



QUALIFICATION FILE

Specialist Transactional F&A

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

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

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

NCrF/NSQF Level: 5

Submitted By:

IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)

Plot No. – 7, 8, 9 & 10

Sector – 126, Noida, Uttar Pradesh - 201303

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Section 1: Basic Details

1.	Qualification Name	Specialist Transactional F&A													
2.	Sector/s	IT/ITeS													
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of the existing/previous qualification: 2021/ITES/ITSSC/04839 & Version 2	Qualification Name of the existing/previous version: Associate Transactional F&A (Finance and Accounting)												
4.	a. OEM Name b. Qualification Name (Wherever applicable)	Specialist Transactional F&A (Finance and Accounting)													
5.	National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval)	QG-05-IT-03658-2025-V2-NASSCOM & Version 1	6. NCrf/NSQF Level: 5												
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate													
8.	Brief Description of the Qualification	A Specialist Transactional F&A plays a critical role in managing and executing financial transactions within an organization, ensuring accuracy, compliance, and timely processing of financial documents. An individual in this role is responsible for maintaining customer accounts, generating and processing invoices and credit notes, handling payments and claims, and resolving financial queries related to accounts payable and receivable. The individual also ensures the secure and confidential handling of customer financial data, upholding data privacy standards.													
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	Entry Qualification & Relevant Experience: *Relevant experience in job roles related to BPM/ Finance/ Accounting The relevant experience would include work, internship and apprenticeship undertaken post-completion of relevant educational qualification ** UG or diploma with courses related to BPM/Finance/Accounting. <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>Completed 2nd year of 3-year/ 4-year UG**</td> <td>-</td> </tr> <tr> <td>2.</td> <td>Completed 3-Year Diploma** after 10th</td> <td>1.5 year of relevant experience*</td> </tr> <tr> <td>3.</td> <td>Previous Relevant qualification of NSQF level 4</td> <td>3 years of relevant experience*</td> </tr> </tbody> </table>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	Completed 2nd year of 3-year/ 4-year UG**	-	2.	Completed 3-Year Diploma** after 10th	1.5 year of relevant experience*	3.	Previous Relevant qualification of NSQF level 4	3 years of relevant experience*
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1.	Completed 2nd year of 3-year/ 4-year UG**	-													
2.	Completed 3-Year Diploma** after 10th	1.5 year of relevant experience*													
3.	Previous Relevant qualification of NSQF level 4	3 years of relevant experience*													

10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	16	11. Common Cost Norm Category (I/II/III) (wherever applicable): II																					
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																						
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>134:00</td> <td>256:00</td> <td>90:00</td> <td>00:00</td> <td>480:00</td> </tr> <tr> <td>Online</td> <td>134:00</td> <td>256:00</td> <td>90:00</td> <td>00:00</td> <td>480:00</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)	134:00	256:00	90:00	00:00	480:00	Online	134:00	256:00	90:00	00:00	480:00
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Online	134:00	256:00	90:00	00:00	480:00																			
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/2411.0101																						
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	This entry should refer to one or more of the following: Professional progression: Access to related qualification(s) at the next NSQF level – Senior - Transaction Processing, Process Expert/ Specialist - Transaction Processing, Team Leader - Transaction Processing, Process Lead/ Senior Specialist - Transaction Processing, Manager - Transaction Processing, Business Manager/AVP/VP - Transaction Processing, Head of F&A, Head of Geographical Unit/Head of Sales/BD, Head of Company																						
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: Hearing or Speech impairment, Locomotor Disability																						
19.	How Participation of Women will be Encouraged	The Program is gender neutral although to increase women's participation, organizations are keeping aside a few seats to encourage female candidates.																						
20.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it)	☐ Yes ☒ No																						
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools: ☐ Yes ☒ No Colleges ☒ Yes ☐ No																						

22.	Name and Contact Details of Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Namrata Kapur Email: standards@nasscom.in Contact No.: 0120-4990111 Website: https://nasscom.in			
23.	Final Approval Date by NSQC: 18-Feb-25	24. Validity Duration: 3 years	25. Next Review Date: 18-Feb-28		

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.	Maintain customer accounts	SSC/N2305 & V4	Core	5	3	20:00	40:00	30:00	00:00	90:00	30	50	-	20	100	12%
2.	Generate invoices and credit notes	SSC/N2306 & V4	Core	5	3	20:00	40:00	30:00	00:00	90:00	30	50	-	20	100	12%
3.	Process invoices, credit notes, and claims	SSC/N2302 & V4	Core	5	3	20:00	40:00	30:00	00:00	90:00	30	50	-	20	100	12%
4.	Pay invoices and claims	SSC/N2303 & V4	Core	5	2	20:00	40:00	00:00	00:00	60:00	30	50	-	20	100	12%
5.	Deal with queries at the accounts payable	SSC/N2304 & V4	Core	5	1	10:00	20:00	00:00	00:00	30:00	30	50	-	20	100	12%

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)
6.	Receive payments and apply cash	SSC/N2307 & V4	Core	5	1	10:00	20:00	00:00	00:00	30:00	30	50	-	20	100	12%
7.	Deal with Queries at the accounts receivable helpdesk	SSC/N2309 & V4	Core	5	1	10:00	20:00	00:00	00:00	30:00	30	50	-	20	100	12%
8.	Maintain Data Security and Privacy of customer accounts	SSC/N2321 & V1	Core	5	1	10:00	20:00	00:00	00:00	30:00	30	50	-	20	100	12%
9.	Employability Skills (30 Hrs)	DGT/VSQ/N0101	Non-Core	2	1	12:00	18:00	00:00	00:00	30:00	20	30	-	-	50	4%
Duration (in Hours) / Total Marks					16	132:00	258:00	90:00	00:00	480:00	260	430	-	160	850	100%

Assessment - Minimum Qualifying Percentage

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

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

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate (Finance/Accounting) Industry & Training Experience: 2 years of industry experience in BPM/Finance/Accounting. Certification: "Trainer" mapped to the Qualification Pack "MEP/Q2601, V2.0" Minimum accepted score is 80% aggregate Additional Certification: Certification in relevant accounting software like Tally.
2.	Master Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate (Finance/Accounting) Industry & Training Experience: 4 years of industry experience in BPM/Finance/Accounting. Certification: "Trainer" mapped to the Qualification Pack "MEP/Q2601, V2.0" Minimum accepted score is 80% aggregate Additional Certification: Certification in relevant accounting software like Tally.
3.	Tools and Equipment Required for Training	☒ Yes ☐ No <i>(If "Yes", details to be provided in Annexure)</i>
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate (Finance/Accounting) Industry & Training Experience: 2 years of industry experience in BPM/Finance/Accounting. Certification: "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.
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2.	Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate (Finance/Accounting) Industry & Training Experience: 2 years of industry experience in BPM/Finance/Accounting. Certification: "Proctor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Educational Qualification: Graduate (Finance/Accounting) Industry & Training Experience: 4 years of industry experience in BPM/Finance/Accounting. Certification: "Lead Assessor" mapped to the Qualification Pack "MEP/Q2702" Minimum accepted score is 90% aggregate.
4.	Assessment Mode <i>(Specify the assessment mode)</i>	The assessment shall be conducted through an online proctored format, incorporating scenario-based multiple-choice questions designed to effectively evaluate practical understanding and real-world application of concepts. Additionally, it will include a viva-voce and hands-on practical evaluation to comprehensively assess the individual's proficiency in specific learning outcomes.
5.	Tools and Equipment Required for Assessment	☒ Same as for training ☐ Yes ☐ No <i>(details to be provided in Annexure-if it is different for Assessment)</i>

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): NA
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): NA
3.	Government /Industry initiatives/ requirement (Yes/No): NA
4.	Number of Industry validation provided: 30
5.	Estimated nos. of persons to be trained and employed: 1000
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: NA If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	<i>Present</i>
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Present</i>
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Present</i>
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	<i>Present</i>
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is "Blended Learning")</i>	<i>Present</i>
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>Present</i>
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	<i>Present</i>
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	<i>Present</i>
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	<i>Present</i>
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	<i>Present</i>
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	<i>Present</i>
12.	Any other document you wish to submit:	<i>Present</i>

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
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Professional Theoretical Knowledge/Process	• Process invoices, payments, and credit notes accurately • Reconcile accounts and resolve discrepancies • Maintain accurate financial records and documentation • Respond to queries at the accounts payable and receivable helpdesk • Generate customer invoices and credit notes as per company standards • Apply cash receipts to customer accounts promptly • Manage workload to meet deadlines and organizational requirements • Collaborate effectively with team members to ensure smooth financial operations • Adhere to financial policies, procedures, and compliance guidelines • Support month-end and year-end closing processes.	A Associate - Transactional F&A is responsible for managing advanced financial tasks such as processing invoices, handling credit notes, reconciling accounts, and resolving complex queries related to accounts payable and receivable. They ensure compliance with organizational standards and financial regulations while maintaining accuracy and efficiency. To accomplish these tasks, the individual requires well-developed skills and the ability to choose and apply appropriate procedures in familiar contexts, such as transactional processing and financial reporting. This aligns with NSQF Level 5, as it involves independent work, procedural knowledge, and structured decision-making in a defined framework.	5
Professional and Technical Skills/ Expertise/ Professional Knowledge	• Individual's role and responsibilities in transactional finance and how these support organizational financial operations. • Organization's systems, tools, and processes for managing financial transactions, including data entry, invoice processing, and reconciliations. • Procedures for validating financial data, such as matching invoices against purchase orders and verifying credit notes against transactions. • Importance of adhering to timelines for processing invoices, payments, and reconciliations to maintain financial accuracy. • Knowledge of financial reporting standards, basic accounting principles, and compliance with relevant legislation and regulations. • Skills in using financial software and tools for transaction management and generating accurate reports as per organizational requirements.	The individual should possess knowledge of financial principles, processes, and standard operating procedures (SOPs) related to transactional finance and accounting. This includes expertise in processing invoices, managing credit notes, reconciliations, and handling claims. They must be familiar with the purpose, scope, and guidelines of financial operations, as well as relevant legislation and regulations. The individual is also expected to address queries from accounts payable helpdesks and ensure compliance with organizational standards, aligning with NSQF Level 5 requirements for technical expertise and problem-solving in familiar and complex scenarios.	5
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	• Perform routine financial transactions in compliance with organizational standards and client requirements. • Work effectively in a structured, team-oriented environment to deliver accurate results.	The individual must manage financial and transactional operations by demonstrating a professional skill set aligned with organizational standards. This includes applying cognitive and practical skills to resolve specific issues in finance and transactions, such as discrepancies	5

	• Apply basic problem-solving approaches to address transactional discrepancies and ensure process efficiency. • Analyze and configure financial data to produce accurate reports and insights. • Manage tasks to meet deadlines while maintaining quality and adherence to organizational guidelines. • Collaborate with team members to build positive relationships and achieve collective goals. • Stay updated with relevant accounting principles, rules, and industry practices. • Execute tasks following prescribed formats, ensuring data accuracy and completeness. • Demonstrate initiative in managing workload and supporting team objectives.	in records, process optimization, and ensuring compliance with regulations. The role requires critical thinking, problem-solving, and effective communication to address challenges and streamline processes. These capabilities justify the alignment of the job role with NSQF Level 5, emphasizing autonomy, responsibility, and the ability to generate solutions in a dynamic financial environment.	
Broad Learning Outcomes/Core Skill	• Communicate effectively, both orally and in writing, with attention to accuracy and detail. • Adhere to instructions, organizational procedures, and service level agreements. • Follow rule-based decision-making processes for transactional activities. • Identify and rectify discrepancies or anomalies in financial documents. • Utilize information technology tools efficiently for data entry and extraction. • Manage multiple tasks simultaneously with effective time management strategies. • Plan and execute tasks within given deadlines while ensuring accuracy in output. • Seek guidance and clarification from supervisors when required. • Practice active listening and engage in constructive communication with peers and stakeholders.	The individual in the role of Associate - Transactional Finance & Accounting (F&A) at NSQF Level 5 should apply core skills such as a strong understanding of financial principles, accounting practices, and financial regulations. The individual must also demonstrate skills in financial analysis, data accuracy, and reconciliation, along with a comprehensive understanding of financial reporting standards and compliance. Additionally, they should have excellent communication, organizational, and problem-solving skills to effectively manage tasks, collaborate with teams, and interact with clients. The person should also possess the ability to optimize resources and manage time effectively to meet deadlines and achieve business objectives.	5
Responsibility	• Process and record financial transactions accurately, including invoicing, payments, and reconciliations. • Interact with stakeholders such as clients, vendors, and internal teams for resolving queries and ensuring smooth financial operations.	The Associate - Transactional Finance & Accounting (F&A) interacts with clients, colleagues, and helpdesk users to manage complex financial transactions. They analyze codes related to cost centers, accounting, and tax, and handle various payment types such as wire payments, EFTs, and ACHs. This role involves processing invoices,	5

	• Verify and validate financial documents, such as invoices and receipts, against organizational guidelines. • Monitor accounts payable and receivable processes, ensuring timely processing. • Analyze financial data and reports to identify discrepancies and support decision-making. • Use accounting tools and software for transaction management and reporting. • Ensure compliance with accounting standards, tax codes, and organizational policies. • Collaborate with supervisors and peers to meet service level agreements (SLAs).	claims, and credit notes, responding to queries via multiple channels, and ensuring compliance with organizational standards. The individual takes responsibility for their own work, contributes to team learning, and may oversee others' tasks, demonstrating autonomy, analytical skills, and leadership, which aligns with NSQF Level 5 standards for accountability and decision-making.	
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Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size:

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	GnuCash, Akaunting		As per requirements
2	MS office suite		As per requirements
3	CRM Software (optional)		As per requirements

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. White Board
2. Projector
3. Laptop
4. Training hand book

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	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	Esquare	MD ALI	Operation Director	Park Landing 5AC-709,2nd Floor, 2nd Block, HRBR Layout Extension, Outer Ring Rd, Bengaluru, Karnataka -560043	+ 91 - 8660834187	-	
2	Capital Numbers	Mrs. Paromita Biswas Panja	HR	Unit No 8E4, 8th floor, EAST TOWER, MANI CASADONA IT BUILDING, Plot #2 F/4, AA II, F, Newtown, Kolkata, Chakpachuria, West Bengal 700156	033-6799 2222	info@capitalnumbers.com	
3	Teck Valley	Miss Chandria Prasad	Assistant Manager HR & Operation	3rd Floor, 956, Kalikapur Rd, Purbachal Kalitala, Kalikapur, Santoshpur, Kolkata, West Bengal 700099	-	-	
4	Evolve Technologies and Services Pvt Ltd	Mr Mithilesh Kumar	Human Resource	315 Work Avenue Campus, Ascent Building, 77, Koramangala Industrial Layout Jyothi Nivas College Road, Koramangala, Bangalore, Karnataka.	-	-	
5	ESM Square Technologies Pvt Ltd	Mr Rakshid Gaoud	Manager HR	334, 27th Main Rd, 2nd Sector, Sector 2, HSR Layout, Bengaluru, Karnataka 560102	080-35216856	hr@esquaredhr.com	
6	Varroc Polymers Pvt Ltd	Miss Vipasa Kulkarni	HR & IR	Q7VW+W82, Ranjangaon MIDC, Maharashtra 412220	+91 240 6653600	varroc.info@varroc.com	
7	CodSoft	Natalie Oneil	CEO	4-5, Lokenath Bose Garden Ln, Seal Lane, Tangra, Kolkata, West Bengal 700046	-	contact@codsoft.in	
8	Merce Technologies	Mr Jayant Bhatt	Operation Head	301 Technocity, X-5/3, T.T.C. Industrial Area, MIDC	022 2778 1895	accounts@remiges.tech	

				Industrial Area, Mahape, Navi Mumbai, Maharashtra 40071			
9	AS Soft Technologies Pvt Ltd	Miss Anita Roselin	HR Manager	129, Level 5, Prestige Palladium Bayan, 140, Greams Rd, Chennai, Tamil Nadu 600006	+91 44 6620 5575	info@asoftware.net	
10	Sibey India	Mr Mukul Kumar Adak	Project Manager	H. No. 1306, Saidham Nanak Nagar, Manegao Ranjhi Jabalpur, Madhya Pradesh, 482005 India	+91 22 6665 2214		
11	Sonata Software	Mr Mangal Kulkarni	Head Legal & Admin	Ideal Plaza, Sarat Bose Rd, Sreepally, Bhowanipore, Kolkata, West Bengal 700020	094357 41759		
12	RS Software (India) Ltd	Mr Sanjib Mukherjee	HRM	11th Floor, Adventz Infinity, BN Block, Sector V, Bidhannagar, Kolkata, West Bengal 700091	033 6601 8899		
13	Microland	Miss Paromita Basu	HR & Training Development	1B, Ecospace, Bellandur, Outer Ring Road, Bengaluru- 560 103	+91 80 6175 1000		
14	Altruist Technologies Pvt Ltd	Shankar Chakraborty	Head of HR	Altruist Technologies Private Limited. 219, Brigade Arcade Whitefied Road, MahadevaPura Bangalore – 560048	+91 22 2452 3662	hr@altruistindia.com	
15	Senrysa Technologies Pvt Ltd	Triparna Mukherjee	HR Business Partner & Leadership Acquisition	6th Floor, TOWER-1, GODREJ WATERSIDE, DP Block, Sector V Bidhannagar, Kolkata, West Bengal 700091	033 6621 2222	mail@senrysa.com	
16	DreamzTechsolution Pvt Ltd	Kaushiki Mazumder	Operations Head	6th Floor, Ambient Building, near Techno Polis, AQ-7, Sector V, Bidhannagar, Kolkata, West Bengal 700091	080818 91494	marketing@dreamztechusa.com	
17	Ailsec Technologies Pvt Ltd	K Sasi Kumar	Human Resources Department	46C, Velachery Main Road, Velachery, Chennai-600042	+91-44-2244 7077	careers@alldigitech.com	

18	Surflex Technologies Pvt Ltd	Mr Govind Saxena	COO	33B, Jatindas Rd, near Deshapriya Park West, Kolkata, West Bengal 700029	098302 27204	contact.kolkata@surflextechnology.in	
19	ICRA Analytics	Preeti Amit Shirke	Senior Vice President- Talent Acquisition	Infinity Benchmark, 1, GP Block, Sector V, Kolkata, West Bengal 700091	090044 00090	preeti.amit.shirke@icraanalytics.com	
20	InSync Tech-Fin Solutions Ltd	Mr Atul Gupta	CEO	DGK 912, DLF Galleria, Action Area 1B, New Town, Kolkata – 700156, West Bengal, India	098300 27106	sales@insync.co.in	
21	IGT Solutions	Vineet Gupta	Vice President HR	Echelon Building, Plot No. 49, Sector-32, Gurugram - 122001, Haryana, India	+91 (0124) 435 5101	mktg@igtsolutions.com	
22	Kreeti Technologies Pvt Ltd	Mr Parmeet Soni	Operation India & Dubai	1408, Godrej Genesis, EP Block, Sector V, Bidhannagar, Kolkata, West Bengal 700091	033 4008 3385	career@kreeti.com	
23	eTeam Info services Pvt. Ltd	Miss Priyanka Mahajan	Talent Head	1219, 5th Main Rd, Rajiv Gandhi Nagar, Sector 7, HSR Layout, Bengaluru, Karnataka 560102	+91 022 2544 3655	apacinfo@eteaminc.com	
24	PWC	Mahub Khan	Human Capital Lead	Pine Valley 4th Floor, Village, Intermediate Ring Rd, Embassy Golf Links Business Park, Challaghatta, Bengaluru, Karnataka 560071	080 4079 4000		
25	Tech Mahindra	Krishna Ramaswami	Human Resource Management Group	Infocity - Special Economic Zone, Tower - I, Plot No. 22 to 34, Hi-tech City, Madhapur, Hyderabad, Telangana 500081	+91 40 3063 6363		
26	Mindtree	Rosalee M Kombal	Vice President- People Function	LTIMindtree Limited, Global village Tech Park, Mysore Rd, RVCE, Bengaluru, Karnataka 560059	080670 64000		
27	DXC Technology	Lokendra Sethi	Vice President- Human Resource	DXC Technology, Hosur Rd, near to THE OTTERA HOTEL,	080 3054 0000		

				Konappana Agrahara, Electronic City, Bengaluru, Karnataka 560100			
28	Beyond Scale Technologies	K Sasi Nath	Human Resources	G9 Magna Lakeview, Khanmet, Kondapur, Hyderabad, Telangana 500084	022 3074 9000		
29	AMI	Subhasini Ramakrishnan	VP- HR & Quality	5th Floor, Tower - A, Rattha's Tek Meadows, No. 51, Rajiv Gandhi Salai (OMR), Sholinganallur Chennai - 600119 – India	98313 30394		
30	MaxMobility	Mr Arijeet Mukherjee	CEO	2nd Floor, Unit, Block-2b, ECOSPACE BUSINESS PARK, 202B, AA II, Newtown, Kolkata, Chakpachuria, West Bengal 700156	033 2324 5925	info@maxmobility.com	

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2021-2024	1000					

Data to be provided year-wise for next 3 years

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

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed

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

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

1. PMKVY

Content availability for previous versions of qualifications:

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

Languages in which Content is available:

1. English
2. Hindi

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	• Handbooks • PowerPoint presentations slides • Reference material (books, online articles, websites, etc.)	
2	☒ Imparting Soft Skills, Life Skills, and Employability Skills / Mentorship to Learners	• Video conferencing and collaboration tools	
3	☒ Showing Practical Demonstrations to the learners		
4	☒ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	• Video Play presentations • Design tools (Open Source) • Version control and file management tools	
5	☒ Tutorials/ Assignments/ Drill/ Practice	• MCQ based tests	
6	☒ Proctored Monitoring/ Assessment/ Evaluation/ Examinations		

7	☐ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		
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Annexure: Detailed Assessment Criteria

Proctored online assessment case study based questions also included in the assessment

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

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
SSC/N2305: Maintain customer accounts	PC 1. check master database to verify whether records of customers already exist	2	3	-	1
	PC 2. ensure accurate setup of customer accounts in the financial system	1	3	-	1
	PC 3. utilize financial tools effectively to analyze, track, and report financial data	1	3	-	1
	PC 4. update customer account information regularly, including contact details	1	3	-	1
	PC 5. record credit terms and limits for each customer as per agreements	2	2	-	1
	PC 6. monitor customer account balances and aging reports	2	2	-	1
	PC 7. add relevant charts, graphs, and tables where necessary to visually enhance the document	1	2	-	1
	PC 8. apply payments received to corresponding customer invoices	1	2	-	1
	PC 9. identify and resolve account discrepancies or payment mismatches	2	2	-	1
	PC 10. verify customer credit status before processing orders	2	2	-	1

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC 11. use AI-based platforms to ensure compliance with F&A policies, including tax, audit, and regulatory requirements	2	3	-	1
	PC 12. process adjustments for any disputed or incorrect charges	2	3	-	1
	PC 13. generate monthly statements for customer accounts	1	3	-	1
	PC 14. ensure accurate preparation and review of the balance sheet by recording all financial transactions correctly and reconciling assets, liabilities, and equity as per accounting standards	1	3	-	1
	PC 15. use AI-driven tools for automating bank reconciliations and the generation of financial reports	2	3	-	1
	PC 16. analyze patterns in transactional data to flag potential fraudulent activities using AI algorithms	2	2	-	1
	PC 17. communicate with supervisors to confirm that shared documents align with organizational requirements	2	2	-	1
	PC 18. utilise AI-powered automation tools to optimize workflows, improve operational efficiency by streamlining repetitive tasks like transaction matching, audit trail tracking, and data validation	1	2	-	1
	PC 19. monitor and manage customer payments, generate aging reports, and follow up on outstanding balances to maintain healthy cash flow	1	2	-	1
	PC 20. close inactive or settled customer accounts per organisational policy	1	3	-	1
	Total Marks	30	50	-	20
SSC/N2306: Generate invoices and credit notes	PC 1. interpret the research requirements and objectives to ensure relevance and accuracy in analysis	2	3	-	1
	PC 2. obtain requests to generate invoices, credit notes and other supporting documentation from relevant departments	2	3	-	2
	PC 3. use AI-driven tools to automatically capture, validate, and categorize invoices	2	4		2

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC 4. verify customer details and account status before generating invoices and credit notes	2	3	-	2
	PC 5. review the terms of service or product delivery to determine invoice accuracy	2	4	-	1
	PC 6. calculate applicable taxes, discounts, and other charges	2	3	-	1
	PC 7. generate invoices as per agreed-upon pricing and terms	2	4	-	1
	PC 8. review invoices for completeness and accuracy before dispatch	2	4	-	1
	PC 9. send invoices/credit notes to department heads for signature, if required	2	3	-	2
	PC 10. issue credit notes for returned goods, service errors, or billing adjustments, etc.	2	3	-	2
	PC 11. confirm authorization of credit notes with relevant departments	2	3	-	1
	PC 12. ensure timely generation and dispatch of invoices to customers	2	3	-	1
	PC 13. maintain records of all generated invoices and credit notes and reconcile them against system entries on a periodic basis	2	4	-	1
	PC 14. ensure compliance with accounting standards in invoice generation	2	3	-	1
	PC 15. reconcile monthly totals for invoices and credit notes issued	2	3	-	1
	Total Marks	30	50	-	20
SSC/N2302: Process invoices, credit notes, and claims	PC 1. verify invoice details with purchase orders and goods received notes and assign appropriate codes	2	3	-	1
	PC 2. ensure accuracy of invoice information, including vendor details, invoice number, and date	3	3	-	2
	PC 3. extract and validate information from invoices and receipts automatically using AI tools	2	4		2

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC 4. check for applicable taxes, discounts, and rebates as per company policy	2	4	-	2
	PC 5. flag and resolve discrepancies between invoices and purchase orders	2	4	-	1
	PC 6. utilize advanced tools like pivot tables to prepare forecasts, scenario analyses, and budget plans that align with organizational goals	2	4	-	2
	PC 7. prepare credit notes for returned goods or services as per sop	2	4	-	1
	PC 8. confirm accuracy and authorization of credit notes issued	2	4	-	1
	PC 9. validate claims documentation against contractual terms	2	3	-	2
	PC 10. classify and prioritize invoices, credit notes, and claims for processing	3	3	-	2
	PC 11. enter invoice data into accounting or ERP software accurately	2	4	-	1
	PC 12. route invoices, credit notes, and claims for approvals as per workflow	2	3	-	1
	PC 13. utilize software like Excel, SAP, or Tally for data processing and analysis	2	4	-	1
	PC 14. track invoice status and report discrepancies for timely resolution	2	3	-	1
	Total Marks	30	50	-	20
SSC/N2303: Pay invoices and claims	PC 1. verify due dates of invoices to ensure timely payment	2	3	-	1
	PC 2. review payment terms and conditions to avoid penalties	2	3	-	2
	PC 3. ensure availability of funds in relevant accounts before payment	2	4		2
	PC 4. verify payment methods and associated charges	2	3	-	2
	PC 5. ensure payment approvals are obtained as per organisational policy	2	4	-	1

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC 6. process payments through ERP or financial software as required	2	3	-	1
	PC 7. confirm and record payment details, including transaction numbers	2	4	-	1
	PC 8. reconcile accounts payable ledger with processed payments	2	4	-	1
	PC 9. resolve any payment discrepancies or errors identified	2	3	-	2
	PC 10. reconcile payments against bank statements on a periodic basis	2	3	-	2
	PC 11. maintain accurate records of payments for audit purposes	2	3	-	1
	PC 12. co-ordinate with banks regarding any queries about reconciliation or non- receipt of authorized payments	2	3	-	1
	PC 13. review outstanding claims and initiate payments as per agreed terms	2	4	-	1
	PC 14. prepare payment summaries and reports as required by management	2	3	-	1
	PC 15. record transactions in the appropriate financial system post payments to ensure compliance with accounting principles and company policies	2	3	-	1
	Total Marks	30	50	-	20
SSC/N2304: Deal with queries at the accounts payable	PC 1. greet helpdesk users and verify their details as per organisational procedure	2	4	-	1
	PC 2. listen carefully to helpdesk users and ask appropriate questions to understand the nature of their queries	3	4	-	2
	PC 3. analyze the nature of each query and assign priority	2	4	-	2
	PC 4. retrieve relevant information from the accounts payable database	2	4	-	2
	PC 5. resolve queries related to unpaid or delayed invoices	2	4	-	1

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC 6. address concerns about incorrect or partial payments	3	4	-	2
	PC 7. explain payment policies and procedures to stakeholders	2	4	-	1
	PC 8. collaborate with other departments to gather required information	2	4	-	1
	PC 9. seek confirmation from helpdesk users that their queries have been resolved to their satisfaction	2	4	-	2
	PC 10. track progress on open queries and follow up with concerned parties	3	3	-	2
	PC 11. escalate unresolved or complex queries to senior management	3	4	-	1
	PC 12. record all query responses in the helpdesk system/query management tool for future reference	2	3	-	2
	PC 13. ensure the timely and accurate recording of supplier invoices, verifying payment terms, matching purchase orders, and processing payments to avoid delays or discrepancies in financial records	2	4	-	1
	Total Marks	30	50	-	20
SSC/N2307: Receive payments and apply cash	PC 1. verify details of incoming payments against outstanding invoices	2	5	-	2
	PC 2. match payments received to the respective customer accounts	3	5	-	2
	PC 3. apply payments to customer invoices in the accounting/ERP system	2	5	-	2
	PC 4. reconcile daily payment receipts with the bank statement and liaise with them for any discrepancies	2	4	-	2
	PC 5. identify and report any discrepancies in payment amounts to supervisors/managers	3	4	-	2
	PC 6. process refunds for overpayments or duplicate payments	3	5	-	2
	PC 7. update customer accounts for all payments received	3	5	-	1

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC 8. ensure all payment receipts are accurately recorded for audit purposes	3	5	-	1
	PC 9. prepare periodic cash receipt summaries and reports	3	5	-	2
	PC 10. track outstanding payments and follow up as per the organisational policy	3	3	-	2
	PC 11. assist with end-of-month reconciliation of accounts receivable	3	4	-	2
	Total Marks	30	50	-	20
SSC/N2309: Deal with Queries at the accounts receivable helpdesk	PC 1. greet helpdesk users and verify their details as per SOP	2	5	-	2
	PC 2. receive and document incoming queries related to accounts receivable	3	5	-	2
	PC 3. analyze each query and prioritize for response	2	5	-	1
	PC 4. provide a justifiable estimate of time to respond to the queries	2	4	-	2
	PC 5. retrieve relevant customer account information from the ERP/accounting system	3	4	-	2
	PC 6. address queries related to outstanding balances or payment terms	3	5	-	2
	PC 7. develop and track key financial metrics and performance indicators to evaluate and enhance the effectiveness of financial processes	3	5	-	1
	PC 8. resolve issues concerning invoicing errors or adjustments	3	3	-	1
	PC 9. clarify account statements and transaction details to customers	3	5	-	2
	PC 10. track the status of queries and update the stakeholders regularly	2	3	-	2
	PC 11. coordinate with the billing team to resolve discrepancies	3	4	-	2
	PC 12. record query responses in the helpdesk software for tracking	1	2	-	1

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	Total Marks	30	50	-	20
SSC/N2321: Maintain Data Security and Privacy of customer accounts	PC 1. develop and adhere to organizational data security policies, ensuring compliance with regulations like GDPR, CCPA, or equivalent standards	2	3	-	1
	PC 2. implement and regularly review role-based access control (RBAC) to safeguard sensitive data	3	3	-	2
	PC 3. ensure appropriate authorization levels for employees and revoke access when necessary	2	4		2
	PC 4. identify and classify PII within organizational systems and apply necessary protections (e.g., encryption, anonymization)	2	4	-	2
	PC 5. verify and process data access, modification, or deletion requests in compliance with applicable data protection laws	2	4	-	1
	PC 6. securely handle financial transactions, ensuring that payment and customer account data are encrypted and protected against fraud	2	4	-	2
	PC 7. implement an incident response plan to address data breaches or cyberattacks promptly	2	4	-	1
	PC 8. conduct root-cause analysis of incidents and ensure lessons learned are incorporated into improved processes	2	4	-	1
	PC 9. periodically audit organizational data handling practices to ensure compliance with data protection standards	2	3	-	2
	PC 10. apply restrictions on data sharing with third parties, ensuring adherence to contractual agreements and legal standards	3	3	-	2
	PC 11. establish automated and secure data backup processes to protect against data loss	2	4	-	1
	PC 12. test and refine recovery procedures to minimize downtime and ensure continuity after an incident	2	3	-	1

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC 13. maintain a helpdesk for responding to internal and external queries on data security and privacy	2	4	-	1
	PC 14. regularly review policies to address evolving ethical and legal considerations in data handling	2	3	-	1
	Total Marks	30	50	-	20
DGT/VSQ/ N0101 Employability Skills (30 Hrs)	PC 1. Introduction to Employability Skills	1	1	-	-
	PC 2. Constitutional values – Citizenship	1	1	-	-
	PC 3. Becoming a Professional in the 21st Century	1	3	-	-
	PC 4. Basic English Skills	2	3	-	-
	PC 5. Communication Skills	1	1	-	-
	PC 6. Diversity & Inclusion	1	1	-	-
	PC 7. Financial and Legal Literacy	3	4	-	-
	PC 8. Essential Digital Skills	4	6	-	-
	PC 9. Entrepreneurship	3	5	-	-
	PC 10. Customer Service	2	2	-	-
	PC 11. Getting ready for apprenticeship & Jobs	1	3	-	-
	Total Marks	20	30	-	-
Grand Total Marks		260	430	-	160

Annexure: Assessment Strategy

Assessment Process Overview**Batch Creation & Assessment Request:**

Training Providers (TP) or Training Centers (TC), including any other authorized partner of Ministry/ Department create batches / push batches on the SIDH portal. Assessment requests are submitted through the SIDH portal or via email or other media as authorized from time to time. For NON-SIDH schemes, assessment requests are received electronically or through respective State Skill Mission portals. TP/TC initiates the assessment request through the InSDMS portal and processes the payment (where applicable).

Batch Alignment & Confirmation:

Upon payment confirmation, batches are assigned to the Assessment Agency based on factors like:

- Assessment readiness
- Availability of certified assessors for the specific job role
- Assessment capping to an assessment agency as prescribed from time to time for an AB An email communication / prescribed mode communication is sent to TP/TC for confirmation of the assessment date, with IT-ITeS SSC in the loop. Once confirmation is received, the Assessment Agency designates a TOA-certified assessor to conduct or facilitate the assessment.
- Batches are only formed when the Qualification is active.

Candidate Verification & Assessment Execution:

Candidate details are verified and documented at the beginning of the assessment by a certified assessor. A Quality Assurance (QA) mechanism is enforced, requiring an undertaking from the TC. Regular feedback is collected from TP/TC to ensure continuous improvement.

Evidence Collection & Validation:

Proctors or assessors capture date/time-stamped and geo-tagged photographs of the assessment location during the process. Attendance is also ensured offline. A PC-wise result analysis is conducted to refine assessment standards.

Monitoring & Compliance:

Batch monitoring follows established protocols, ensuring adherence to assessment guidelines. Sample based surprise visits are conducted at TC locations during both training and assessments to verify compliance. This structured approach ensures transparency, quality control, and validation throughout the assessment process.

Testing Environment:

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

Assessment Quality Assurance levels/Framework:

IT-ITeS SSC nasscom is responsible for the development and periodic review of the question bank developed for a specific job role. We publish an openly accessible sample /model question paper on our website for all stakeholders. The quality of the Question Bank created by the assessment designer is validated by a Subject matter experts on the following parameters:

- Appropriateness of the Question Bank in terms of facts, data and information.
- Checks for grammar, spellings, scripting and formatting.
- The information provided should be specific enough to remove any ambiguity in answers/solutions to the question.
- Relevance – Assessing the topic well w.r.t. the job role.
- Check if the difficulty level of each question is as per the matrix.
- Check if the images used in the question are clear and relevant.
- All variables, symbols and abbreviations used must be declared.
- The correct answer option should be unique, and the options should not be overlapping

Annexure: Acronym and Glossary

Acronym

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

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

Glossary

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