



QUALIFICATION FILE

ITeS BPO Executive - Voice

- Short Term Training (STT) Long Term Training (LT) Apprenticeship
- Up skilling Dual/Flexi Qualification For ToT For ToA
- General Multi-skill (MS) Cross Sectoral (CS) Future Skills OEM

NCrF/NSQF Level: 03

Submitted By:

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Table of Contents

Section 1: Basic Details	3
Section 2: Module Summary.....	6
Section 3: Training Related.....	7
Section 4: Assessment Related.....	8
Section 5: Evidence of the need for the Qualification	8
Section 6: Annexure & Supporting Documents Check List.....	9
Annexure I: Evidence of Level	10
Annexure II: Tools and Equipment (Lab Set-Up).....	11
Annexure III: Industry Validations Summary	11
Annexure IV: Training & Employment Details	12
Annexure-V: Blended Learning.....	13
Annexure-VII: Assessment Strategy.....	16
Annexure -IX: Acronym and Glossary	17

Section 1: Basic Details

1.	Qualification Name	ITeS BPO Executive - Voice	
2.	Sector/s	IT-ITeS	
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: 2021/ITES/NIELIT/04684	Qualification Name of existing/previous version: Certificate Course in ITES BPO, Soft Skills & Communicative English
4.	a. OEM Name b. Qualification Name (<i>Wherever applicable</i>)		-
5.	National Qualification Register (NQR) Code & Version <i>(Will be issued after NSQC approval)</i>	QG-03-IT-03508-2025-V2-NIELIT	6. NCrF/NSQF Level: 3
7.	Award (Certificate/Diploma/Advance Diploma/Any Other (<i>Wherever applicable</i> specify multiple entry/exits also & provide details in annexure))	Certificate	
8.	Brief Description of the Qualification	<p>The purpose of this qualification is to make the trainees understand and improve their 'Soft Skills' or 'Inter Personal Skills', along with a focus to improve their communicating ability in English and also Computer skills for office automation with IT tools, and Cybersecurity and Overview of emerging future skills such as AI, Cloud Computing, IoT, Data Analytics, etc. so as to enhance their opportunities towards meaningful employability.</p> <p>As an ITeS BPO Executive, individuals will adeptly handle various responsibilities crucial to the smooth operation of client services. This includes efficiently managing customer inquiries, processing transactions and providing exceptional customer support across diverse communication channels. Moreover, they will demonstrate proficiency in utilizing industry-standard software and tools to ensure accurate data management and timely delivery of services. With a strong emphasis on continuous self-development, these professionals will be primed to adapt swiftly to evolving industry demands, and advanced IT future skills, thereby enhancing their employability and contributing effectively to organizational success.</p>	

9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	<p>a. Entry Qualification & Relevant Experience:</p> <table border="1" data-bbox="884 181 2084 466"> <thead> <tr> <th>S. No.</th><th>Academic/Skill Qualification (with Specialization - if applicable)</th><th>Required Experience (with Specialization - if applicable)</th></tr> </thead> <tbody> <tr> <td>1</td><td>10th or equivalent</td><td>No Experience required</td></tr> <tr> <td>2</td><td>10th Pass</td><td>No Experience required</td></tr> <tr> <td>2</td><td>Grade 8 with 2 years of (NTC/ NAC)</td><td>No Experience required</td></tr> <tr> <td>3</td><td>8th grade pass</td><td>3 year relevant experience</td></tr> <tr> <td>4</td><td>Previous relevant Qualification of NSQF Level 2.5</td><td>1.5 year relevant experience</td></tr> <tr> <td>5</td><td>Previous relevant qualification of NSQF Level 2</td><td>3 year relevant experience</td></tr> </tbody> </table> <p>b. Age:16</p>	S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	10 th or equivalent	No Experience required	2	10 th Pass	No Experience required	2	Grade 8 with 2 years of (NTC/ NAC)	No Experience required	3	8th grade pass	3 year relevant experience	4	Previous relevant Qualification of NSQF Level 2.5	1.5 year relevant experience	5	Previous relevant qualification of NSQF Level 2	3 year relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																					
1	10 th or equivalent	No Experience required																					
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2	Grade 8 with 2 years of (NTC/ NAC)	No Experience required																					
3	8th grade pass	3 year relevant experience																					
4	Previous relevant Qualification of NSQF Level 2.5	1.5 year relevant experience																					
5	Previous relevant qualification of NSQF Level 2	3 year relevant experience																					
10	Credits Assigned to this Qualification, Subject to Assessment(as per <i>National Credit Framework (NCrF)</i>)	<p>11 Credits</p> <p>11. Common Cost Norm Category (I/II/III) (wherever applicable): Category-II</p>																					
12	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																					
13	Training Duration by Modes of Training Delivery (<i>Specify Total Duration as per selected training delivery modes and as per requirement of the qualification</i>)	<p><input checked="" type="checkbox"/>Offline <input type="checkbox"/>Online <input type="checkbox"/>Blended</p> <table border="1" data-bbox="884 790 2084 949"> <thead> <tr> <th>Training Delivery Modes</th><th>Theory (Hours)</th><th>Practical (Hours)</th><th>OJT Mandatory (Hours)</th><th>ES (Hours)</th><th>Total (Hours)</th></tr> </thead> <tbody> <tr> <td>Classroom (offline)</td><td>120</td><td>150</td><td>30</td><td>30</td><td>330</td></tr> </tbody> </table> <p>The mode of delivery shall be based on the regional need and can be offered in any of the above modes mentioned.</p>	Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	ES (Hours)	Total (Hours)	Classroom (offline)	120	150	30	30	330									
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	ES (Hours)	Total (Hours)																		
Classroom (offline)	120	150	30	30	330																		
14	Aligned to NCO/ISCO Code/s(if no code is available mention the same)	NCO-2015/3339.0601,1411.0100, 1412.0100																					
15	Progression path after attaining the qualification (<i>Please show Professional and Academic progression</i>)	<p>Academic: Customer Support Executive</p> <p>Professional: Empowers learners to continuously develop one-self to take on more responsibilities. Enhances employability through the practice of these skills.</p>																					

16	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Qualification file is available in English and Hindi languages.
17	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:
18	Is the Job Role Amenable to Persons with Disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", specify applicable type of Disability: Physical disability and Disability caused due to chronic neurological conditions.
19	How Participation of Women will be Encouraged	Participation of Women Candidates will be ensured as per Existing government norms. Exclusive batches for women would be run for the proposed course. Sponsorship of women batches from IT for masses scheme /other schemes launched by government from time to time.
20	Are Greening/ Environment Sustainability Aspects Covered (<i>Specify the NOS/Module which covers it</i>)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
21	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
22	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Sazzad Zahir Email: sazzad.zahir@nielit.gov.in Contact No.: 0361-2914133, Website: https://nielit.gov.in/guwahati/index.php
23	Final Approval Date by NSQC: 18.02.2025	24. Validity Duration: 3 Years 25. Next Review Date: 18.02.2028

Section 2: Module Summary

NOS/s of Qualifications

1. Office automation with IT Tools
2. Communicate in English language with the ethics of BPO
3. Use of soft skills for BPO

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj.-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/ NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Internal assessment	Project	Total	Weightage (%) (if applicable)
1.	Office automation with IT Tools	Nos Code: NIE/SSC/N0204	Core	3	03	40	50	0	0	90	100	45	0	0	145	41
2.	Communicate in English language with the ethics of BPO	Nos Code: NIE/ITS/N0205	Core	3	03	40	50	0	0	90	50	23	0	0	73	21
3.	Use of soft skills for BPO	Nos Code: NIE/ITS/N0202	Core	3	03	40	50	0	0	90	50	22	0	0	72	20
Subtotal						120	150	0	0	270	200	90	0	0	290	82
4.	Employability Skills	DGT/VSQ/N0101	Non-Core	3	01	0	0	30	0	30	0	0	30	0	30	9
5.	OJT/Project	NIE/ITS/N0203	Core	3	01	0	0	30	0	30	0	0	0	30	30	9
Duration (in Hours) / Total Marks						11	120	150	60	0	330	200	90	30	350	100

Assessment Components	NOS Included	Duration (in mins)	Marks
Theory Paper 1 – Office automation with IT Tools	1	90	100
Theory Paper 2 – Communicate in English language with the ethics of BPO & Use of soft skills for BPO	2 & 3	90	100
Practical Paper-1 based on NOS 1,2 & 3	1,2,3	180	90
Internal Assessment/Viva	1,2,3		30
OJT/Project/Assignment	1,2,3,4,5		30
Total			350

***Assessment strategy shall be as per NIELIT Norms prevailing at times.

Minimum Pass Percentage – The pass percentage is 50% in each assessment component (as mentioned in the above table) with the aggregate pass percentage be 50%

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years)(as per NCVET guidelines)	The minimum educational qualification required is a graduate or post-graduate degree , with a focus on good communication skills. The trainer should possess proficiency in English, soft skills, and computer literacy. A minimum of one year of relevant industry experience in the ITeS BPO sector is essential, along with at least one year of experience in training or assessment, specifically in ITeS BPO and communication skills.
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	The minimum educational qualification required is a graduate or post-graduate degree , emphasizing strong communication skills. Candidates should demonstrate proficiency in English, soft skills, and computer literacy. A minimum of two years of relevant industry experience in the ITeS BPO sector is essential, along with at least two years of experience in training or assessment, specifically in ITeS BPO and communication skills. This experience will enable candidates to effectively deliver training and assessments in these areas.
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Details available in Annexure-II
4.	In Case of Revised Qualification, Details of Any Up skilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	The assessor must hold a graduate or post-graduate degree with proficiency in English, soft skills, and computer literacy, along with a minimum of two years of relevant experience.
2	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	The assessor carries out theory online assessments through the remote proctoring methodology. Theory examination would be conducted online and the paper comprise of MCQ. Conduct of assessment is through trained proctors. Once the test begins, remote proctors have full access to the candidate's video feeds and computer screens. Proctors authenticate the candidate based on registration details, pre-test image captured and I-card in possession of the candidate. Proctors can chat with candidates or give warnings to candidates. Proctors can also take screenshots, terminate a specific user's test session, or re-authenticate candidates based on video feeds.
3	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	An External Examiner/ Observer (Subject matter expert) are deployed including NIELIT scientific officers who are subject expert for evaluation of Practical examination/ internal assessment / Project/ Presentation/ assignment and Major Project (if applicable). Qualification is generally B.Tech or equivalent
4	Assessment Mode(Specify the assessment mode)	Online for Theory Online/ Offline/ Blended for other assessment components depending on the region where the assessment is conducted
5	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (<i>details are provided in Annexure-II</i>)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes, Available in Annexure-B-Evidence of Need
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): Yes, Available in Annexure-B-Evidence of Need
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 7
5.	Estimated nos. of persons to be trained and employed: 1000
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: No. NIELIT is recognized as AB and AA under Government Category. NIELIT is an HRD arm of MeitY, therefore, the Line Ministry Concurrence is not required.

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrF/NSQF level justification based on NCrF level/NSQF descriptors (<i>Mandatory</i>)	Available at Annexure-I
2.	Annexure: List of tools and equipment relevant for qualification (<i>Mandatory, except in case of online course</i>)	Available at Annexure-II
3.	Annexure: Industry Validation Summary	Available at Annexure-III
4.	Annexure: Training and Employment Details	Available at Annexure-IV
5.	Annexure: Blended Learning (<i>Mandatory, in case the selected Mode of delivery is "Blended Learning"</i>)	Available at Annexure-V
6	Annexure: Detailed Assessment Criteria (<i>Mandatory</i>)	Available at Annexure-VI
7	Annexure: Assessment Strategy (<i>Mandatory</i>)	Available at Annexure-VII
8	Annexure: Multiple Entry-Exit Details (<i>Mandatory, in case qualification, has multiple Entry-Exit</i>)	NA
9	Annexure: Acronym and Glossary (<i>Optional</i>)	Available at Annexure-IX
10	Supporting Document: Model Curriculum (<i>Mandatory – Public view</i>)	Available at Annexure-A
11	Supporting Document: Assessment SOP (<i>Mandatory</i>)	Available at Annexure-C
12	Any other document you wish to submit: Evidence of Need (Market Research Report)	Available at Annexure-B

Annexure I: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQ F Level
Professional Theoretical Knowledge/Process	<p>Candidate will be competent and confident in oral and written communication which will make them smart and capable of performing the following:</p> <ul style="list-style-type: none"> • Manage area of work, as well as self • Resolve all queries and issues of the customer • Develop and build rapport with the customer • Analyse customer issues • Ensure repair/replacement of product • Create and maintain the reports 	<p>The individual will be required to attend to customer issues, listen to customer queries/concern, and offer relevant solution and ensure repair/replacement of the product. He/she has to develop a good relationship with the customer and resolve issues and queries pertaining to the product. The process involves attending and managing but the decision-making rests with manager. Hence, this is level 3.</p>	3
Professional and Technical Skills/ Expertise/ Professional Knowledge	<ul style="list-style-type: none"> • Technical specifications of products and processes • Knowledge about technology involved in workings of products • Maintenance standards/guidelines 	<p>The individual should have good understanding of technical specifications and functionalities of products and processes, knowledge about managing concern/issues and standards/guidelines. Hence, this is level 3.</p>	3
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	<p>A range of cognitive and practical skills are required to generate solutions to specific problems in a field of work or study which in turn help to:</p> <ul style="list-style-type: none"> • maintain quality and work standards at store/showroom • perform periodic audits and report results to serve the excellent experience by ensuring quality and timely services 	<p>The individual is required to have a range of team handling skills, to be competitive in this job role, such as, co-operate, manage excellent work standards at store/showroom, and handle customers. Comply with standards related to the customer handling. Hence, this is level 3.</p>	3
Broad Learning Outcomes/Core Skill	<ul style="list-style-type: none"> • Understand customer requirements • Responding to customer queries and record details of customer interaction • Analyze all feedbacks of the customer • Interacting with customer keeping in mind basic etiquettes. • Responding to customer needs as per requirement 	<p>The individual is required to attend to the customer as per the organization standards and resolve to his/her queries and concerns while showing professionalism and courtesy. Hence, this is level 3.</p>	3

Responsibility	<ul style="list-style-type: none"> Understand the job role and follow the organizational policy Record and report about the work status Follow safety regulations at workplace Work along with colleagues and supervisors 	<p>The individual is responsible for resolving issues and queries of walk-in customers; develop and build a good rapport with the customer. Hence, Level 3.</p>	3
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Annexure II: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 20

S. No	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	PCs/Laptops	Intel Core i5, 16 GB RAM with 256 SSD	20
2	Multimedia Projector	Standard	1
3	Software	Microsoft Office latest version licenses, Open-Source Future skills tools	20
4	Teaching aids	Headphones, microphones, speakers	1 No. Each

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Multimedia projector
2. Headphones, microphones, speakers

Annexure III: 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
1	Perfect Trainer	Bhargav Kumar Baruah	President	H/No. 9, Shanti Path, Zoo Road Tiniali, Guwahati, 781024, Assam	9859526409	perfecttrainerghy@gmail.com
2.	First Spiral Group	Biplab Kumar Ray	Partner	H/No. 50, Rupkonwar Path, BL-9, Zakir Hussain	9954324401	care@firstspiralgroup.com

				Road, Guwahati-781006, Assam		
3.	BadaBiplab Power Solutions LLP	IduliDebbarma	Designated partner	Agartala, West Tripura 799003	9436740983	bbpsllp@gmail.com
4	Krishna Industrial Services	DebajitDey	Proprieter	BadharghatChowmuhani, Agartala, Tripura (W)-799003	9862770077	jbyacademy@gmail.com
5	JB Youth Computer Solutions & Educational Society	Nishi Kanta Das	Sec & Project Coordinator	BadharghatChowmuhani, Siddhi Ashram, Agartala, West Tripura-799003	9436740983	jbyacademy@gmail.com
6	M/S Sigma Systems	SaikatSaha	Proprieter	3/1, Officer's Qtrs. Lane, Krishnanagar, Agartala,	9436121639	Cyber_saikat@yahoo.com
7	Delta Infosys	-	Proprieter	37, A.K. Road (Ananta Market), A. K. Road, R.M.S. Chowmuhani, Arartala, West Tripura	9862995085	Drs1510@rediffmail.com

Annexure IV: 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
2025-26	500	100	200	50	-	-
2026-27	1000	200	400	100	-	-
2027-28	1000	200	400	100	-	-

Data to be provided year-wise for next 3 year

Annexure-V: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

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	Online interaction platforms like JitSi Meet, Bharat VC, Google Meet, MS Teams, etc.	20:80
2	Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	Online interaction platforms like JitSi Meet, Bharat VC, Google Meet, MS Teams, etc.	20:80
3	Showing Practical Demonstrations to the learners	Online interaction platforms like JitSi Meet, Bharat VC, Google Meet, MS Teams, etc.	20:80
4	Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	Online interaction platforms like JitSi Meet, Bharat VC, Google Meet, MS Teams, etc.	20:80
5	Tutorials/ Assignments/ Drill/ Practice	Online interaction platforms like JitSi Meet, Bharat VC, Google Meet, MS Teams, etc.	20:80
6	Proctored Monitoring/ Assessment/ Evaluation/ Examinations	NIELIT Remote Proctored Software	Online: 100% Theory Offline: 100% Practical
7	On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	Simulated Platform	Either 100% online in a virtual environment Or 100% offline in the Industry.

Annexure VI: Detailed Assessment Criteria

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

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Internal Assessment	Project
Office automation with IT Tools	PC1: Computer Fundamentals PC2: Office Automation Tools- MS Word, Excel and PowerPoint PC3: Use of Internet and E-mail Etiquettes PC4: Digital Financial Tools and Applications PC5: Cyber Security (Nmap, Wire Shark), Future Skills & Emerging Technologies- AI (Ai- Orange, Open AI), Cloud Computing (Free tire of AWS & Azure), IoT (Arduino, Thingsboard), Data Analytics	100	45		
Communicate in English language with the ethics of BPO	PC1: Understanding the communication process in English PC2: Phonetics, Voice Modulation, Pronunciation & Clarity PC3: Business communication, Grammar Rules, Cross Cultural Communication, Professional Writing for BPO PC4: Vocabulary Building, Effective Feedback Mechanism& Mother Tongue Influence (MTI)	50	23		
Use of soft skills for BPO	PC1: What is soft skill? PC2: Self-esteem, stress management, Emotional Intelligence in BPO, Non-Verbal Communication PC3: Communication skills, Multitasking in Communication PC4: Corporate culture, Data Security, Ethical Communication and Time Management PC5: CRM management model, building customer Repo, Client management skills, Questioning Techniques	50	22		

	PC6: Call-handling skills, Crisis Communication, handling difficult conversations & Conflict Resolution				
	PC7: Public speaking, Voice Modulation & Tonality				
	PC8: Interview facing skills, Confidence Building and Accurate Information Delivery				
Employability Skills	-			30	0
OJT/Project	On the basis of all three NOSs			0	30
Total		200	90	30	30
Grand Total		350			

Annexure-VII: Assessment Strategy

- Assessment of the qualification evaluates candidates to ascertain that they can integrate knowledge, skills and values for carrying out relevant tasks as per the defined learning outcomes and assessment criteria.
- The underlying principle of assessment is fairness and transparency. The evidence of the outcomes and assessment criteria, competence acquired by the candidate can be obtained by conducting Theory (Online), Practical assessment, Internal assessment, Project/Presentation/ Assignment, Major Project.
- The emphasis is on the practical demonstration of skills & knowledge gained by the candidate through the training. Each OUTCOME is assessed & marked separately.
- A candidate is required to pass all OUTCOMES individually based on the passing criteria.

About Examination Pattern:

1. The question papers for the theory and practical exams are set by the Examination wing (assessor) of NIELIT HQS.
2. The assessor assigns roll number
3. The assessor carries out theory online assessments through remote proctoring methodology. Theory examination would be conducted online and the paper comprise of MCQ. Conduct of assessment are through trained proctors. Once the test begins, remote proctors have full access to candidate's video feeds and computer screens. Proctors authenticate the candidate based on registration details, pre-test image captured and I-card in possession of the candidate. Proctors can chat with candidates or give warnings to candidates. Proctors can also take screenshots, terminate a specific user's test session, or re-authenticate candidates based on video feeds.
4. An External Examiner/ Observer may be deployed including NIELIT officials for evaluation of Practical examination/ internal assessment / Project/ Presentation/. Major Project (if applicable) would be evaluated preferably by external/ subject expert including NIELIT officials.
5. Pass percentage would be 50% marks in each component
6. Candidates may apply for re-examination within the validity of registration (only in the assessment component in which the candidate failed).
7. For re-examination prescribed examination fee is required to be paid by the candidate only for the assessment component in which the candidate wants to reappear.
8. There would be no exemption for any paper/module for candidates having similar qualifications or skills.
9. The examination will be conducted in English language only.

- Quality assurance activities: A pool of questions is created by a subject matter expert and moderated by other SME. Test rules are set beforehand. Random set of questions which are according to syllabus appears which may differ from candidate to candidate. Confidentiality and impartiality are maintained during all the examination and evaluation processes.

Annexure -IX: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf