

QUALIFICATION FILE

RPA Support Analyst

- ☒ 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

Table of Contents

Section 1: Basic Details 3

Section 2: Module Summary 6

 NOS/s of Qualifications..... 6

 Mandatory NOS/s: 6

 Elective NOS/s: 7

 Optional NOS/s: 7

 Assessment - Minimum Qualifying Percentage..... 7

Section 3: Training Related..... 7

Section 4: Assessment Related..... 8

Section 5: Evidence of the Need for the Qualification 9

Section 6: Annexure & Supporting Documents Check List..... 9

 Annexure: Evidence of Level 11

 Annexure: Tools and Equipment (lab set-up)..... 12

 Annexure: Industry Validations Summary 13

 Annexure: Training & Employment Details 15

 Annexure: Detailed Assessment Criteria 16

 Annexure: Assessment Strategy 18

 Annexure: Acronym and Glossary 20

Section 1: Basic Details

1.	Qualification Name	RPA Support Analyst										
2.	Sector/s	IT/ITeS										
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of the existing /previous qualification: <i>(change to previous, once approved)</i> QG-05-IT-01506-2023-V1.1-NASSCOM & V2	Qualification Name of the existing/previous version: RPA Support Analyst									
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>	RPA Support Analyst										
5.	National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i>	QG-05-IT-03657-2025-V2-NASSCOM & V3	6. NCrf/NSQF Level:5									
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other) <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate										
8.	Brief Description of the Qualification	This qualification trains RPA Support Analysts in bot administration, maintenance, and incident management. It covers bot ecosystem management, change management procedures, and troubleshooting. Employability skills are also included.										
9.	Eligibility Criteria for Entry for a Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: *Relevant Experience in job roles related in RPA /IT/Computer Science. The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications. ** UG or diploma with courses related to CS/ IT/ Engg./ Science <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 3Y UG Diploma**after 10th</td> <td>3 Year 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 3Y UG Diploma**after 10 th	3 Year of relevant experience*
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 3Y UG Diploma**after 10 th	3 Year of relevant experience*										

		3	Previous Relevant qualification of NSQF level 4	1.5 years of relevant experience*																			
		b. Age: NA																					
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	16 Credits	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 Only ☐ Online Only ☐ Blended																					
		<table border="1"> <thead> <tr> <th>Training Delivery Mode</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>144</td><td>246</td><td>90</td><td>-</td><td>480</td></tr> <tr> <td>Online</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>				Training Delivery Mode	Theory (Hours)	Practical (Hours)	OJT (Mandatory) Hours	OJT (Recommended) Hours	Total (Hours)	Classroom (offline)	144	246	90	-	480	Online					
Training Delivery Mode	Theory (Hours)	Practical (Hours)	OJT (Mandatory) Hours	OJT (Recommended) Hours	Total (Hours)																		
Classroom (offline)	144	246	90	-	480																		
Online																							
		(Refer Blended Learning Annexure for details)																					
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/NIL																					
15.	Progression Path After Attaining the Qualification, wherever applicable (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 Robotic Process Automation Support Analyst, Robotic Process Automation Test Engineer, Robotic Process Automation Developer, etc. Academic progression: access to other qualifications at the same NSQF level- Junior Robotic Process Automation Test Engineer, Junior Robotic Process Automation Developer																					

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 Amenable to Persons with Disability	☐ Yes ☒ No If "Yes", specify applicable type of Disability:	
19.	How participation of women will be encouraged?	The Program is gender neutral although to increase the women participation, organizations are keeping aside few seats to encourage the female candidates	
20.	Are Greening/Environment Sustainability Aspects covered (Specify the NOS/Module which Covers it)	☒ Yes ☐ No, SSC/N9014: Maintain an inclusive, environmentally sustainable workplace	
21.	Is Qualification suitable to be offered in Schools/Colleges	Schools: ☐ Yes ☒ No Colleges ☒ Yes ☐ No	
22.	Name and Contact Details Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Namrata Kapoor Email: Standards@nasscom.in Contact No.: 0120-4990111 Website: https://nasscom.in	
23.	Final Approval Date by NSQC: 18/02/2025	24. Validity Duration: 3 Years	25. Next Review Date: 18/02/2028

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 training **Man.**-Mandatory Training **Rec.**-Recommended **Proj.**- Project

S.No.	NOS Module Name	NOS/Module Code & Version (If Applicable)	Core/Non-Core	NCrF/NSQF Level	Credits as per NcrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Control and orchestrate the bot and bot ecosystem.	SSC/N8623, V3.0	Core	5	05	45:00	75:00	30:00	00:00	150:00	30	50	-	20	100	28
2.	Provide support in bot change management.	SSC/N8624, V3.0	Core	5	05	45:00	75:00	30:00	00:00	150:00	30	50	-	20	100	28
3.	Identify, track and resolve issues in the bot ecosystem	SSC/N8625, V3.0	Core	5	04	30:00	60:00	30:00	00:00	120:00	30	50	-	20	100	28
4.	Employability Skills (60 Hours)	DGT/VSQ/N0102, V1.0	Non-Core	4	02	24:00	36:00	00:00	00:00	60:00	20	30	-	-	50	16
Duration (in Hours)/Total Marks					16	144:00	246:00	90:00	00:00	480:00	110	180	-	60	350	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

Assessment - Minimum Qualifying Percentage

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) (as per NCVET guidelines)	Educational Qualification: Graduate (Engineering/ Technology/ Computer Science)
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		Industry & training experience: 2 years of industry experience in RPA. The industry experience would include work, internship, and apprenticeships undertaken after regular graduation. Certification: “Trainer” mapped to the Qualification Pack “MEP/Q2601” Minimum accepted score is 80% aggregate
2.	Master Trainer’s Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Educational Qualification: Graduate (Engineering/ Technology/ Computer Science) Industry & training experience: 4 years of industry experience in RPA. The full-time experience would include work, internship, and apprenticeship undertaken after regular graduation. Certification: “Master Trainer” mapped to the Qualification Pack “MEP/Q2602” Minimum accepted score is 90% aggregate.
3.	Tools and Equipment Required for the Training	☒ Yes ☐ No (If “Yes”, details to be provided in Annexure)
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) (as per NCVET guidelines)	Educational Qualification: Graduate (Engineering/ Technology/ Computer Science) Industry & Training Experience: 2 years of industry experience in RPA. The full-time experience would include work, internship, and apprenticeship undertaken after regular graduation. Certification: “Assessor” mapped to the Qualification Pack “MEP/Q2701” Minimum accepted score is 80% aggregate.
2.	Proctor’s Qualification and experience in relevant sector (in years) (as per NCVET guidelines), (wherever applicable)	Educational Qualification: Graduate (Engineering/ Technology/ Computer Science) Industry & Training Experience: 2 years of industry experience in RPA. The full-time experience would include work, internship, and apprenticeship undertaken after regular graduation. Certification: “Assessor” 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) (as per NCVET guidelines)	Educational Qualification: Graduate (Engineering/ Technology/ Computer Science) Industry & Training Experience: 4 years of industry experience in RPA. The full-time experience would include work, internship, and apprenticeship undertaken after regular graduation. Certification: "Lead Assessor" mapped to the Qualification Pack "MEP/Q2702" Minimum accepted score is 90% aggregate.
4.	Assessment Mode (Specify the assessment mode)	The assessment will consist of a blend of hands-on practical evaluations, viva-voce, and online proctored scenario-based multiple-choice questions ensuring a thorough evaluation of the individual's proficiency in learning outcomes, practical understanding, and real-world application of concepts.
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):
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):
3.	Government/Industry initiatives/requirement (Yes/No):
4.	Number of industry validations provided:
5.	Estimated number of people to be trained and employed:
6.	Evidence of Concurrence/Consultation with Line/State Departments: 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/NSQF descriptors (<i>Mandatory</i>)	Evidence of Level
2.	Annexure: List of tools and equipment relevant for NOS (<i>Mandatory, except in case of online course</i>)	Tools and Equipment (lab set-up)
3.	Annexure: Detailed Assessment criteria (<i>Mandatory</i>)	Performance Criteria Details
4.	Annexure: Assessment Strategy (<i>Mandatory</i>)	Assessment Strategy
5.	Annexure: Blended Learning (<i>Mandatory, in case selected Mode of delivery is Blended Learning</i>)	NA
6.	Annexure: Multiple Entry Exit Details (<i>Mandatory, in case qualification has multiple entry-exit</i>)	Acronym and Glossary
7.	Annexure: Acronym and Glossary (<i>Optional</i>)	Acronym and Glossary
8.	Supporting Document: Model Curriculum (<i>Mandatory-Public View</i>)	MC_Q8607_RPA Support Analyst_V3
9.	Supporting Document: Career Progression (<i>Mandatory-Public View</i>)	Occupational Map Robotic Process Automation
10.	Supporting Document: Occupational Map (<i>Mandatory</i>)	Occupational Map Robotic Process Automation
11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	NA
12.	Any Other document you wish to submit:	NA

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	- Verify scope of Robotic Process Automation components and manage day-to-day administration of bot ecosystem - Provide support in upgradation, patch maintenance and environmental change management activities - Provide L2 Support by monitoring termination/failure of the bots and solving day-to-day issues	The individual in this role must involve in day-to-day administration of the bot ecosystem i.e. running of processes, eye-balling in a production environment, providing manuals for BAU transition etc. He/she also needs to perform upgradation and patch maintenance routines to support change management. He/she must identify and resolve issues in the bot ecosystem	5
Professional and Technical Skills/ Expertise/ Professional Knowledge	- Organizational policies, procedures and guidelines regarding coverage model and shift schedule for bot administration - Organizational policies and procedures for scheduling bot maintenance - Organizational policies and procedures for documenting changes in environment	The individual in this role must have a knowledge of various organizational policies and procedures to help support in cases where the bot needs maintenance or have to identify, track and resolve issue in a bot.	5
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	- Setting up and configuring bots - Implementing enhancements and upgradations - Track and manage bot failures	The role demands a skill set that allows the individual to set up and configure bots, and upgrade or track and manage bot failures when necessary.	5

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
Broad Learning Outcomes/Core Skill	• Robotic Process Automation Software (e.g., UiPath, TruBot, Blue Prism, etc.) • Ticketing tools (e.g., Solarwinds, AzureDesk, etc.) • Programming and Scripting Languages • Workflow management tools	The individual must apply his/her skill in using various tools related to Robotic Process Automation to build and maintain Robotic Process Automation bots.	5
Responsibility	• Work effectively with colleagues • Build and maintain relationships with colleagues and other teams • Ensure that the work meets the required quality and timelines • Manage and collaborate with stakeholders for project success	The role demands to work in a team and to build and maintain relationships with colleagues and other teams to deliver automation bots according to requirements. The individual working in this role is therefore expected to be responsible for his/her own contribution. In these scenarios the individual might often be required to make decisions or apply balanced judgements to address different situations.	5

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	PC/Laptop with internet	-	1 Unit per Trainee
2	Robotic Process Automation Software:	OpenRPA , Ui path Community Edition	Installed/Access to each system or PC
3	Ticketing Tools		Installed/Access to each system or PC
4	Workflow management tools	Evernote (Free Tier)	Installed/Access to each system or PC

5	Fishbone diagram for RCA	Fishbone diagram on paper or Draw.io	Installed/Access to each system or PC
6	Performance monitoring and Analytics Tools		Installed/Access to each system or PC

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. White Board
2. White Board Marker
3. Projector

Annexure: Industry Validations Summary

Provide summary information of all the industry validation 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	Q Academy	Deepak Gour	Product and Academic Head	-	9893554394	deepak@qacademy.ca	https://ca.linkedin.com/in/deepak-gour-8853968
2	Freelance SME (Ex-3i Infotech)	Rishi Agrawal	Ex-SVP and Global Delivery Head – Automations, Applications and Analytics	-	7702191049	agrishi@gmail.com	https://www.linkedin.com/in/agrishi
3	Barq	Satheesh Sekar	Senior Decision Scientist	-	9444218513	satheeshk.sekar@gmail.com	https://www.linkedin.com/in/satheeshksekar/?originalSubdomain=in
4	Data Switch	Thilak hariharaSudhan A	Product Engineer	-	6393798750	thilakhariharan@gmail.com	https://www.linkedin.com/in/thilak-hariharasudhan-43a89b269/
5	Delta Electronics India	Kabilan R D	Project Manager	-	7010811080	kabilanrdurai@outlook.com	https://www.linkedin.com/in/kabilan-r-d-b09856122

6	Draup	MD Mahabub Alam	Software Architect	-	9731517171	mahabubalam@draup.com	https://www.linkedin.com/in/mdmahabubalam/?originalSubdomain=in
7	Engagely	Aniruthan.V	Senior software engineer	-	8098978284	Aniruthan.v@engagely.ai	https://www.linkedin.com/in/aniruthan-venkatavaradhan-79849b203/
8	Accolite Digital	Ayushmaan Pandey	Senior Software Engineer	-	8077386365	ayushmaan.pandey@accolitedigital.com	https://www.linkedin.com/in/ayushmaanpandey
9	Frontier airlines	Santhosh kumar S	Software Engineer DevOps L1	-	9655747400	santhoshselvaraj24031998@gmail.com	
10	IBM	Arpita Majumder	Tech Consultant	-	7894369677	Arpita.majumder@ibm.com	https://www.linkedin.com/in/arpita-majumder-85612a67/
11	Impekable Australia	sreepathi.D	Lead Market Research and Business Development	-	9655036999	sanjeevsree22@gmail.com	https://in.linkedin.com/in/sreepathi-d-3391273a
12	Infosys	Vivek Pilaniya	Program Manager	-	9718423687	vivek.pilania@infosys.com	https://www.linkedin.com/in/vivekpilania-iimc/?originalSubdomain=in
13	Intellibren	Kailash PD	Director	-	6374700185	kailash@intellibren.com	-
14	Kwalee	Ravi Chaudhary	Software Engineering consultant	-	8750108744	ravi.chaudhary@kwalee.com	https://www.linkedin.com/in/ravi-xo/
15	Mindshare (Inclusive Minds)	Pamindar Singh	Team Lead	-	8713901984	paminder.singh@themindshare.in	https://www.linkedin.com/in/paminder-singh-7990b8101/
16	Q Acadmey	Deepak Gour	Product and Academic Head	-	9893554394	deepak@qacademy.ca	https://ca.linkedin.com/in/deepak-gour-8853968
17	SAP	Archana Murali G Vijay Rashmi Mavinakere	Development Manager - Content for Robotic Processes	-	-	a.murali@sap.com vijay.g@sap.com rashmi.mavinakere@sap.com	-
18	Skillsda	Sankar Vijyan Dr. R Thirukumar	Head R&D Director-Engg.	-	9500123029	thiru@skillsda.com sv@skillsda.com ram@skillsda.com	https://www.linkedin.com/in/kottaram-v-ramesh/ https://in.linkedin.com/in/dr-thirukkumaran-raman-1435a1216

		Kottaram Ramesh			9894801793		
19	Volkswagen	Ranjithkumar. K	Sr.Test Analyst	-	8838107162	ranjikadri@gmail.com	https://in.linkedin.com/in/ranjithkumar-k-9b692a136
20	Wipro	Abdul Rahim	Senior Associate	-	7339471256	Abdul.rahims@wipro.com	
21	Upgrad	Samneesh Sharma	Sr Manager-project delivery	-	8679334000	shamneesh.sharma@upgrad.com	https://www.linkedin.com/in/shamneeshsharma1987/

Annexure: Training & Employment Details

Training & Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employed Opportunities	Estimated Training #	Estimated Employed Opportunities	Estimated Training #	Estimated Employed Opportunities

Data to be provided year-wise for next 3 years.

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

Qualification Version	Year	Total Candidates			Women			People with disability		
		Trained	Assessed	Certified	Trained	Assessed	Certified	Trained	Assessed	Certified

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

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

1.

Content availability for previous version of qualifications:

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

Language 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	NA	NA
2	☐ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	NA	NA
3	☐ Showing Practical Demonstrations to the learners	NA	NA
4	☐ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	NA	NA
5	☐ Tutorials/ Assignments/ Drill/ Practice	NA	NA
6	☐ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	NA	NA
7	☐ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	NA	NA

Annexure: Detailed Assessment Criteria

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

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
SSC/N8623 Control and orchestrate the bot and bot ecosystem	PC1. Verify the scope of Robotic Process Automation components to be monitored by authorized persons	1	2	-	1
	PC2. Define the coverage model pertaining to the availability of run support model	3	5	-	2
	PC3. Specify the level of support required for each process in the Robotic Process Automation solution	3	5	-	2
	PC4. Participate in the control room shift schedule and receive shift handover along with relevant information, authorities and instructions	1	2	-	1
	PC5. Manage the day-to-day administration of the bot ecosystem (e.g., running of processes, eyeballing in a live/production environment, etc.)	3	5	-	2
	PC6. Provide manuals, knowledge articles and configuration documents for BAU transition	2	2	-	1
	PC7. Carry out user management and access control management	3	5	-	2
	PC8. Set-up and configure the bot as required	3	5	-	1
	PC9. Configure log data and log messages for easy consumption by business auditing and analytics tools	3	5	-	1
	PC10. Manage license allocation to various tenants	1	2	-	1
	PC11. Monitor the analytics on bot performance and the health of robotic resources using standard tools and dashboards	3	6	-	2
	PC12. Ensure that all actions are tracked by the logs and are time-stamped	1	2	-	1
	PC13. Report the metrics and analysis at regular intervals to relevant stakeholders	1	2	-	1
	PC14. Include RCA techniques for identifying the root cause of bot failures and implementing corrective actions to prevent recurrence	1	1	-	1
	PC15. Emphasize the importance of maintaining comprehensive documentation and knowledge management systems to support ongoing bot maintenance and troubleshooting	1	1	-	1
	Total Marks	30	50	-	20
SSC/N8624: Provide support in bot change management	PC1. Provide support in upgradation of the bot and various components in the bot ecosystem (e.g., bot tools, hardware, etc.)	5	8	-	4
	PC2. Understand the change management principles	5	7	-	3
	PC3. Perform minor enhancements and fixes for consulted issues	4	7	-	3
	PC4. Participate in patch maintenance routines	4	7	-	3
	PC5. Plan for bot upgrades and enhancements	4	7	-	3
	PC6. Provide support in environmental change management activities	4	7	-	2
	PC7. Provide support in other process change activities	4	7	-	2
	Total Marks	30	50	-	20
	PC1. Serve as support for workflows and system incidents escalated from L1 support	5	9	-	4

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
SSC/N8625 Identify, track and resolve issues in the bot ecosystem	PC2. Monitor termination/failure of bots	5	9	-	4
	PC3. Solve issues that arise in the day-to-day running of Robotic Process Automation implemented processes and assist in the provision of timely responses and solutions as required	5	8	-	3
	PC4. Investigate system exceptions and determine if they are workflow related or system related	5	8	-	3
	PC5. Manage support requests using service management tools	5	8	-	3
	PC6. Escalate unresolved issues to the concerned team (Robotic Process Automation developer or vendor)	5	8	-	3
	Total Marks	30	50	-	20
DGT/VSQ/N0102 Employability NOS for 60 Hours	PC1. Introduction to Employability Skills	1	1	-	-
	PC2. Constitutional values – Citizenship	1	1	-	-
	PC3. Becoming a Professional in the 21st Century	2	4	-	-
	PC4. Basic English Skills	2	3	-	-
	PC5. Career Development & Goal Setting	1	2	-	-
	PC6. Communication Skills	2	2	-	-
	PC7. Diversity & Inclusion	1	2	-	-
	PC8. Financial and Legal Literacy	2	3	-	-
	PC9. Essential Digital Skills	3	4	-	-
	PC10. Entrepreneurship	2	3	-	-
	PC11. Customer Service	1	2	-	-
	PC12. Getting Ready for Apprenticeship & Jobs	2	3	-	-
	Total Marks	20	30	-	-
Grand Total Marks		110	180	-	60

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
RPA	Robotic Process Automation
AB	Awarding Body
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework

OJT	On Job Training
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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 based on their main economic function, product, service or technology.