not be there ,the aggregate pass marks for Digital Written test for knowledge assessment, Digital Written test for skill assessment and Viva shall also be 70%.

SECTION 2

25. EVIDENCE OF LEVEL

Title/Name of the qualification/Component: Medical Sales Representative			
Level: 4			
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF level
Process	Few of the job elements, expected to be performed by Medical Sales Representative are: • Prepare for RCPA • Conduct RCPA • Product promotion at retail pharmacy • Product sale to retail pharmacy • After-sales services • Preparation of in-clinic meeting • In-clinic product detailing • Product promotion and objection handling • Sales reporting and claim submission • Support in pharmacovigilance • support for promotional events • Sensitivity towards all genders and people with disability • Environment sustainability • Use of personal protective measures • In-clinic product detailing using digital tools • E- promotion and tele promotion	Medical Sales Representative works in field performing the sales and promotion activities followed in the Life Sciences Sector. The job holder is responsible to work in a familiar environment to carryout process that are repetitive on regular basis throughout the job functions.All the mentioned performance outcomes are routine and situation based requires little application of understanding of basics and fundamentals.	4
Professional Knowledge	Few of the job elements, expected to be performed by Medical Sales Representative are: • Prepare for RCPA	To perform the tasks given in the left-hand side box, Medical Sales Representative needs to have factual	4

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	• Conduct RCPA • Product promotion at retail pharmacy • Product sale to retail pharmacy • After-sales services • Preparation of in-clinic meeting • In-clinic product detailing • Product promotion and objection handling • Sales reporting and claim submission • Support in pharmacovigilance • support for promotional events • Sensitivity towards all genders and people with disability • Use of personal protective measures • In-clinic product detailing using digital tools • E- promotion and tele promotion	knowledge of field of study essential to perform medical sales to achieve the day to day key job function. To be efficient in performing the medical sales the job holder should also understand the importance of networking and public relations.	
Professional Skills	Few of the job elements, expected to be performed by Medical Sales Representative are: • Conduct RCPA • Product promotion at retail pharmacy • Product sale to retail pharmacy • After-sales services • Preparation of in-clinic meeting • In-clinic product detailing • Product promotion and objection handling • support for promotional events • Sensitivity towards all genders and people with disability • In-clinic product detailing using digital tools • E- promotion and tele promotion	To perform the tasks of a Medical Sales Representative the job holder utilizes professional skills like Critical Skills, Problem Solving, and Decision Making. For timely performing the work related activities the individual needs to demonstrate practical skill, routine and repetitive in narrow range of concepts using the professional skills. The scope of utilization of all above professional skills remains limited with no variables, repetitive and for a narrow range of applications	4

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		differentiating the good and bad quality of work. Communication skills are essential skills for this job role as the job holder is working to represent the employer organisation.	
Core Skills	Few of the job elements, expected to be performed by Medical Sales Representative are: • Prepare for RCPA • Conduct RCPA • Product promotion at retail pharmacy • Product sale to retail pharmacy • After-sales services • Preparation of in-clinic meeting • In-clinic product detailing • Product promotion and objection handling • Sales reporting and claim submission • Support in pharmacovigilance • support for promotional events • Sensitivity towards all genders and people with disability • Environment sustainability • Use of personal protective measures • In-clinic product detailing using digital tools • E- promotion and tele promotion	To perform the tasks written on the left-hand side box, Medical Sales Representative uses basic English language/regional language for communication in written or oral mode. While promoting the product the job holder is expected to have a basic understanding of the social-political and natural environment at the place of work/ organization he/she is working for. The person is also expected to maintain the religious diversity, hygiene, environment.	4
Responsibility	Few of the job elements, expected to be performed by Medical Sales Representative are: • Prepare for RCPA	Medical Sales Representative is responsible for his/her work and works under the supervision of	4

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	• Conduct RCPA • Product promotion at retail pharmacy • Product sale to retail pharmacy • After-sales services • Preparation of in-clinic meeting • In-clinic product detailing • Product promotion and objection handling • Sales reporting and claim submission • Support in pharmacovigilance • support for promotional events • Sensitivity towards all genders and people with disability • Environment sustainability • Use of personal protective measures • In-clinic product detailing using digital tools • E- promotion and tele promotion	Therapeutics Business Manager or Area sales manager.	
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SECTION 3

EVIDENCE OF NEED

26 What evidence is there that the qualification is needed? What is the industry relevance of this qualification and what is the basis of this?

Need of the qualification

LSSSDC has prepared a skill gap report forecasting the need for this job role both on a short-term and long-term basis.

Industry Relevance

Additionally, all the industries that have validated the qualification have expressed the need for this qualification considering the futuristic need.

Experts from following companies have consented for relevance of this qualification with Industry need.

S.No	Name of Organization
1	Anglo French Drugs and Industries Ltd.
2	Belco Pharma
3	Beta Drugs Limited
4	Blue Cross Laboratories Pvt Ltd.
5	Drugfarm Laboratories
6	Emcure Pharmaceuticals Ltd
7	FDC Limited
8	Group Pharmaceuticals Ltd
9	Ipca Laboratories Limited
10	Macleods Pharmaceuticals Ltd.
11	Micro Labs Limited
12	Modgal Pharmaceuticals Pvt. Ltd.
13	NAPSKO Healthcare Pvt Ltd
14	Prerana Bio-Innovations Research Pvt. Ltd.
15	Sarv Pharma
16	Smruti Organics Limited
17	Tirupati Medicare Limited
18	Unimarck Healthcare Ltd.

Usage of qualification

LSSSDC would submit periodic details (directly/Via NSDC) of the employment generated (wherever applicable) and realize under training in the Qualifications post-approval of NSQC and implementation of the qualification.

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	Estimated uptake LSSSDC has prepared a skill gap report forecasting the year wise estimated uptake. The forecasted uptake is given as annexure-4.
27	Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences We have requested a recommendation from the Ministry of Health and Family Welfare as well as Department of Biotechnology for the job role of Medical Sales Representative. (copy of request letter is enclosed in Annexure 5). The response from both the Ministries is awaited and will be submitted sooner we receive it.
28	What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification Before submission of the qualification to NSQC we have checked the availability of Medical Sales Representative with other councils on the portal of NSDC and we found no other qualification matching with the submitted job role. We have revalidated the first version of NSQC approved Qualification of Medical Sales Representative from Life Sciences Sector Skill Development Council. Hence no duplication is found of the submitted job role. While performing the functional analysis approved by industry we identified skill gap in some competencies and NOSs which have been rewritten and revalidated from industries. The validation mails and inputs received from industries are attached in (annexure 6) as one of the evidence. Hence following NOS have been newly drafted for the revised Qualification of Medical Sales Representative: 1. LFS/N0417: Perform product promotion, sale, inventory management and after-sales services with the retail pharmacies 2. LFS/N0418: Perform product promotion during an epidemic situation following NOS have been revised as version 2 for the revised Qualification of Medical Sales Representative and new mandatory employability skills NOS has been added as per the guidelines from NCVET: 3. LFS/N0401: Perform Retail Chemist Prescription Audit (RCPA) 4. LFS/N0402: Perform product promotion with healthcare practitioners 5. LFS/N0403: Perform sales reporting, other supporting activities and environment sustainability 6. DGT/VSQ/N0102 : Employability Skills (60 Hours)
29	What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here Workshops with Industry Associations of Employers are part of a continuous awareness drive and will be utilized as a channel to get continual feedback from Industry. LSSSDC will be engaged with Training Providers and Authorised educational institutions, who are imparting training as per qualification guidelines, to gather feedback in implementation

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	Monitoring of candidate Assessment Result will be carried out Employer feedback will be sought post placement of trainee's batch A formal review is scheduled in a three-year time frame
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SECTION 4

EVIDENCE OF PROGRESSION

30	What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector? <i>Show the career map here to reflect the clear progression</i> Mobility options to other qualifications are enabled through the alignment of educational qualifications and prior work experience stated as a requirement in the respective qualifications. For Example: After 3-4 years of Industry work experience as Medical Sales Representative post-qualifying the certification Medical Sales Representative (Level-4), a candidate has an option to qualify for Therapeutics Business Manager (Level 5) as an upward progression. Also a qualified Medical Sales Representative has option to move option for horizontal progression as 1. Business Development Executive - Life Sciences (Institutional Sales) (Level- 4) under development 2. Executive - Telesales (Pharma, Biologics, Medical Device and other health services)
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