QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)

4E, Vandhana Building (4th Floor)

11, Tolstoy Marg, Connaught Place, New Delhi - 110001

Name and contact details of individual dealing with the submission

Name: Dr. Sandhya Chintala

Position in the organisation   CEO

Address if different from aboveNA

Tel number(s)   41520724, 41519230/60

E-mail address   sandhya@nasscom.in

List of documents submitted in support of the Qualifications File

1. Functional Map for the job role
2. [Occupational Analysis for Business Process Management Sub-sector](#)
3. Qualification Pack
4. Career Map for the job role / occupation: vertical and horizontal mobility
5. [Test Matrix Template](#)
6. [Talent Demand Supply Analysis Report](#)

QUALIFICATION FILE SUMMARY

Qualification Title	Associate-Clinical Data Management
Body/bodies which will assess candidates	IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)
Body/bodies which will award the certificate for the qualification.	SSC NASSCOM
Body which will accredit providers to offer the qualification.	SSC NASSCOM Presently, Accreditation is not prescribed; affiliation is one of the models.
Occupation(s) to which the qualification gives access	Health Services
Proposed level of the qualification in the NSQF.	7
Notional Learning Hours	400 hours approx. (customisable as per learner background)
Entry requirements / recommendations.	Bachelor's Degree in Computer Science/Biology/ Life Science/Pharmaceuticals / Clinical research
Progression from the qualification.	As shown in the career map (attachment sl.no. 4)
Planned arrangements for RPL.	- Response to market forces for RPL - RPL assessments will be the same as our normal assessments. - MOUs / Agreement in place for institutions, Retail is work in progress

Formal structure of the qualification

Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
SSC/N2401 (Maintain employer accounts for health insurance schemes)	Mandatory	25	
SSC/N2402 (Maintain member records for health insurance schemes)	Mandatory	25	
SSC/N2403 (Maintain health care provider records and contracts for health insurance schemes)	Mandatory	50	
SSC/N2405 (Process health insurance claims)	Mandatory	50	
SSC/N2409 (Coordinate health insurance claims on behalf of health care providers)	Mandatory	50	7
SSC/N9001 (Manage your work to meet requirements)	Mandatory	50	
SSC/N9002 (Work effectively with colleagues)	Mandatory	50	
SSC/N9003 (Maintain a healthy, safe and secure working environment)	Mandatory	25	
SSC/N9004 (Provide data/information in standard formats)	Mandatory	50	
SSC/N9005 (Develop your knowledge, skills and competence)	Mandatory	25	

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack. Give details of the document here: Qualification Pack (attachment Sl no. 3)

SECTION 1
ASSESSMENT

Name of assessment body:
If there will be more than one assessment body for this qualification, give details.

- SSC NASSCOM is the assessment body, which affiliates assessment providers.

Will the assessment body be responsible for RPL assessment?

Give details of how RPL assessment for the qualification will be carried out and quality assured.

- Yes.
- It is online, objective evaluation in a highly secure and proctored environment.
- RPL assessments will be the same as our normal assessments.
- All procedures followed will be similar to the normal assessment methodology.
- Issuance of the qualification will be through the centralise SDMS (NSDC).
- Quality assurance – By equating performance amongst the multiple affiliated assessment provider (AAP) and periodic analytical review and sensitivity analysis for the reliability and validity of all aspects of assessments. AAP only refers to agency/organisation.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

- SSC NAASCOM carries out online assessments through very robust platforms and proctoring methodology.
- AAP affiliated to SSC NASSCOM come with strong industry references and long experience and analytical ability in assessment methodologies.
- Periodic workshops are held with the vendors to bring them to a common understanding of the job role, its NSQF level, difficulty level as well as format and sample of assessment items.
- Internal moderations further ensure the validity and reliability of the assessments and consistency of difficulty levels of the test questions across AAPs.
- AAPs work with hirers on similar job roles, they use SMEs from their network to get industry relevant scenarios and assessment items aligned to the expected outcomes of the job role/QP.
- Curriculum and real time scenarios facilitate further understanding the scope of the QP with reference to process knowledge and skills.
- In addition, we conduct workshops with AAPs w.r.t. beta testing, review of the assessment analytics, performance of the test platform, moderation of NSQF levels, deployment and invigilation patterns and infrastructure requirements including malpractice avoidance.
- Inferences from benchmarking and analytics patterns are taken into consideration in the development and revision of the assessment criteria and format of assessment items.
- Reliability and validity of assessment items is standardised among AAPs.
- Difficulty level of test items with reference to NSQF levels are ensured, so that the outcomes with reference to performance criteria of the constituent NOSs are in line with the NSQF level descriptors. This is achieved through the detailed test matrix design.

Please attach any documents giving further information about assessment and/or RPL.
Give details of the document(s) here:

A detailed Test Matrixis used to design each assessment before it is launched for public view. Template for detailed test matrix is attached.
Public view of the assessment criteria is included in the qualification pack.

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

Job Role   Associate – Clinical Data Management

Qualification Pack   SSC/Q2401

Sector Skill Council   IT-ITeS

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2. The assessment will be conducted online through assessment providers authorised by SSC.
3. Format of questions will include a variety of styles suitable to the PC being tested such as multiple choice questions, fill in the blanks, situational judgment test, simulation and programming test.
4. To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 70%.
5. For latest details on the assessment criteria, please visit www.sscnasscom.com.

Title of NOS/Unit/Component:

Assessable Outcomes	Assessment criteria for the outcome	Total Mark	Out of	Theory	Skills Practical
1. SSC/N2401 (Maintain employer accounts	PC1. check systems to verify whether master records of employer accounts already exist	**100**	20	0	20
	PC2. obtain required data/information from appropriate sources to set up, configure and update employer accounts		10	10	0
	PC3. clarify any issues with the data/information with appropriate people		5	5	0
	PC4. set up, configure and update employer accounts, following your organization's procedures, guidelines and client-specific service level agreements (SLAs)		20	0	20
	PC5. check configuration of employer accounts with peers and/or supervisor, as required		10	10	0
	PC6. obtain confirmation from employers that account details held in their master records are correct		15	0	15
	PC7. obtain advice and guidance from appropriate people, where required		5	5	0
	PC8. comply with your organization's policies, procedures, guidelines and client-		15	0	15

	specific SLAs when maintaining employer accounts				
			100	30	70
2. SSC/N2402 (Maintain member records for health insurance schemes)	PC1. check systems to verify whether member records already exist		15	0	15
	PC2. obtain required data/information from appropriate sources to set up, configure and update member records		10	10	0
	PC3. clarify any issues with the data/information with appropriate people		5	5	0
	PC4. verify eligibility of applicants to enroll in health insurance schemes and their level of benefits		15	0	15
	PC5. set up, configure and update member records, following your organization's procedures, guidelines and client-specific service level agreements (SLAs)	**100**	15	0	15
	PC6. check configuration of member records with peers and/or supervisor, as required		5	5	0
	PC7. obtain confirmation from members that details held in their records are correct		15	0	15
	PC8. obtain advice and guidance from appropriate people, where required		5	5	0
	PC9. comply with your organization's policies, procedures, guidelines and client-specific SLAs when maintaining member records		15	0	15
			100	25	75
3. SSC/N2403 (Maintain health care provider records and contracts for health insurance Schemes)	PC1. check systems to verify whether provider records already exist	**100**	15	0	15
	PC2. obtain required data/information from appropriate sources to set up, configure and update provider records		10	10	0
	PC3. clarify any issues with the data/information with appropriate people		5	5	0
	PC4. set up, configure and update provider records, following your organization's procedures, guidelines and client-specific service level agreements (SLAs)		15	0	15
	PC5. prepare provider contracts, following your organization's procedures, guidelines and client-specific service level agreements (SLAs)		15	0	15
	PC6. check configuration of provider		5	5	0

	records and contracts with peers and/or supervisor, as required				
	PC7. obtain confirmation from providers that details held in their records and contracts are correct		5	0	5
	PC8. chase providers for the return of signed contracts, where required		10	0	10
	PC9. obtain advice and guidance from appropriate people, where required		5	5	0
	PC10. comply with your organization's policies, procedures, guidelines and client-specific SLAs when maintaining provider records		15	0	15
			100	25	75
4. SSC/N2405 (Process health insurance claims)	PC1. check systems to verify whether claims have already been received and recorded	**100**	20	0	20
	PC2. enter data from claim forms into your organization's systems, following your organization's procedures, guidelines and client-specific service level agreements (SLAs)		40	0	40
	PC3. obtain advice and guidance from appropriate people, where required		20	20	0
	PC4. comply with your organization's policies, procedures, guidelines and client-specific SLAs when processing health insurance claims		20	0	20
		Total	100	20	80
5. SSC/N2409 (Coordinate health insurance claims on behalf of healthcare providers)	PC1. obtain required data/information for health insurance claims from appropriate sources	**100**	10	5	5
	PC2. validate the accuracy and completeness of data/information		5	0	5
	PC3. verify eligibility of claims against policy documents		10	5	5
	PC4. analyze explanation of benefits (EoB) documentation to determine amounts to be claimed		15	5	10
	PC5. enter claims onto billing systems, following your organization's procedures, guidelines and client-specific service level agreements (SLAs)		15	5	10
	PC6. complete claim forms in line with health insurers' requirements		15	5	10

	PC7. respond to queries from patients, policyholders and health insurers in line with SLAs		5	0	5
	PC8. monitor payments from health insurers and take action in case of delays in payment, in line with your organization's procedures, guidelines and clientspecific service level agreements (SLAs)		5	0	5
	PC9. apply payments to relevant claims in billing systems		10	5	5
	PC10. obtain advice and guidance from appropriate people, where required		5	0	5
	PC11. comply with your organization's policies, procedures, guidelines and client-specific SLAs when coordinating health insurance claims		5	0	5
	Total		100	30	70
6.SSC/N9001 (Manage your work to meet requirements)	PC1. establish and agree your workrequirements with appropriate people	**100**	6.25	0	6.25
	PC2. keep your immediate work area clean and tidy		12.5	6.25	6.25
	PC3. utilize your time effectively		12.5	6.25	6.25
	PC4. use resources correctly and efficiently		18.75	6.25	12.5
	PC5. treat confidential information correctly		6.25	0	6.25
	PC6. work in line with your organization's policies and procedures		12.5	0	12.5
	PC7. work within the limits of your job role		6.25	0	6.25
	PC8. obtain guidance from appropriate people, where necessary		6.25	0	6.25
	PC9. ensure your work meets the agreed requirements		18.75	6.25	12.5
	Total		**100**	**25**	**75**
7.SSC/N9002 (Work effectively with colleagues)	PC1. communicate with colleagues clearly, concisely and accurately	**100**	20	0	20
	PC2. work with colleagues to integrate your work effectively with theirs		10	0	10
	PC3. pass on essential information to colleagues in line with organizational requirements		10	10	0
	PC4. work in ways that show respect for colleagues		20	0	20
	PC5. carry out commitments you have		10	0	10

	made to colleagues				
	PC6. let colleagues know in good time if you cannot carry out your commitments, explaining the reasons		10	10	0
	PC7. identify any problems you have working with colleagues and take the initiative to solve these problems		10	0	10
	PC8. follow the organization's policies and procedures for working with colleagues		10	0	10
		Total	100	20	80
8.SSC/N9003 (Maintain a healthy, safe and secure working environment)	PC1. comply with your organization's current health, safety and security policies and procedures	100	20	10	10
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person		10	0	10
	PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		20	10	10
	PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected		10	0	10
	PC5. follow your organization's emergency procedures promptly, calmly, and efficiently		20	10	10
	PC6. identify and recommend opportunities for improving health, safety, and security to the designated person		10	0	10
	PC7. complete any health and safety records legibly and accurately		10	0	10
		Total	100	30	70
9.SSC/N9004 (Provide data/information in standard formats)	PC1. establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it	100	12.5	12.5	0
	PC2. obtain the data/information from reliable sources		12.5	0	12.5
	PC3. check that the data/information is accurate, complete and up-to-date		12.5	6.25	6.25
	PC4. obtain advice or guidance from appropriate people where there are problems with the data/information		6.25	0	6.25
	PC5. carry out rule-based analysis of the		25	0	25

	data/information, if required				
	PC6. insert the data/information into the agreed formats		12.5	0	12.5
	PC7. check the accuracy of your work, involving colleagues where required		6.25	0	6.25
	PC8. report any unresolved anomalies in the data/information to appropriate people		6.25	6.25	0
	PC9. provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time		6.25	0	6.25
		Total	100	25	75
10.SSC/N9005 (Develop your knowledge, skills and competence)	PC1. obtain advice and guidance from appropriate people to develop your knowledge, skills and competence	100	10	0	10
	PC2. identify accurately the knowledge and skills you need for your job role		10	0	10
	PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs		20	10	10
	PC4. agree with appropriate people a plan of learning and development activities to address your learning needs		10	0	10
	PC5. undertake learning and development activities in line with your plan		20	10	10
	PC6. apply your new knowledge and skills in the workplace, under supervision		10	0	10
	PC7. obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them		10	0	10
	PC8. review your knowledge, skills and competence regularly and take appropriate action		10	0	10
		Total	100	20	80

Means of assessment 1

Proctored online assessments (LAN and Web based), carried out using a variety of question formats applicable for linear / adaptive methodologies; performance criteria being assessed via situation judgement tests, simulations, code writing, psychometrics and multiple choice questions etc.

Means of assessment 2

Presently not considered.

SECTION 2
EVIDENCE OF NEED

What evidence is there that the qualification is needed?

Sector wise occupational analysis lends weight to the need of the qualification prescribed. The research documents pertaining to this sub-sector are attached as per sl. Nos 2 and 6 respectively (Occupational Analysis report for the sub-sector" and "Talent Demand Supply Analysis Report").

What is the estimated uptake of this qualification and what is the basis of this estimate?

Overview of the occupational demand, that includes 'Associate-Clinical Data Management',is available in the talent demand supply document. NASSCOM's Strategic Review, 2015 articulates 2.30 lakh as new hires for the IT-BPM industry in FY 2014-15. In that, IT exports (includes ITS, ERD, SPD segment) covers 1.4 lakh, BPM – 40,000 and IT domestic (all inclusive) is 50,000.

In current FY 15-16, the expected net employment addition is going to be between 2 lakhs to 2.30 lakhs.

Further research is being undertaken to predict the qualification need for individual job roles.

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

Cleared by QRC at NSDC. It is available on public view for more than a year and has not been contested till date.

* As the understanding and adoption models of QPs evolve in the industry and across its sub-sectors, we foresee consolidation of qualification packs as a natural progression.

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- Monitoring and review of the qualifications is a project executed every two years. Presently, the research project is scheduled to take off.
- While adoption by industry and academia is one good indicator for the usefulness of a qualification pack, we adopt multiple approaches for periodic review and maintenance of the qualifications.
  1. Sub-sector wise Industry council, headed by council chair is a formal part of our governing structure. The council participates and steers the qualifications creation and upkeep. This council is a body elected by over 1800 member companies of NASSCOM.
  2. Special interest groups are formed for a more focused and detailed review of the qualifications in the light of emerging knowledge and skill areas.
  3. Events and workshops are conducted periodically to validate, monitor and review the qualification.
  4. As a part of due diligence process for affiliating Training providers, we do ask them for validation from their hirers – thus covering even medium, small and micro segment of the hiring companies.
  5. Any institution / individual is welcome to send feedback, which is recorded and considered during next review cycle.

The above data is used to update the Qualification and this revision is published annually. Nonetheless, if a major feedback is received prior to the planned review period, the change is considered in consultation with the industry council.

Please attach any documents giving further information about any of the topics above.
Give details of the document(s) here:Occupation analysis report for Business Process ManagementBusiness Process Management Sub-sector (attachment sl no. 2)

SECTION 3

SUMMARY EVIDENCE OF LEVEL

Level of qualification: 7

Summary of Direct Evidence:

Justify the NSQF level allocated to the QP by building upon the five descriptors of NSQF.Explain the reasons for allocating the level to the QP.

Generic NOS is/are linked to the overall authority attached to the job role.

Associate-Clinical Data Management - SSC/Q2401					
Process required	**Professional knowledge**	**Professional skill**	**Core skill**	**Responsibility**	**Level**
Individuals in this job are required to organise and maintain information related to medical research and records, and perform data coding of records. They **require a command of wide ranging specialized theoretical and practical skills,** to ensure completeness, correctness and quality of the data generated during clinical trials with high accuracy. Various tasks &	Individual at this job should have a **wide ranging, factual and theoretical knowledge within the field of work or study,** to organise and maintain information related to medical research and records, and perform data coding of records. He/she needs to ensure completeness, correctness and quality of the data generated during clinical trials with high accuracy. He/she should know & understand: • common issues and discrepancies with employer accounts and how to resolve	Individual at this job should have a **wide range of cognitive and practical skills required** for various tasks & processes to maintain employer accounts for health insurance schemes, maintain member records, maintain health care provider records and contracts , process health insurance claims & coordinate health insurance claims on behalf of health care providers. He/she should know & understand: • legislation and regulations relating to maintaining accounts • the importance of complying with required timescales for accounts • data/information required to set up, configure and update employer accounts	Individual at this job require **good logical and mathematical skills,** to organise and maintain information related to medical research and records, and perform data coding of records. He/she needs to ensure completeness, correctness and quality of the data generated during clinical trials with high accuracy. Individual should have the ability to work unsupervised, taking independent decisions for own area of work.	Individuals in this job are required to organise and maintain information related to medical research and records, and perform data coding of records. He/she need to ensure completeness, correctness and quality of the data generated during clinical trials with high accuracy. Individual should have the ability to work unsupervised, taking independent decisions for own area of work. Individual needs to demonstrate ability to precisely follow defined procedures and should possess high quality	7

processes involves to maintain employer accounts for health insurance schemes, maintain member records, maintain health care provider records and contracts , process health insurance claims&coordinate health insurance claims on behalf of health care providers.	these • the importance of verifying eligibility for health insurance schemes • methods and tools to verify eligibility of applicants and the associated level of benefits • procedures for obtaining signed contracts from healthcare providers • what to do when contracts have not been returned • different types of claims and how to deal with these • methods and tools to verify eligibility of claims • how to determine the amount of claims using explanation of benefits (EoB) documentation	• eligibility criteria for health insurance schemes and their associated level of benefits • basic legal and regulatory requirements governing contracts • how to prepare healthcare provider contracts • how to set up, configure and update healthcare provider records • procedures and techniques used for confirming record/contract details with providers and implications for organization if this is not done	Individual needs to demonstrate ability to precisely follow defined procedures and should possess high quality orientation and attention to detail. The core & generic job skills to **collecting and organising information, communication** that an individual should have, will help him/her **understand**& manage assigned works in the context of **the social environment** of the customer.	orientation and attention to detail. These tasks will require the individual to take **responsibility of his/her own work and learning and full responsibility other's work & learning.** Individual at this job does not work under supervision, as needed at Level 3 & is responsible for his/her own learning. He/she is fully responsible for other's work & learning (unlike not/partially as in level 4/5). He/she is also sometimes fully responsible for the output of the group. Therefore, this QP is justified to be pegged at Level 7.	

Summary of other evidence (if used):
• Validated by Industry council through various workshops and through training provider stake holders

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

This qualification has been through workshops and consultations.
Adequate NOSs / performance criteria have been added to ensure progression to related path ways identified as per the occupational career map.

Please attach any documents giving further information about any of the topics above.
Give details of the document(s) here:

NA

SECTION 5

EVIDENCE OF INTERNATIONAL COMPARABILITY

List any comparisons which have been established.

Our standards follow the IT-ITeS industry requirements which caters to global markets.