

QUALIFICATION FILE

Healthcare Quality Assurance Manager

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

☐ Upskilling ☐ Dual/Flexi Qualification ☒ For ToT ☒ For ToA

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

NCrF/NSQF Level: 6

Submitted By:

Healthcare Sector Skill Council

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

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Section 1: Basic Details

1.	Qualification Name	Healthcare Quality Assurance Manager																				
2.	Sector/s	Healthcare Sector Skill Council																				
3.	Type of Qualification: ☐ New ☐ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: (change to previous, once approved) 2022/HLT/HSSC/06137, V2.0	Qualification Name of existing/previous version: Healthcare Quality Assurance Manager																			
4.	a. OEM Name b. Qualification Name (Wherever applicable)																					
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG-06-HE-04225-2025-V2-HSSC	6. NCrf/NSQF Level: 6																			
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Skill Certificate																				
8.	Brief Description of the Qualification	The individual's main job is to ensure that healthcare organization gets the right guidance to implement quality accreditation/ certification standards and healthcare personnel are guided to follow quality parameters at all times. They should be able to adapt with integration of real-time reporting and advanced data analytics tools/methodologies in evidence-based healthcare quality management.																				
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>UG degree or equivalent (Medical Graduate (MBBS/ BHMS/ BAMS/ BUMS)/Graduate (Nursing/ Allied Health Professionals)/BDS)</td> <td></td> </tr> <tr> <td></td> <td>Or</td> <td></td> </tr> <tr> <td>2</td> <td>Post-Graduate degree or equivalent (Masters/ PG Diploma in healthcare administration)</td> <td></td> </tr> <tr> <td></td> <td>Or</td> <td></td> </tr> <tr> <td>3</td> <td>Previous relevant Qualification of NSQF Level 5.5 (Deputy Duty Manager-Patient Relation Services)</td> <td>with 1.5-year relevant experience</td> </tr> </tbody> </table> b. Age: <NA>			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	UG degree or equivalent (Medical Graduate (MBBS/ BHMS/ BAMS/ BUMS)/Graduate (Nursing/ Allied Health Professionals)/BDS)			Or		2	Post-Graduate degree or equivalent (Masters/ PG Diploma in healthcare administration)			Or		3	Previous relevant Qualification of NSQF Level 5.5 (Deputy Duty Manager-Patient Relation Services)	with 1.5-year relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																				
1	UG degree or equivalent (Medical Graduate (MBBS/ BHMS/ BAMS/ BUMS)/Graduate (Nursing/ Allied Health Professionals)/BDS)																					
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2	Post-Graduate degree or equivalent (Masters/ PG Diploma in healthcare administration)																					
	Or																					
3	Previous relevant Qualification of NSQF Level 5.5 (Deputy Duty Manager-Patient Relation Services)	with 1.5-year relevant experience																				

10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	19	11. Common Cost Norm Category (I/II/III) (wherever applicable): II																				
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	Not Applicable																					
13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	☐ Offline ☐ Online ☐ Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th><th>Theory (Hours)</th><th>Practical (Hours)</th><th>OJT Mandatory (Hours)</th><th>OJT Recommended (Hours)</th><th>Total (Hours)</th></tr> </thead> <tbody> <tr> <td>Classroom (offline)</td><td>240+90 ES</td><td>150</td><td>90</td><td>NA</td><td>570</td></tr> <tr> <td>Online</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table> (Refer Blended Learning Annexure for details)				Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	240+90 ES	150	90	NA	570	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																		
Classroom (offline)	240+90 ES	150	90	NA	570																		
Online																							
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO2015/2263.0200																					
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Progression will be possible in both academic as well as professional area as: Vertical Mobility: NSQF Level 4: General Duty Assistant Trainee Progression to Diploma/Degree qualifications in the relevant field after training. (NCAHP)																					
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																					
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:																					
18.	Is the Job Role Amenable to Persons with Disability	☐ Yes ☒ No If "Yes", specify applicable type of Disability:																					
19.	How Participation of Women will be Encouraged	Healthcare is a field where equal opportunity and participation of women is being given as patients could belong to all genders.																					
20.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it)	☒ Yes ☐ No HSS/N9624																					
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☐ Yes ☒ No Colleges ☒ Yes ☐ No																					
22.	Name and Contact Details of Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Mr. Ashish Jain Email: ashish.jain@healthcare-ssc.in Website: www.healthcare-ssc.in Contact No.: 011-40505850,011 41017346																					

23.	Final Approval Date by NSQC: 08/05/2025	24. Validity Duration: 3 years	25. Next Review Date: 08/05/2028
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NSQC Approved

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-Practical **OJT**-On the Job **Man.**-Mandatory Training **Rec.**-Recommended **Proj.**-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Interpret Healthcare Accreditation and Quality Standards	HSS/N6134 v1.0	Core	6	4	85	35	0	0	120	121	50	53	65	289	20
2.	Study healthcare organization, plan and develop quality processes accordingly	HSS/N6123, v3.0	Core	6	3.5	55	40	10	0	105	30	45	15	15	105	10
3.	Perform gap analysis of healthcare quality procedures and implement improvement strategy	HSS/N6124 v3.0	Core	6	1	15	05	10	0	30	36	50	25	30	141	10
4.	Identify training needs and organize training interventions to meet healthcare quality standards	HSS/N6125, v3.0	Core	6	1.5	15	10	20	0	45	33	80	20	15	148	10
5.	Carry out internal audits and review the audit findings with management at all stages of healthcare organization	HSS/N6126, v3.0	Core	6	1	15	05	10	0	30	52	0	9	30	59	10
6.	Prepare and support healthcare organization before, during and after external audits	HSS/N6127, v3.0	Core	6	2	15	15	30	0	60	21	0	13	30	64	10

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
	for achieving quality accreditation/ certification															
7.	Promote Institutionalizing continuous quality improvement in healthcare organization	HSS/N6128, v3.0	Core	6	2	30	20	10	0	60	37	45	15	15	112	10
8.	Maintain a safe and secure working environment	HSS/N9624, v2.0	Non-Core	4	1	10	20	0	0	30	20	25	10	10	10	10
9.	Employability Skills	DGT/VSQ/N 0103, V1.0	Non-Core	5	3	90	0	0	0	90	20	30	0	0	50	10
Duration (in Hours) / Total Marks					19	330	150	90	0	570	350	300	150	200	1000	100

Elective NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.																
2.																
Duration (in Hours) / Total Marks																

Optional NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.																
2.																
Duration (in Hours) / Total Marks																

Assessment - Minimum Qualifying Percentage

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

Minimum Pass Percentage – Aggregate at qualification level: 70 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: ____% (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Medical Graduate (MBBS/ BHMS/ BAMS/ BUMS/BDS (Allied Health Professionals) with 1 years of working experience in healthcare management and 1 year of teaching experience. Or Masters / Postgraduate diploma in Healthcare Management Administration with 2 year of working experience in healthcare management and 1 year of teaching experience. Or Graduate (nursing /Allied Health Professionals /BDS/life sciences) with 3 year of working experience in healthcare management and 1 year of teaching experience.
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Medical Graduate (MBBS/ BHMS/ BAMS/ BUMS/BDS (Allied Health Professionals) with 2 years of working experience in healthcare management and 3 year of teaching experience. Or Masters / Postgraduate diploma in Healthcare Management Administration with 3 year of working experience in healthcare management and 2 year of teaching experience. Or Graduate (nursing /Allied Health Professionals /BDS/life sciences) with 4 year of working experience in healthcare management and 2 year of teaching experience.
3.	Tools and Equipment Required for Training	☒ Yes ☐ No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Medical Graduate (MBBS/ BHMS/ BAMS/ BUMS/BDS (Allied Health Professionals) with 2 years of working experience in healthcare management and 2 year of teaching experience. Or Masters / Postgraduate diploma in Healthcare Management Administration with 3 year of working experience in healthcare management and 2 year of teaching experience. Or Graduate (nursing /Allied Health Professionals /BDS/life sciences) with 4 year of working experience in healthcare management and 2 year of teaching experience.
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma/Graduate
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Medical Graduate (MBBS/ BHMS/ BAMS/ BUMS/BDS (Allied Health Professionals) with 3 years of working experience in healthcare management and 3 year of teaching experience. Or Masters / Postgraduate diploma in Healthcare Management Administration with 3 year of working experience in healthcare management and 2 year of teaching experience. Or Graduate (nursing /Allied Health Professionals /BDS/life sciences) with 4 year of working experience in healthcare management and 2 year of teaching experience.
4.	Assessment Mode (Specify the assessment mode)	Blended (Theory: Online, Practical and Viva: Blended)
5.	Tools and Equipment Required for Assessment	☒ Same as for training ☐ Yes ☐ No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 23

5.	Estimated nos. of persons to be trained and employed: 1000 to be trained and 70% to be employed
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: Yes If “No”, why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

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

Annexure: Evidence of Level

NCrf/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrf/NSQF level descriptor	NCrf/NSQF Level
Professional Theoretical Knowledge/Process	Work in familiar, predictable, routine, situation of clear choice. The individual at this job supervise front desk activities for maintaining a professional work environment, team supervision, administrative support, supervisory support, office harmony, crisis handling, office morale, customer service under the guidance of manager. They assist for	The Duty Manager during the job works in familiar, predictable, routine, and situation of clear choice. Refer to the evidences provided in the adjacent column. Hence it falls under Level 6.	6

	planning, implementing, monitoring daily activities at front desk/medical desk including Inpatient & out patient in healthcare set up		
Professional and Technical Skills/ Expertise/ Professional Knowledge	Factual knowledge of field of knowledge or study. Duty Manager – Patient Relation Services is a part of multidisciplinary team and be comfortable in Managing hospital Front Desk. Coordinate in house operations at healthcare facility . Implement & undertake corrective action in view of hospital policy, administration and work rules, Individuals should have understanding of Safety of patients , Consent, Reporting & Documentation, Basic Structure and Function of Human Body, Ageing and Ageing Process, Medical Terminology & hospital front desk work, Infection Control & Prevention, Personnel Hygiene, patients Rights & Responsibilities.	The Duty Manager during the job works in familiar, predictable, routine, and situation of clear choice. Refer to the evidences provided in the adjacent column. Hence it falls under Level 6.	6
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts Duty Manager – Patient Relation Services requires to have good communication and interpersonal skills along with a pleasing personality to attend to all sorts of enquiries from the patients with efficient rapport building. The job requires individuals to possess key qualities such as patience, confidence, maturity, compassion, patient centricity, good listening. They must be skilled to interact with a wide range of personality types in both pleasant and difficult circumstances. It is also important for the individual to have a good level of physical fitness and healthy body with well-maintained hygiene circumstances. They should be able to exhibit fine motor skills, Analytical skills, Detail oriented, Integrity, Interpersonal skills, technical skills, Computer Skills.	The Duty Manager during the job works in familiar, predictable, routine, and situation of clear choice. Refer to the evidences provided in the adjacent column. Hence it falls under Level 6.	6
Broad Learning Outcomes/Core Skill	Duty Manager – Patient Relation Services should have the ability to understand and follow complex technical instructions, ability to pay close attention to detail, ability to effectively use computer applications such as spreadsheets, word processing, ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential	Duty Manager – Patient Relation Services requires desired mathematical skill, understanding of social, political and natural environment, collecting and organizing information and communication	6

	duties of the position, familiarity with the techniques of maintaining a filing system, accuracy, good dexterity, dependability, initiative, good judgment, physical condition commensurate with the demands of the position. Keep abreast of the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities. Support clinical, operational and facility services for smooth functioning throughout the entire organization on a 24 hour basis. Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules, Redirect & allocate resources according to patient flow		
Responsibility	Duty Manager – Patient Relation Services is responsible for aspects of coordination at hospital front desk to ensure customer satisfactions. Assess patient requirement and act accordingly, Prepare for patient admission, registration & direct patient to accurate unit as per medical advice, Liaison & coordinate with healthcare team for effective patient management, Individuals must always perform their duties in a calm, reassuring empathetic and efficient manner.	The Duty Manager should know how to take responsibility of own work and learning. Refer to the evidence provided in the adjacent column. Hence it falls under Level 6.	6

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	CPR Manikin	Equip Nos	2
2	Registration desk. Counter/phone/computer/internet facility,	Equip Nos	2
3	PBAX SYSTEM	Equip Nos	1
4	Mock HIS software	Equip Nos	1
5	Admission counter with desk provided for keeping documents	Equip Nos	1
6	Mock billing counter with cabinets of sample documents	Equip Nos	1

7	Mock Procedure Rate List	Equip Nos	2
8	TPA Desk	Equip Nos	1
9	Stapler	Equip Nos	4
10	Sample admission form/ requisite form/ visitor pass	Equip Nos	8
11	Human Anatomy Model	Equip Nos	2
12	Telephone directory	Equip Nos	2
13	Sign boards	Equip Nos	2
14	Fire extinguisher	Equip Nos	1
15	Hospital Uniform	Equip Nos	2
16	Newspaper/magazine/hospital journal stand	Equip Nos	2
17	Hospital front office stationery	Equip Nos	2
18	Hospital map	Equip Nos	2
19	Hospital manual	Equip Nos	2
20	First aid box	Equip Nos	1
21	Credit Card Swap Machine	Equip Nos	1

Classroom Aids

The aids required to conduct sessions in the classroom are:

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

Annexure: Industry Validations Summary

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

S.No	Organization	Name of Representative	Designation	City/State
1	ASTER CMI HOSPITAL	Dr Rohini Paul	Chief Nursing Officer	Bangalore
2	Life care Hospital	Dr H Abdul Kareem	BAMS, MD PHD	Bangalore
3	NA	Ms Jaimika Patel	Assistant Professor	Noida
4	Aurobindo EMS, Hyderabad	DR. Parashuramulu Ch K	Training Manager	Hyderabad
5	Prime Life Hospital	Dr Kashwar Zamani	BAMS, MHA	Bangalore
6	NA	Dr Mohammed Abdul Muqsit	Emergency Physician Doctor(MBBS, FEM)	Hyderabad
7	Bodycare Wellness Center	Dr B. Nadeem	Ayurvedic Consultant	Hyderabad
8	Om Prakash Ayurveda Clinic and Panchkarma Center	Dr Pavan Kumar Jain	BAMS, MD	Karnataka
9	NA	Dr Sabah Bin Saleh	MBBS, FEM (UK)	Hyderabad
10	Safercare CIHS	DR. VIJAYANAND BASUTHKAR	HOD	Hyderabad
11	Emversity	Ms Anja Stodtmeister	Head of Nursing Excellence	Bangalore
12	Sri Sai Hospital, Siwan	Dr. Rameshwar Kumar	Founder & Chairman, Orthopedic & Joint Replacement Surgeon	Bihar
13	Marengo Asia Hospitals	Dr V P Bhalla	Group Medical Director	Faridabad
14	AIIMS , DELHI	Dr Rakesh Garg	Professor, Department of Onco-Anaesthesia and Palliative Medicine	New Delhi
15	AIIMS , RAIPUR	Dr Atul Jindal	Professor & In Charge, Pediatric Critical care	
16	Maharaja Agrasen Hospital, New Delhi	Dr Deepak Singla	Medical Director	New Delhi
17	Charak Healthcare	Dr arjun K R	CEO	Bangalore
18	Foundation for Innovations in Health(JSV)	Prof (Dr.) Satadal Saha MS, FRCS (Eng.)	President	Kolkata
19	Apollo Hospital	Dr Umashankar	General Manager	Karnataka
20	Bodycare Wellness Center	Dr Nabasmita Deka	General Physician	Bangalore
21	Al-Rehaman Polyclinic	Dr Nagarjun KP	Consultant Specialist	Bangalore

22	Zeus Institute of Healthcare Management Pvt Ltd	Dr Vijay Kumar Reddy	Director	Bangalore
23	SRI AUROBINDO INSTITUTE OF MEDICAL SCIENCES & SRI AUROBINDO UNIVERSITY , INDORE	DR. VINOD BHANDARI	FOUNDER CHAIRMAN	Madhya Pradesh

Annexure: Training & Employment Details

Training and Employment Projections: 1000

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2026	100	50	NA	NA	NA	NA
2027	400	100	NA	NA	NA	NA
2028	500	150	NA	NA	NA	NA

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications: 973

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
Version 3.0	2022-23	42	39	34	NA	NA	NA	NA	NA	NA	NA	NA	NA
Version 3.0	2023-24	181	176	152	NA	87	NA	NA	NA	NA	NA	NA	NA
Version 3.0	2024-25	750	696	426	NA	239	NA	NA	NA	NA	NA	NA	NA

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

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

- 1.
- 2.

Content availability for previous versions of qualifications:

☐ Participant Handbook ☐ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available:

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

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

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

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

Annexure: Detailed Assessment Criteria

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

NOS Code/NOS Name	Element	Total Theory Marks	PracticalMarks	Project	Viva	Total Marks
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HSS/N6123-Study the healthcare organization, plan and develop quality processes accordingly	Promote the adoption of quality standards within healthcare organization	20	10	20	20	70
	Study the current processes, procedures and protocols of all departments of healthcare organization	12	10	20	10	52
	Plan the work sequence with management to meet desired quality standards	17	10	20	20	67
	Develop and document the processes, procedures and Standard operational manuals as per agreed quality standards	12	10	20	10	52
Nos Total		61	40	80	60	241
HSS/N6124-Perform gap analysis of healthcare quality procedures and implement improvement strategy	Constitute committees depending upon the size of the healthcare organization	12	10	20	10	52
	Perform gap analysis in healthcare organization	13	10	20	10	53
	Apply the agreed quality standards to bridge the identified gaps	10	10	10	10	40
Nos Total		35	30	50	30	145
HSS/N6125-Identify training needs and organize training interventions to meet healthcare quality standards	Identify training objectives for employees	15	15	10	20	60
	Design, create and monitor the program	12	10	0	20	42
	Assess the outcome of the training program	8	10	0	20	38
Nos Total		35	35	10	60	140

HSS/N6126-Carry out internal audits and review the audit findings with management at all stages of healthcare organization	Create a mechanism for carrying out internal audit	16	10	0	20	46
	Create a mechanism for carrying out internal audit	16	0	0	20	36
	Review the finding of internal audit with relevant stakeholders					
	Review the finding of internal audit with relevant stakeholders	16	10	0	20	46
	Devise the mechanism to improve the healthcare systems for compliance to agreed quality standards	16	15	0	20	51
	Devise the mechanism to improve the healthcare systems for regulatory and statutory compliance	8	10	0	5	23
	Nos Total	72	45	0	85	202
HSS/N6127-Prepare and support healthcare organization before, during and after external audits for achieving quality accreditation/ certification	Complete application process of agreed quality accreditation/ certification body	12	10	0	5	27
	Support healthcare organization before external audit	12	0	0	5	17
	Support healthcare organization during external audit	10	0	0	5	15
	Support healthcare organization after external audit	12	0	0	5	17
	Nos Total	46	10	0	20	76
HSS/N6128-Promote Institutionalizing continuous quality improvement in healthcare organization	Institutionalize the quality processes	12	0	0	5	17
	Maintain sustainability of healthcare quality systems for achieved accreditation/certification	12		0	5	17
	Nos Total	24	0	0	10	34

HSS/N6134-Interpret Healthcare Accreditation and Quality Standards	the basic structure and function of healthcare delivery system in India with respect to various levels, patient care, and set-ups	15		0	10	25
	Apply practices and leverage technology to enhance service quality and patient satisfaction	17		0	10	27
	the relevant legislation, standards, policies, and procedures followed in healthcare organization.	10		0	5	15
	Nos Total	42	0	0	25	67
HSS/N9624-Maintain a safe, healthy and secure working environment	Workplace safety and security	15	10	10	10	45
	Nos Total	15	10	10	10	45
DGT/VSQ/N0103-Employability Skills (90 Hours)	Introduction to Employability Skills	5	1			6
	Constitutional values – Citizenship		1			1
	Becoming a Professional in the 21st Century		3			3
	Basic English Skills		4			4
	Career Development & Goal Setting	8	2			10
	Communication Skills		2			2
	Diversity & Inclusion		1			1
	Financial and Legal Literacy		3			3
	Essential Digital Skills	5	5			10
	Entrepreneurship		3			3
	Customer Service		2			2
	Getting ready for apprenticeship & Jobs	2	3			5
	Nos Total	20	30	0	0	50
	Grand Total	350	200	150	300	1000

Annexure: Assessment Strategy

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

Mention the detailed assessment strategy in the provided template.

<1. Assessment System Overview:

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

2. Testing Environment:

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

3. Assessment of Quality Assurance levels/Framework:

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

4. Types of evidence or evidence-gathering protocol:

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

5. Method of verification or validation:

- Surprise visit to the assessment location.

6. Method for assessment documentation, archiving, and access.

- Hard copies of the documents are stored.

On the Job:

1. Each module (which covers the job profile of Automotive Service Assistant Technician) will be assessed separately.
2. The candidate must score 60% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT.
4. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers.
 - Understand the working of various tools and equipment.

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)

NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS defines the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities based on their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf