QUALIFICATION FILE

Customer Care Executive-Voice (Divyangjan)-LV

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

☒ **Up skilling** ☐ **Dual/Flexi Qualification** ☐ **For ToT** ☐ **For ToA**

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

NCrF/NSQF Level: 4

Submitted By:
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Section 1: Basic Details

1.	**Qualification Name**	**Customer Care Executive-Voice (Divyangjan)-LV**	
2.	**Sector/s**	**Persons with Disability**	
3.	**Type of Qualification: ☐New ☐ ☒ Revised ☐ Has Electives/Options** **☐ OEM**	**NQR Code & version of existing/previous qualification:2022/PWD/SCPWD/06490 V2.0**	**Qualification Name of existing/previous version:** Customer Care Executive-Voice (Divyangjan)-LV **V2.0**
4.	**OEM Name** **Qualification** **Name**	**N/A**	
5.	**National Qualification Register (NQR) Code &Version**	**QG-04-PWD-01703-2023-V1.1-SCPWD**	**6. NCrF/NSQF Level:** 4
7.	**Award (Certificate/Diploma/Advance Diploma/ Any Other**	Certificate	
8.	**Brief Description of the Qualification**	Individuals in this job receive and make telephone calls which are primarily scripted, basic and routine, with the assistance of a computerized system. They answer inquiries, resolve problems, record complaints and/or receive feedback.	
9.	**Eligibility Criteria for Entry for** **Student/Trainee/Learner/Employee**	12th grade pass OR 11th grade pass with 1 year experience OR Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass plus 1-year NTC/ NAC plus 1 year experience OR 10th Grade pass with 2 year NTC (after 10th) OR 10th Grade Pass with 2 year relevant experience OR 8th grade pass plus 2-year NTC (after 8th) plus 1 Year NAC/CITS with 1 year of relevant experience OR 10th grade pass and pursuing continuous schooling OR Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass with 2 year of relevant experience OR Previous relevant Qualification of NSQF Level 3.5 with 1 year relevant experience Minimum Age: 18 years	
10.	**Credits Assigned to this Qualification, Subject to Assessment**	16	
11.	**Common Cost Norm Category (I/II/III) :**	II	
12.	**Any Licensing requirements for Undertaking Training on This Qualification**	NA	

13.	**Training Duration by Modes of Training Delivery**	☒**Offline ☐ Online ☐ Blended**

Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
Classroom (offline)	237(Including Es 60)	603	NA	NA	840
Online					

14.	Aligned to NCO/ISCO Code/s	NCO- 2015/5244.0101
15.	Progression path after attaining the qualification	Associate – Customer Care (Voice and Non-Voice)
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	English
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ **Yes** ☒ **No URLs of similar Qualifications:** Non duplication has been ensured by the Domain SSC.
18.	Is the Job Role Amenable to Persons with Disability	☒ **Yes** ☐ **No** **If "Yes", specify applicable type of Disability: Low Vision (LV)**
19.	How Participation of Women will be Encouraged	Involvement of Women with disabilities in learning skills is not just about addressing their needs; it's about recognizing their potential, strengths and contributions to the Society. The Council endeavors to create safe & collaborative inclusive learning environments which can address their unique challenges and needs. Counselling support is provided so that they can set their own goals, make preferences and participate in learning like their male counterparts. The staff of such organizations is sensitized to the needs of the women with disabilities as they Face dual challenges-of gender bias in addition to their disability.
20.	Are Greening/ Environment Sustainability Aspects Covered	☒ **Yes** ☐ **No**
21.	Is Qualification Suitable to be Offered in Schools/Colleges	**Schools** ☒ **Yes** ☐ **No** **Colleges** ☒ **Yes** ☐ **No**
22.	Name and Contact Details of Submitting / Awarding BodySPOC	**Name: Mr. Ravindra Singh** **Email: ravindra.singh@scpwd.in** **Contact No.: 91-011-28085058-59** **Website: scpwd.in**
23.	**Final Approval Date by NSQC:** 17/11/2022	**24. Validity Duration:** 4 years, one year beyond' the validity of the original qualifications of the domain SSCs **25. Next Review Date :** 13-9-2025

Section 2: Module Summary

NOS/s of Qualifications

Mandatory NOS/s:

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	Bridge Module PwD	-	-	-	-	57	183	-	-	240	-	-	-	-	-	-
2	Make outbound calls to customers	SSC/N3020 V2.0	Core	4	12	90	360	-	-	450	45	255	-	-	300	50
3	Manage your work to meet requirements	SSC/N9001 V2.0	Core	4	1	15	30	-	-	45	25	75	-	-	100	25
4	Maintain a healthy, safe, and secure working environment	SSC/N9003 V2.0	Core	4	1	15	30	-	-	45	30	70	-	-	100	25
5	Employability Skills	DGT/VSQ/N0102,V1	Non-Core	4	2	60	-	-	-	60	-	-	-	-	-	-
Duration (in Hours) / Total Marks					16	237	603	-	-	840	100	400	-	-	500	100

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.)

Elective NOS/s:

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.	-	-	-	-	-	--		-	-	-	-	-	-	-	-	-
2.	-	-	-	-	-		-	-	-	-	-	-	-	-	-	-
Duration (in Hours) / Total Marks			-	-	-	-			-	-	-	-	-	-	-

Optional NOS/s

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.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Duration (in Hours) / Total Marks		-	-	-	-	-	-	-	-	-	-	-	-	-	-

Assessment - Minimum Qualifying Percentage

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

Minimum Pass Percentage – NOS/Module-wise: 7 0 % *(Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment*

Section 3: Training Related

Trainer Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Minimum 10th Standard.	0-6 Months of experience in customer service.	Minimum 2 years' experience in the customer service domain		Training experience: 1 year preferred	Minimum 2 years' experience in the business process management domain	2 years of work/training experience with respect to QP/Occupation. Additional certification in customer orientation, dealing with difficult customers, written communication etc. will be an added advantage.

Section 4: Assessment Related

Assessor Prerequisites					
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training/Assessment Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Graduate in any discipline		2	Experience that involves client interaction	1-2	Experience that involves client interaction	

Section 5: Evidence of the need for the Qualification

1.	**Latest Skill Gap Study (not older than 2 years) (Yes/No):** No (As per Domain)
2.	**Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):** No (As per Domain)
3.	**Government /Industry initiatives/ requirement (Yes/No):** No (As per Domain)
4.	**Number of Industry validation provided:** Not Applicable
5.	**Estimated nos. of persons to be trained and employed:**
6.	**Evidence of Concurrence/Consultation with Line Ministry/State Departments: Y E S**

Section 6: Annexure & Supporting Documents Check List

1.	**Annexure 1:** NCrF/NSQF level justification based on NCrF level/NSQF descriptors	Annexure 1-Evidence of level (As per Domain)
2.	**Annexure:** List of tools and equipment relevant for qualification	Annexure 2-Tools and Equipment (As per Domain)

3.	**Annexure:** Detailed Assessment Criteria	Annexure 3-Detailed Assessment Criteria (As per Domain)
4.	**Annexure:** Assessment Strategy	Annexure 4- Assessment Strategy (As per Domain)
5.	**Annexure:** Blended Learning	Yes (As per Domain)
6.	**Annexure:** Multiple Entry-Exit Details	NA (As per Domain)
7.	**Annexure:** Acronym and Glossary	Yes (As per Domain)
8.	**Supporting Document:** Model Curriculum	Model Curriculum- Customer Care Executive-Voice (Divyangjan)
9.	**Supporting Document:** Career Progression	Yes (As per Domain) – SCPwD being horizontal follows the same Career Progression
10.	**Supporting Document:** Occupational Map	Yes (As per Domain) – SCPwD being horizontal follows the same Occupational Map
11.	**Supporting Document:** Assessment SOP	NA
12.	**Any other document you wish to submit:**	NO

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	• Identify the role and importance of a voice customer service associate in supporting business operations. • Organize the data being entered from multiple sources to check the authenticity of the query. • Categorize essential queries like billing, technical fault, loyalty issue, and sales issue and document the same. • Demonstrate customer greetings standards, careful reading, listening, summarizing, and obtaining customer query confirmation. • Demonstrate different questioning techniques (for both inbound and outbound calls) and objection-handling methods. • Utilize different styles and approaches of documentation for effective query handling and escalation process. • Estimate a suitable timeline for completing a request and inform the SLA (service level agreement) through service tickets. • Summarize the steps conducted to resolve any query. • Illustrate proper ways of maintaining the confidentiality of storing security and backup files for future use. • Demonstrate the application of CRM software and its purpose. • Discuss the core differences between non-voice and voice profiles to identify technical specifications of the source of query, via chat/e-mail/voice, etc. • Demonstrate practical applications of the dialer for making calls. • Demonstrate effective work planningprinciples through using time and resources effectively.	As part of their job, these individuals handle incoming and outgoing phone calls using a computerized system. The calls typically follow a scripted format and address essential and routine issues. Their responsibilities include responding to inquiries, resolving problems, recording complaints, and receiving feedback. They are also proficient in using the organization's knowledge base, guidelines, and service level agreements toeffectively handle customer queries and make appropriate sales pitches.	4
Professional and Technical Skills/ Expertise/ Professional Knowledge	• Sales plan and priorities of the organization • How to make a sales pitch using standard scripts and tools available for customer queries, objections, and rebuttals • How to obtain different types of financial information required from customers. • Understanding of different questioning techniques for identifying customer wishes and needs. • How to match products/services to customer needs. • How to use the organization's tools for recording, completing, and fulfilling customer sales. • Knowledge of the organization's tools for recording, completing, and fulfilling customer sales. • Understanding of different styles	To perform this job, the person must possess fundamental knowledge of the company's standards, policies, procedures, guidelines, and service level agreements for handling customer inquiries, as well as their duties and responsibilities regarding these matters. The individual should also be familiar with the organization's customer relationship management (CRM) tools and systems and proficient in using them to record, classify, and resolve customer queries.	4

	and approaches while working with customers and how to adapt approach and style to meet customer preferences. • Understanding of different opportunities for up-selling or cross selling of products/services to customers		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	• Interpret instructions, guidelines, procedures, rules, and service-level agreements. • Draw a conclusive plan and organize work to achieve targets and deadlines. • Build and maintain positive and effective relationships with customers to ensure customer satisfaction. • Make proper use of information technology to insert and/or extract data accurately. • Deliver consistent and reliable service to customers. • Carry out rule-based transactions in line with customer-specific guidelines/procedures/ rules and service level agreements. • Apply balanced judgments to different situations using a problem-solving approach. • Check if the work is complete and free from errors. • Agree to objectives for work requirements and keep up to date with changes, procedures, and practices in the job role	Individuals are required, as part of their job responsibilities, to initiate outbound calls to domestic customers. A proficiency in practical and situational skills is essential, as these skills are necessary to recall and effectively demonstrate the appropriate rules and tools. Although these situations may be routine and repetitive, they require a high level of proficiency to interact with customers effectively. Therefore, this role operates under close supervision to ensure the delivery of optimal customer service.	4
Broad Learning Outcomes/Core Skill	Communicate/ listen (orally/in writing) effectively in at least one local language. • Seek clarification on problems and advice from others. • Work effectively in a team environment both independently and collaboratively	The ideal candidate for this position must have strong written and verbal communication skills. They should be able to communicate effectively with customers, make persuasive sales pitches, and adapt their approach to fit the customer's preferences. In addition, basic math skills are necessary to understand and use CRM tools and systems. Having a solid foundation in general job skills will help the individual manage their workload in the context of the customer's social environment.	
Responsibility	Making calls to the customers and building reputations with prospective and existing customers • Taking guidance from appropriate people as and when required	The person in this role is tasked with engaging with customers and providing support while being closely supervised. They serve as the initial point of contact for customers, often communicating via phoneTo succeed in this role, the individual should be driven by achieving results and possess strong logical thinking and interpersonal skills. Additionally, they will need to be able to identify and take advantage of opportunities to promote and sell other products or services to customers.	3

Annexure 2: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment
Batch Size: 30

S no	Equipment Name	Minimum number of Equipment required (per batch of 30 trainees)	Unit Type	Is this a mandatory Equipment to be available at the Training Center (Yes/No)
1	Sketch Pens	30	Nos	Yes
2	Chart Papers	1	Nos	Yes
3	Switches	30	Nos	Yes
4	Routers	1	Nos	Yes
5	Projector	1	Nos	Yes
6	Markers	3	Nos	Yes
7	Whiteboard	1	Nos	Yes
8	MS Office / Open office	30	Nos	Yes
9	Computer Lab with 1:1 PC: trainee ratio and having internet connection	30	Nos	Yes
10	SIEM tools	30	Nos	Yes
11	Mobile & Web Applications	30	Nos	Yes
12	White Board, Markers and Eraser	1	No	Yes
13	Assessment and Test Tools for day to day online Tests and Assessments	30	Nos	Yes
14	Flip chart with markers	1	No	Yes
15	Sample CRM tool for demonstration	30	Nos	Yes
16	For IT Lab sessions: Computer Lab with 1:1 PC : trainee ratio and having internet connection, MS Office / Open office, Browser, chat tools	30	Nos	Yes
17	Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.	30	Nos	Yes
18	Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets	30	Nos	Yes
19	Microphone / voice system for lecture and class activities	30	Nos	Yes
20	Faculty's PC/Laptop with latest configuration and internet connection	1	No	Yes
21	Handy Camera	1	No	Yes
22	Telephone, voice recorder, IVR and software / document formats for recording call / interactions	30	Nos	Yes

23	Presentation Tools to support learning activities: Intranet, Email, Ims, Learning management system e.g. Moodle, Blackboard to enable blended learning	30	Nos	Yes
24	Projector with screen	1	No	Yes
25	Supporting software / applications for projecting audio, video, recording,	30	Nos	Yes
26	Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning	30	Nos	Yes
27	For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.	30	Nos	Yes
28	Optical Character Recognition (OCR)	1	Nos	Yes
29	Clear View+ Speech	1	Nos	Yes
30	Zoom Ex	1	Nos	Yes
31	Kurzweil	1	Nos	Yes
32	ABBY Fine Reader	1	Nos	Yes
33	Tesseract	1	Nos	Yes
34	Non-Visual Desktop Access (NVDA)	1	Nos	Yes
35	Job Access with Speech (JAWS)	1	Nos	Yes
36	DAISY players DAISY (Digital Accessible Information System)	1	Nos	Yes

Classroom Aids The aids required to conduct sessions in the classroom are:

1. Computer/Laptop
2. Projector
3. Marker
4. Worktable
5. Whiteboard

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile *(if available)*
NA	NA	NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA	NA	NA

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
N/A	N/A	N/A			N/A	N/A

Data to be provided year-wise for next 3 years

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

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

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

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

1.

Content availability for previous versions of qualifications:
☒ Participant Handbook ☒ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:
Languages 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:

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 3: Detailed Assessment Criteria

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

Assessment Criteria for Outcomes	TheoryMarks	PracticalMarks	ProjectMarks	Viva Marks
	45	255	-	-
PC1. establish contact with customers, following your organizations procedures	-	25	-	-

PC2. introduce yourself and the purpose of yourcall, following standard scripts	7.5	25	-	-
PC3. obtain information from customers to identify their needs	-	12.5	-	-
PC4. make convincing sales pitches to customers following standard scripts	-	25	-	-
PC5. handle customer queries, objections and rebuttals following standard scripts	-	25	-	-
PC6. adapt your approach and style to customer preferences, within the limits of yourcompetence and authority	-	25	-	-
PC7. refer issues outside your area of competence and authority to appropriate people, following your organizations procedures	-	12.5	-	-
PC8. identify and act on opportunities to up-sellor cross-sell other products/ services to customers	-	12.5	-	-
PC9. confirm customer wishes and needs inorder to close sales	-	12.5	-	-
PC10. obtain required financial information from customers, following your organizations procedures	-	12.5	-	-
PC11. complete your organizations post-sales procedures in order to complete/ fulfill sales	37.5	50	-	-
PC12. comply with relevant standards, policies, procedures and guidelines when making outbound telesales calls	-	17.5	-	-
NOS Total	45	255	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	25	75	-	-
PC1. establish and agree your work requirements with appropriate people	-	6.25	-	-
PC2. keep the immediate work area clean and tidy	6.25	6.25	-	-
PC3. utilize time effectively	6.25	6.25	-	-
PC4. use resources correctly and efficiently	6.25	12.5	-	-
PC5. treat confidential information correctly	-	6.25	-	-
PC6. work in line with the organization's policies and procedures	-	12.5	-	-
PC7. work within the limits of the job role	-	6.25	-	-
PC8. obtain guidance from appropriate people, where necessary	-	6.25	-	-
PC9. ensure the work meets the agreed requirements	6.25	12.5	-	-
NOS Total	25	75	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Ensure compliance	20	40	-	-
PC1. comply with the organization's current health, safety and security policies and procedures	10	10	-	-
PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	-	10	-	-
PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority	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	-	-
Follow safety procedure	10	30	-	-

PC5. follow the organization's emergency procedures promptly, calmly, and efficiently	10	10	-	-
PC6. identify and recommend opportunities for improving health, safety, and security to the designated person	-	10	-	-
PC7. complete any health and safety records legibly and accurately	-	10	-	-
NOS Total	30	70	-	-

Employability Skills DGT/VSQ/N0102, V1.0			
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable	-	-	-	-

practices				
Becoming a Professional in the 21st Century	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and	-	-	-	-

understand routine information, notes, instructions, mails, letters etc. written in English				
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	1	2	-	-
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity &	1	2	-	-

Inclusion				
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital	3	4	-	-

Skills				
PC20. operate digital devices and carry out basic internet operations securely and safely				
PC21. use e-mail and social media platforms and virtual collaboration tools to work effectively				
PC22. use basic features of word processor, spreadsheets, and presentations				
Entrepreneurship	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of	-	-	-	-

funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity				
Customer Service	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)				
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc.				

and job portals, respectively				
PC31. apply to identified job openings using offline /online methods as per requirement				
PC32. answer questions politely, with clarity and confidence, during recruitment and selection				
PC33. identify apprenticeship opportunities and register for it as per guidelines andrequirements				
NOS Total	20	30	-	-

Annexure 4: Assessment Strategy

Assessment Strategy of SCPwD

Pre-Assessment Phase-

1. Batch allocated to the Assessment Agency by SCPwD through Portal/ Email.
2. Assessment Agency to connect with Training Provider and communicate/confirm the date of assessment through email.
3. Assessment Agency to share requisite lab infrastructure & checklist with TP and discuss about the availability through email.
4. Assessment Agency aligns the Assessor for the assessment (Assessor should be Dual Certified by Domain SSC as well as SCPwD, and the certification should be valid).
5. Prepare the Assessment link, formats and share with the Assessor over an email.
6. Share the Assessment demo link with the Training Partner over an email

Assessment Phase-

1. The Assessor verifies the identity and disability through Aadhar Card and Disability Certificate and reports to SCPwD in-case of any discrepancy [*In case of J&K and NE Voter ID & Pan Card also allowed for Candidates Identification*].
2. The candidates are briefed on the assessment process (Prior to starting of the assessment).
3. The Assessor verifies the lab equipment and reports to SCPwD in-case of any variance.
4. Post validation of photo Id proof for each candidate, attendance of candidate is captured according to the scheme's requirement. i.e., under PMKVY, attendance of the candidates is captured through Aadhar Enabled Assessor Application, however, under other schemes candidates sign the attendance sheet.
5. The candidates attempt the assessment on TAB/Computer System.
6. The Assessor takes the photos and videos of respective activities and completes the documentation formalities.

Post Assessment Phase-

1. The Assessment Agency prepares the result based on responses captured in the server.
2. The Assessment Agency shares the result with SCPwD in the prescribed format.

Annexure 5: Acronym and Glossary

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.