

Revised Application Documentation: Version 4 /22 April, 2015

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

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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-Medical Transcription		
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 Science/Certificate in Medical Transcription		
Progression from the qualification.	As shown in the career map (attachment sl.no. 4)		
Planned arrangements for RPL.	<ul style="list-style-type: none"> - 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/N2407 (Transcribe medical information)	Mandatory	100	7
SSC/N2408 (Apply procedural codes to medical records)	Mandatory	50	
SSC/N2410 (Schedule appointments on behalf of healthcare providers)	Mandatory	50	
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 SI 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 Matrix is 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 – Medical Transcription

Qualification Pack SSC/Q2402

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/N2407 (Transcribe medical information)	PC1. listen carefully to voice recordings to determine precisely what is being said		15	0	15
	PC2. access your organization's knowledge base to clarify terminology being used		15	0	15
	PC3. identify any issues with voice recordings and clarify these with appropriate people		15	0	15
	PC4. convert voice recordings into word processed text using standard templates and tools		15	0	15
	PC5. check transcriptions with peers and/or supervisor, as required		15	15	0
	PC6. obtain advice and guidance from appropriate people, where required		15	15	0
	PC7. comply with your organization's policies, procedures, guidelines and client-specific SLAs when transcribing medical information		10	0	10
		Total		100	30
2. SSC/N2408 (Apply diagnostic and procedural codes to medical records)	PC1. review the information provided in medical records to determine precisely the diagnosis and procedures carried out		20	0	20
	PC2. identify any issues with medical records and clarify these with appropriate people		10	10	0
	PC3. access your organization's knowledge base to identify the correct diagnostic and procedural codes		20	0	20

	PC4. apply correct diagnostic and procedural codes to medical records		20	0	20
	PC5. check the accuracy of coding with peers and/or supervisor, as required		10	10	0
	PC6. obtain advice and guidance from appropriate people, where required		10	10	0
	PC7. comply with your organization's policies, procedures, guidelines and client-specific SLAs when applying diagnostic and procedural codes to medical records		10	0	10
		Total	100	30	70
3. SSC/N2410 (Schedule appointments on behalf of healthcare providers)	PC1. record requests for appointments in your organization's systems, following procedures, guidelines and service level agreements (SLAs)		20	0	20
	PC2. obtain required information about patients and their needs for appointments		25	0	25
	PC3. identify any issues with information and clarify these with appropriate people		25	25	0
	PC4. book appointments for patients in your organization's systems, following procedures, guidelines and service level agreements (SLAs)		20	0	20
	PC5. obtain advice and guidance from appropriate people, where required		10	0	10
		Total	100	25	75
4.SSC/N9001 (Manage your work to meet requirements)	PC1. establish and agree your work requirements 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	
5.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 made to colleagues		10	0	10

	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
6.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
7.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 data/information, if required		25	0	25
	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
8.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

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-Medical Transcription’, 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.

Through training providers’ the requirement is estimated as 5000 for the FY 15-16.

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 Management Business 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-Medical Transcription - SSC/Q2402					
Process required	Professional knowledge	Professional skill	Core skill	Responsibility	Level
<p>Individuals in this job require a command of wide ranging specialized theoretical and practical skills, for documentation of medical records dictated and authored by medical professionals.</p> <p>This involves basic documentation, verification and validation of the documents such as history and physical reports, clinic notes, office notes, operative reports, consultation</p>	<p>Individual at this job should have a wide ranging, factual and theoretical knowledge within the field of work or study, for tasks such as to transcribe voice recordings into word processed text, identify and apply the correct diagnostic and procedural codes to medical records & schedule appointments for patients on behalf of healthcare providers.</p> <p>He/she should know & understand:</p> <ul style="list-style-type: none"> • common issues with voice recordings and how to resolve these • methods and techniques for identifying words and phrases in voice recordings • current practice and guidance in relation to transcribing medical information 	<p>Individual at this job should have a wide range of cognitive and practical skills required for documentation of medical records dictated and authored by medical professionals.</p> <p>This involves basic documentation, verification and validation of the documents such as history and physical reports, clinic notes, office notes, operative reports, consultation notes, discharge summaries, letters, psychiatric evaluations, laboratory reports, x-ray reports and pathology reports.</p> <p>He/she should know & understand:</p> <ul style="list-style-type: none"> • your organization's systems and equipment for voice recordings and transcribing medical information and how to use these 	<p>Individual at this job require good logical and mathematical skills, for tasks such as to transcribe voice recordings into word processed text, identify and apply the correct diagnostic and procedural codes to medical records & schedule appointments for patients on behalf of healthcare providers.</p> <p>Individual should have the ability to work under supervision and should be able to meticulously maintain documentation.</p> <p>Individual should possess high</p>	<p>Individuals in this job are responsible for documentation of medical records dictated and authored by medical professionals.</p> <p>This involves basic documentation, verification and validation of the documents such as history and physical reports, clinic notes, office notes, operative reports, consultation notes, discharge summaries, letters, psychiatric evaluations, laboratory reports, x-ray reports and pathology reports.</p> <p>Individual should have the ability to work under</p>	<p>7</p>

<p>notes, discharge summaries, letters, psychiatric evaluations, laboratory reports, x-ray reports and pathology reports.</p> <p>Various tasks & processes includes to transcribe medical information, apply procedural codes to medical records & schedule appointments on behalf of healthcare providers.</p>	<ul style="list-style-type: none"> • methods and techniques for reviewing information in medical records to identify diagnoses and procedures carried out • common issues with medical records and how to clarify and resolve these • relevant diagnostic and procedural coding systems including: Current Procedural Terminology (CPT), Healthcare Common Procedure Coding System (HCPCS) & International Classification of Diseases (ICD) • how to match identified diagnoses and procedures in medical records to diagnostic and procedural codes • different types of appointments and associated appointment times required for these • common issues with patient information and how to resolve these • common problems with appointment scheduling and how to resolve these 	<ul style="list-style-type: none"> • different types of documents that can be produced from voice recordings • how to check and make corrections to transcriptions for common problems and errors • the importance of validating transcriptions before use and how to do this • the importance of checking your transcriptions with others • the importance of confidentiality and data protection and the impact on your organization if these are not complied with • required information from patients for appointments that need to be entered into your organization's systems • how the appointment system operates • the different ways in which requests for appointments are made • the importance of scheduling appointments correctly • conditions that require urgent appointments and how to schedule these • the importance of effective communication 	<p>quality orientation and attention to detail.</p> <p>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.</p>	<p>supervision and should be able to meticulously maintain documentation.</p> <p>Individual should possess high quality orientation and attention to detail.</p> <p>These tasks will require the individual to take responsibility of his/her own work and learning and full responsibility other's work & learning.</p> <p>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.</p>	
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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.