

NSQF QUALIFICATION FILE**Approved in 13th NSQC Meeting – NCVET – 25th November 2021****CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE****Name and address of submitting body:**

Banking, Financial Services & Insurance (BFSI) Sector Skill Council of India
1407, Lodha Supremus Powai, Opp Saki Vihar Telephone Exchange, Saki Vihar
Road, Powai Mumbai – 400072

Name and contact details of individual dealing with the submission

Name: Soumya Ranjan

Position in the organisation: Head - Business Operations

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List of 7 documents submitted in support of the Qualification File

1. Occupational Map of BFSI Sector
2. Qualification Pack – Microfinance Executive
3. Model Curriculum – Microfinance Executive
4. About BFSI Sector
5. BFSI Labour Market Report
6. Industry Validation (from 30 companies)
7. Industry Validation Summary

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- SUMMARY**

1	Qualification Title:	Microfinance Executive
2	Qualification Code, if any	BSC/Q2401
3	NCO code and occupation	NCO-2015/3312.0100 Microfinance Operations
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	Microfinance Executive is an important occupation where the person sells variety of financial services related to loans, savings, insurance and remittances. The qualification is a short-term qualification.
5	Body/bodies which will award the qualification	BFSI Sector Skill Council of India
6	Body which will accredit providers to offer courses leading to the qualification	BFSI Sector Skill Council of India
7	Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy)	Not Applicable
8	Occupation(s) to which the qualification gives access	Microfinance Operations
9	Job description of the occupation	The individual at work is responsible for selling variety of financial services related to loans, savings, insurance and remittances. The incumbent also identifies and sources the potential customers, assists them with microfinance application and loan disbursement process, and collect fees and installments from them as per organizational procedures.
10	Licensing requirements	N/A

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11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	N/A
12	Level of the qualification in the NSQF	Level 3
13	Anticipated volume of training/ learning required to complete the qualification	304 hours + 100 hrs OJT
14	Indicative list of training tools required to deliver this qualification	Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, and Participant Handbook, Sample marketing brochures and pamphlets, Sample route plan and schedule format, Related Standard Operating Procedures (as a part of Participant Handbook), etc., Sample KYC form, Sample application form, Biometric machine, Sample credit check report), etc., Sample loan disbursement form, Sample status report on customers acquired, Sample report on target achieved, Sample collection receipt, Sample settlement details, Sample of escalation matrix, Organisation structure, Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Fire extinguisher, First aid kit, Sample reports, Materials and tools and equipment used at work, Energy saving devices, Non-recyclable, recyclable waste bins.

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15	Entry requirements and/or recommendations and minimum age	Entry requirement: 10th Class or 2 yrs ITI after 8 th Class Minimum age: 16 Years	
16	Progression from the qualification (Please show Professional and academic progression):	Microfinance Executive > Team Leader > Sales Manager	
17	Arrangements for the Recognition of Prior learning (RPL)	Assessments under RPL are carried out as per the normal assessment process followed by BFSI.	
18	International comparability where known (research evidence to be provided)	To be established	
19	Date of planned review of the qualification	25 th November 2024	
20	Formal structure of the qualification		
	Mandatory components		
(A)	Title of component and identification code/NOSs/Learning outcomes	Estimated size (learning hours)	Level
1	Bridge Module	4	
2	BSC/N2401: Source customers for microfinance products	120	3
3	BSC/N2402: Assist customers with microfinance application process	110	3
4	BSC/N2403: Collect and follow-up for receivables	50	3
5	BSC/N9903: Maintain data integrity using digital tools	40	4
6	BSC/N9904: Communicate effectively and maintain inclusivity at the workplace	40	4
7	SSC/N9003: Maintain a healthy, safe and secure working environment	20	4
8	SGJ/N1702: Optimize resource	20	3

SECTION 1

ASSESSMENT

21	<p>Body/Bodies which will carry out assessment:</p> <p>The below list of Assessment agency will perform the computer-based assessment.</p> <ol style="list-style-type: none">1. Confederation of Indian Industry (CII)2. CoCubes Technologies Pvt Ltd3. Mettl-Assessment Science Expert4. IRIS Corporate Solutions Private Limited5. Navriti Technologies Pvt Ltd6. Skill Mantra Edutech Consulting Pvt Ltd
22	<p>How will RPL assessment be managed and who will carry it out?</p> <p>RPL Assessments will be carried out by the same Assessment agencies as mentioned above.</p>
23	<p>Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.</p> <p>The emphasis is on practical demonstration of skills and knowledge based on the performance criteria. The assessment papers are developed by Subject Matter Experts (SME) as per the performance and assessment criteria mentioned in the Qualification Pack. The assessments papers are also checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc. The assessment sets are then reviewed by BFSI SSC official for consistency.</p> <p>The assessment results are backed by evidences collected by assessors.</p> <ol style="list-style-type: none">1 The assessor needs to collect a copy of the attendance for the training done under the scheme. The attendance sheets are signed and stamped by the In charge / Head of the Training Centre.2 The assessor needs to verify the authenticity of the candidate by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form.3 The assessor needs to punch the trainee's roll number on all the test pieces.4 The assessor can take a photograph of all the students along with the assessor standing in the middle and with the centre name/banner at the

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back as evidence.

5 The assessor also needs to carry a photo ID card. The assessment agencies are instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments.

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24. Assessment evidences

Title of Component: Microfinance Executive

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
1. BSC/N2401: Source customers for microfinance products	<ul style="list-style-type: none"> Identify and acquire potential customers Resolve customer queries and cross - sell the products Perform general administrative work
2. BSC/N2402: Assist customers with microfinance application process	<ul style="list-style-type: none"> Obtain and process requisite documents Verify the documents Facilitate disbursement of microfinance loan Maintain records and other administrative work
3. BSC/N2403: Collect and follow-up for receivables	<ul style="list-style-type: none"> Collect and follow up for loan repayments, fees and other charges Report payment frauds
4. BSC/N9903: Maintain data integrity using digital tools	<ul style="list-style-type: none"> Maintain data integrity Maintain data privacy and security
5. BSC/N9904: Communicate effectively and maintain inclusivity at the workplace	<ul style="list-style-type: none"> Communicate effectively with customers and colleagues Maintain ethical behaviour and inclusivity
6. SSC/N9003: Maintain a healthy, safe and secure working environment	<ul style="list-style-type: none"> Ensure compliance Follow safety procedure
7. SGJ/N1702: Optimize resource utilization at workplace	<ul style="list-style-type: none"> Material conservation practices Energy/electricity conservation practices Effective waste management/recycling practices
Means of assessment 1 based on	The assessment for the theory part will be knowledge bank of questions created by SSC.
Means of assessment 2 unique Add boxes as required. student at this	Individual assessment agencies will create evaluations for skill practical for every each examination/ training center based on criterion.
Pass/Fail Marks	A trainee will have to score a minimum of 50% to successfully clear the assessment.

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SECTION 2

25. EVIDENCE OF LEVEL

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.

The candidate will be expected to independently sells variety of financial services related to loans, savings, insurance and remittances. The person is expected also to resolves customer queries and cross - sell the products and provide status report on time manager.

Title/Name of qualification/component: Microfinance Executive			Level: 3
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p>Person may carry out a job which may require limited range of activities routine and predictable.</p> <ul style="list-style-type: none"> • Source customers for microfinance products • Assist customers with microfinance application process • Collect and follow-up for receivables • Maintain data integrity using digital tools • Communicate effectively and maintain inclusivity at the workplace 	<ul style="list-style-type: none"> • A Microfinance Executive is responsible for sourcing customers for microfinance products, assisting customers with microfinance application process, and collecting and follow-up for receivables tasks which are all routine and predictable tasks and requires limited range of activities. • Hence Level 3 	3

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	<ul style="list-style-type: none"> ● Maintain a healthy, safe and secure working environment ● Optimize resource utilization at workplace 		
Professional knowledge	<p>Basic facts, process and principle applied in trade of employment.</p> <ul style="list-style-type: none"> ● Discuss the standard organizational structure, operating environment, and procedures to perform micro-finance functions and importance of the role of microfinance executive in the organization ● Discuss common pricing and discount policies in microfinance ● Discuss about various microfinance regulations, standard code of conduct, and self-regulatory associations such as Microfinance Institutions Network (MFIN) and Sa-Dhan (The Association of Community Development Finance Institutions) ● Discuss the types, features, and risks associated with the products and services offered to the customers in the microfinance industry ● Elucidate various types of customer segments and their suitability to 	<ul style="list-style-type: none"> ● A Microfinance Executive follows basic facts, process and principle applied in organization's operating environment, and structure, types and features of products and services offered to target customers, concept of group dynamics, income, health and age profiling, concept of credit rating, loan sanctioning and disbursement process, etc. ● Hence level 3 	3

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	<p>products offered and factors that impact the creditworthiness of the customer</p> <ul style="list-style-type: none">● Outline the concept of group dynamics, income, health, and age profiling of the customers● Discuss the basic economic, accounting, and financial concepts such as interest rates, profit & loss, etc.● Explain the maintenance and operating procedure of equipment● Discuss the standard methods to set revenue or account targets● List the documents required for microfinance applications● Discuss the standard operating procedure of biometric machines● Discuss the layout and components of the microfinance loan application form● State the importance of obtaining any missing information or document from the customer● Explain the concept of credit rating and factors affecting credit-worthiness of the customers● Explain the verification procedure of credit check report● List the verification criteria for KYC documents		
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	<ul style="list-style-type: none">• Discuss the methods to cross verify the record of the customers and the loan sanctioning and disbursement process• Discuss standard procedures and legal guidelines for the collection of receivables and the importance of adherence to the same• Discuss the basics of accounting and procedure to follow-up and recover overdue from the defaulter or debtors• Elaborate the standard format and process to update settlement details• Discuss the standard procedure of reporting payment frauds to the manager• List various techniques for detecting and preventing fraud• Describe the procedure to coordinate with the legal cell for status update of non-recoverable(s)• Discuss the importance of professionalism, etiquette, and code of ethics to be maintained at the workplace• List some active listening techniques• Describe the methods and importance of effective communication• Recall various ways to handle complaints and conflicts		
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	<ul style="list-style-type: none">• State the importance of helping the colleagues with specific issues and problems• Outline the procedure of receiving feedback constructively• Explain the standard policies on gender and age sensitivity and People with Disabilities (PwD)• Discuss the usage of digital technology to capture data• Describe various ways to check data for accuracy and validity• Explain the procedure to generate reports for data analysis• Discuss the standard processes and protocols to be maintained for data integrity• Describe the methods to secure digital and paper documents• Elaborate the standard procedures for disposing of the digital and paper records and dissemination of data• Discuss the legislative requirements and standard procedures for health, safety, and security and the role and responsibility of a Micro Finance Executive concerning the same• Discuss the concept, types, and reporting procedure of health and safety hazards found at the workplace		
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	<ul style="list-style-type: none">● Outline the limits of a Micro Finance Executive responsibility for dealing with hazards● Discuss the standard emergency procedures for different emergencies and the importance of following them● Discuss various types of breaches in health, safety, and security, and procedure to report the same● Elaborate the evacuation procedures for workers and visitors● Discuss the ways to summon medical assistance and the emergency services, where necessary● List the types of hazards, risks, and threats associated with handling different materials● Discuss organizational procedures for minimizing waste● Elucidate practices of efficient and inefficient management and utilization of material and water at the workplace● Discuss the ways to manage material and water usage at work effectively● List the energy-efficient devices that are used in the job● Discuss the ways to identify electrical problems that can arise during work● State the impact of improperly connected electrical equipment and		
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	<p>appliances on the tasks being performed</p> <ul style="list-style-type: none"> ● Explain the ways to manage various types of recyclables, non-recyclable, and hazardous waste in different colours colours of dustbins ● Discuss the ways to minimize various types of pollution 		
<p>Professional skill</p>	<p>Recall and demonstrate practical skill, routine and repetitive in narrow range of application.</p> <ul style="list-style-type: none"> ● Organise work and time in order to maximize productivity ● Address problems arising either due to non-cooperation or administrative fault and escalate unresolved concerns ● Complete tasks efficiently and accurately within stipulated time ● Take decisions in a time bound manner ● Improve and modify own work practices ● Resolve queries of the customer related to the application form ● Plan and organize the work to achieve targets and deadlines ● Apply problem solving approaches in different situations ● Improve work processes by incorporating customer's feedback 	<ul style="list-style-type: none"> ● A Microfinance Executive has to perform selling of the variety of financial services by applying professional skill at workplace as per the organizational service standards. This person recalls and demonstrate practical skill and perform limited routine and repetitive task in narrow range of application. ● Hence Level 3 	<p>3</p>

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	<ul style="list-style-type: none">● Fill up documentation pertaining to interactions and customer feedback● Make decisions on suitable courses of action● Plan and organize your work to meet health, safety and security requirements● Build and maintain positive and effective relationships with colleagues and customers● Apply problem solving approaches in different situations● Analyze data and activities● Apply balanced judgments to different situations● Check that the work is complete and free from errors● Work effectively in a team environment● Identify and refer anomalies● Help reach agreements with colleagues● Keep up to date with changes, procedures and practices in the job role● Record data on waste disposal at workplace● Complete statutory documents relevant to safety and hygiene● Make timely decisions for efficient utilization of resources● Work with supervisors/team members to carry out work related tasks		
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	<ul style="list-style-type: none"> Identify cause and effect of greening of jobs 		
Core skill	<p>Communication written and oral, with minimum required clarity, skill of basic arithmetic and algebraic principles, personal banking, basic understanding of social and natural environment.</p> <ul style="list-style-type: none"> Read and interpret organizational documents Communicate effectively and clearly with customers colleagues, and manager Read organizational SOPs, policies, instructions, and guidelines Communicate accurate information Interact effectively with customers and colleagues Read instructions, guidelines, procedures, rules and service level agreements Listen effectively and orally communicate information accurately Complete accurate, well written work with attention to detail Communicate with colleagues on the significance of greening of jobs 	<ul style="list-style-type: none"> A Microfinance Executive should apply core skills such as basic understanding of social and natural environment with and knowledge of resource optimization, greening, health, hygiene and safety standards followed at workplace, etc. The person should also have written and oral communication with minimum clarity. Hence Level 3 	3

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Responsibility	<p>Under close supervision. Some responsibility for own work within defined limit.</p> <ul style="list-style-type: none"> ● Identify and acquire potential customers ● Resolve customer queries and cross - sell the products ● Perform general administrative work ● Obtain and process requisite documents ● Verify the documents ● Facilitate disbursement of microfinance loan ● Maintain records and other administrative work ● Collect and follow up for loan repayments, fees and other charges ● Report payment frauds ● Maintain data integrity ● Maintain data privacy and security ● Communicate effectively with customers and colleagues ● Maintain ethical behaviour and inclusivity ● Ensure compliance ● Follow safety procedure ● Material conservation practices ● Energy/electricity conservation practices ● Effective waste management/recycling practices 	<ul style="list-style-type: none"> ● A Microfinance Executive is responsible for identifying and acquiring potential customers, resolving customer queries and cross - sell the products, performing general administrative work, facilitating disbursement of microfinance loan, etc. as per the organizational standards. This person is responsible for his own work within defined limit under the close supervision. ● Hence Level 3 	3
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SECTION 3

EVIDENCE OF NEED

26	What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?		
	Basis	In case of SSC	In case of other Awarding Bodies (Institutes under Central Ministries and states departments)
	Need of the qualification	As per the Labour Market Report attached, there is a massive demand for skilled professionals in Microfinance Operations trade.	NA
	Industry Relevance	The industry validation is submitted along with its summary sheet for reference.	NA
	Usage of the qualification	<ul style="list-style-type: none"> ● The qualification pack will be used Qualification by training partners (Under ● PMKVY, and MES scheme) across the country for training of 25000+ candidates in the next two years. 	NA
Estimated uptake	The qualification file intends to train and deploy 25000+ candidates under this job role under all the available schemes.	NA	

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27	Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences NA
28	What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification This Qualification is revised. The qualification discussed above is checked for any duplication across sectors. There is no duplication or pre-existing similar qualifications. This QP has been developed keeping in mind the industry requirements.
29	What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here <ul style="list-style-type: none">● Agencies have been appointed by the SSC to interact with training providers to gather feedback in implementation.● Monitoring of results of assessments and training delivery● Employer feedback will be sought post-placement● A formal review is scheduled in a 3 years' time

SECTION 4

EVIDENCE OF PROGRESSION

30	What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector? The course curriculum is designed, keeping in mind the horizon of the job role, the candidate will be able to work with any organisations with any one area of the job role. This enhances chances of employment. In case of progression, the candidate can select the area of specialization and progress from an entry level job to Lower-level managerial position with experience and conduct. <i>Show the career map here to reflect the clear progression</i> Occupational Map of BFSI Sector attached
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BFSI
Microfinance Operations

Level-10

Level-9

Level-8

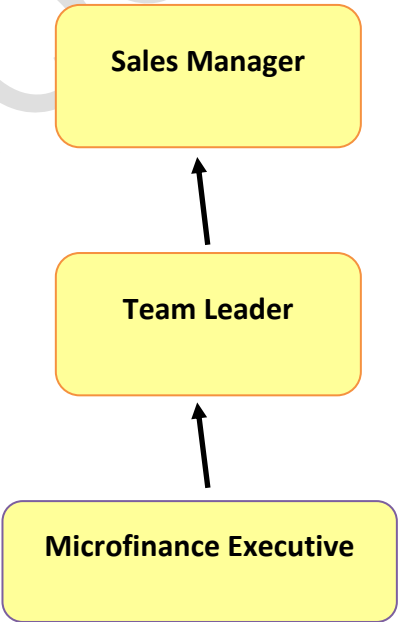
Level-7

Level-6

Level-5

Level-4

Level-3



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