



QUALIFICATION FILE

CCTV Supervisor

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

☐ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA

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

NCrF/NSQF Level: 4

Submitted by:

Management & Entrepreneurship and Professional Skills Council (MEPSC)
20th Floor, Amba Deep, 14, Kasturba Gandhi Marg, New Delhi -110001

Table of Contents

Section 1: Basic Details	3
Section 2: Module Summary	5
NOS/s of Qualifications	5
Mandatory NOS/s:	5
Assessment - Minimum Qualifying Percentage	6
Section 3: Training Related	6
Section 4: Assessment Related	6
Section 5: Evidence of the need for the Qualification	7
Section 6: Annexure & Supporting Documents Check List	7
Annexure 1: Evidence of Level	8
Annexure 2: Tools and Equipment (Lab Set-Up)	10
Annexure 3: Industry Validations Summary	11
Annexure 4: Training & Employment Details	11
Annexure 5: Classroom Training	12
Annexure 6: Detailed Assessment Criteria	13
Annexure 7: Assessment Strategy	22
Annexure 8: Acronym and Glossary	24

Section 1: Basic Details

1.	Qualification Name	CCTV Supervisor																			
2.	Sector/s	Management																			
3.	Type of Qualification: ☒ New ☐ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: 2022/OAFM/MEPSC/05427 CCTV Supervisor, v.3	Qualification Name of existing/previous version: CCTV Supervisor, v.3																		
4.	a. OEM Name b. Qualification Name (Wherever applicable)																				
5.	National Qualification Register (NQR) Code &Version	2022/OAFM/MEPSC/05427, v.4.	6. NCrf/NSQF Level: 4																		
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other	Certificate																			
8.	Brief Description of the Qualification	A CCTV supervisor is responsible for using CCTV to monitor the security of designated premises, pick up early indications of problems pertaining to security and safety, respond to threats and risks and manage incidents with the assistance of other relevant personnel as per set procedures. The individual need to handle minor maintenance, do routine check of equipment and keep them in good working condition always.																			
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <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 Grade Pass</td> <td>with 2 year relevant experience</td> </tr> <tr> <td>2</td> <td>11th Grade Pass with</td> <td>with 1 year relevant experience</td> </tr> <tr> <td>3</td> <td>Previous relevant Qualification of NSQF Level 3.5</td> <td>with 1.5 year relevant experience</td> </tr> <tr> <td>4</td> <td>11th Grade Pass and pursuing continuous schooling</td> <td></td> </tr> <tr> <td>5</td> <td>12th grade pass</td> <td></td> </tr> </tbody> </table> Training for subjects stipulated in Private Security Agencies (Regulation) Act - 2005 and applicable technical skills. b. Age: 18		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	10th Grade Pass	with 2 year relevant experience	2	11th Grade Pass with	with 1 year relevant experience	3	Previous relevant Qualification of NSQF Level 3.5	with 1.5 year relevant experience	4	11th Grade Pass and pursuing continuous schooling		5	12th grade pass	
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																			
1	10th Grade Pass	with 2 year relevant experience																			
2	11th Grade Pass with	with 1 year relevant experience																			
3	Previous relevant Qualification of NSQF Level 3.5	with 1.5 year relevant experience																			
4	11th Grade Pass and pursuing continuous schooling																				
5	12th grade pass																				
10.	Credits Assigned to this Qualification, Subject to Assessment	13 16 (with recommended OJT)	11. Common Cost Norm Category (I/II/III): II																		

12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)						
13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	☒ Offline ☐ Online ☐ Blended					
		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
		Classroom (offline)	114	276		90	480
		Online					
		(Refer Blended Learning Annexure for details) (total is 480 hours)					
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/5414.0121					
15.	Progression path after attaining the qualification	Lead – Security and Site Surveillance					
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi					
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:					
18.	Is the Job Role Amenable to Persons with Disability	☐ Yes ☒ No If "Yes", specify applicable type of Disability:					
19.	How Participation of Women will be Encouraged	Both men and women can equally participate					
20.	Are Greening/ Environment Sustainability Aspects Covered	☒ Yes ☐ No					
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☐ Yes (Class 10 pass) ☒ No Colleges ☐ Yes ☒ No					
22.	Name and Contact Details of Submitting / Awarding Body SPOC	Name: Col. Anil Kumar Pokhriyal Position in the organisation: CEO Email: ceo@mepsc.in Contact No.: 011-24645100 Website: https://www.mepsc.in/					
23.	Final Approval Date by NSQC: 24/02/2022	24. Validity Duration: 36 months				25. Next Review Date: 24/02/2025	

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

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

S. No	NOS/Module Name	NOS/Module Code & Version	Core/Non-Core	NCrF/N SQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%)
1.	Supervise CCTV operations to secure premises	MEP/N7127, v4	Core	4	2	15	45			60	30	70			100	20
2.	Maintain operational performance of CCTV system	MEP/N7128, v3	Core	4	2	15	45			60	40	60			100	20
3.	Maintain recorded media and manage requests for data	MEP/N7223, v2	Core	4	2	15	45			60	40	60			100	10
4.	Perform security tasks in accordance with basic security practices	MEP/N7101, v.4.	Core	3	2	15	45			60	40	60			100	10
5.	Apply health and safety practices at the workplace	MEP/N9903, v5	Non-Core	4	1	10	20			30	40	60			100	10
6.	Apply principles of professional practice at the workplace	MEP/N9912, v3	Non-Core	4	1	10	20			30	40	60			100	10
7.	Communicating with clients, visitors and colleagues effectively	MEP/N9914, v3	Non-core	4	1	10	20			30	40	60			100	10
8.	Employability Skills	DGT/VSQ/N0102, v1	Non-Core	4	2	24	36			60	20	30			50	10
9.	OJT – Recommended				3				90	90						
Duration (in Hours) / Total Marks					16	114	276		90	480	290	460			750	100

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: % (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

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Graduate/ Diploma in any specialization and 3 years of relevant industry experience and 2 years of training experience in CCTV operations and Security.
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Graduate/ Diploma in any specialization and 4 years of relevant industry experience and 3 years of training experience in CCTV operations and Security.
3.	Tools and Equipment Required for Training	☒ Yes ☐ No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Graduate/ Diploma in any specialization and 3 years of relevant industry experience and 2 years of training and assessment experience in CCTV operations and Security.
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Graduate with 3 years of relevant experience.
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)	Graduate/ Diploma in any specialization and 4 years of relevant industry experience and 3 years of training and assessment experience in CCTV operations and Security.
4.	Assessment Mode (Specify the assessment mode)	Offline
5.	Tools and Equipment Required for Assessment	☒ Same as for training ☐ Yes ☐ No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the need for the Qualification

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): Yes
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 35
5.	Estimated nos. of persons to be trained and employed: 1000
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: <i>Line Ministry Concurrence is awaited</i> If “No”, why:.

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>	<i>Annexure 1</i>
2	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Annexure 2</i>
3	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Annexure 6</i>
4	Annexure: Assessment Strategy <i>(Mandatory)</i>	<i>Annexure 7</i>
5	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is “Blended Learning”)</i>	<i>Annexure 5</i>
6	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	
7	Annexure: Acronym and Glossary <i>(Optional)</i>	<i>Annexure 8</i>
8	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	<i>Model Curriculum</i>
9	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	<i>Career Progression and Occupational Map</i>
10	Supporting Document: Occupational Map <i>(Mandatory)</i>	
11	Supporting Document: Assessment SOP <i>(Mandatory)</i>	
12	Any other document you wish to submit:	

Annexure 1: 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/NSQF Level
Professional Theoretical Knowledge/Process	A CCTV Supervisor is expected to supervise private security operations through electronic surveillance to secure life, premises and property from risks and threats. He/ she physically monitors live streaming of CCTV camera footage on monitors. CCTV Supervisors alert security details about the risk and threats that come to their notice and in some cases, resources permitting also respond in time. Process needs accurate documentation, archiving of data and footage.	The Job holder is expected to independently perform work of familiar, predictable and routine nature, identifying risks, environmental issues, synergies, and handling situations safely and efficiently.	4
Professional and Technical Skills/ Expertise/ Professional Knowledge	A CCTV Supervisor is expected to be adept in supervision, operation and administration of a security unit and operations of CCTV surveillance system, installed in various domains of security.	The job holder is expected to exhibit factual knowledge of the field of knowledge or study such as safety requirements; legalities to be followed while working; identification of suspicious persons and objects; decisions on action or verification of suspicious persons and activities.	4
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	A CCTV Supervisor is expected to deploy, operate, maintain, and monitor CCTV surveillance system installed in a premises. He/ she should be able to identify technical faults, threats, and risks to physical security. Apart from the above a CCTV supervisor is expected to respond in case of emergencies.	The job holder is expected to operate CCTV system, supervise surveillance of the designated area and require certain level of decision making on action to be taken and authorised persons to be informed.	4
Broad Learning Outcomes/Core Skill	A CCTV Supervisor's core skill lies in ensuring effective functioning of the CCTV surveillance system installed in a premises and monitor activities, infer the same with a view to detect potential risks and threats to life, premises, and property. He/ she should also be adept in data handling.	The job holder is expected to exhibit effective oral communication skills so as to have pleasant and engaging conversations with the customers, co-workers, vendors, use effective listening and probing/ questioning skills to understand requirement of the visitors, listen attentively and	4

		answer politely, share information as per organizational data security and confidentiality policy, follow security norms and show written communication skills such as maintaining registers and incident reports.	
Responsibility	A CCTV Supervisor is fully responsible for functioning of CCTV surveillance system, monitoring the activities in the premises and alerting security guards on potential threats and risks.	The job holder is responsible for the safety and security of the organization and identify possible threats and suspicious activities.	4

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

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Computer		5
2.	White Board		1
3.	Marker		5
4.	Duster		2
5.	Sample accident and incident reports		30
6.	Sample feedback and appraisal forms		30
7.	Half body mannequin for CPR		1
8.	First Aid Box		1
9.	Sample identity cards		30
10.	Vehicle in/ out register		5
11.	Security guard dress and equipment		30
12.	CCTV system		1
13.	Key register		5
14.	Drill/ PT ground	(60x40) m	1
15.	Door frame metal detector		1
16.	Data and document storage devices such as Pen drive, hard disk		1 each
17.	Data collection and recording software		1
18.	Personal Protective Equipment (such as mask and gloves)		1

Annexure 3: 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)
1.					Attached	Attached	
2.							

Annexure 4: 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

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
	2020-21	72	72	72									
	2021-22	110	102	84									
	2022-23	11	10	7									

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.
- 2.

Content availability for previous versions of qualifications:

☐ Participant Handbook ☐ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available: English, Hindi.

Annexure 5: Classroom Training

Blended Learning Estimated Ratio & Recommended Tools:

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline
1	☒ Theory/ Lectures - Imparting theoretical and conceptual knowledge	LCD, Projector, Laptop, MSOffice Suite, Flipchart, whiteboard, Markers, wi-fi connectivity	100:0
2	☐ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	LCD, Projector, Laptop, MSOffice Suite, Flipchart, whiteboard, Markers, wi-fi connectivity	100:0
3	☒ Showing Practical Demonstrations to the learners	LCD, Projector, Laptop, MSOffice Suite, various tools and software, computer camera, computer speakers, wi-fi connectivity	100:0
4	☒ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	Computer systems for all students, printers, wi-fi connectivity	100:0
5	☒ Tutorials/ Assignments/ Drill/ Practice	Learning management system	100:0
6	☒ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	Online assessment portal, tablet/desktop/laptop/mobile for each student	100:0
7	☒ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	Access to industry partners in relevant field	100:0

Annexure 6: 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	Project Marks	Viva Marks
MEP/N7127 Supervise CCTV operations to secure premises, v4.0	Monitor premises using CCTV	8	20		
	PC1. examine layout and coverage of CCTV system in the assigned premises				
	PC2. list possible areas of threats and risks				
	PC3. monitor designated area using approved surveillance techniques/ patterns and based on site instructions (Surveillance Techniques/ Patterns: Pan-tilt-zoom (PTZ), video analytics, continuous/ frequency-based monitoring, Non-coverage/ Inadequate Coverage of CCTV System, Incorrect positioning of cameras, inadequate lighting, weather conditions, bad maintenance, system failure)				
	PC4. manage CCTV surveillance in industrial and commercial deployments				
	PC5. scan designated area for irregular situations, exceptions and breaches to security and safety (Security and Safety Incidents: Criminal activity, accidents, fire, losses, medical emergency breakdown of services, crowd build up, stampede, traffic violations, trespass)				
	Respond to security and safety breaches	8	20		
	PC6. respond to early indications of a security breach/ irregular situations (Irregular Situations: Trespass, shop-lifting, car-jacking, stealing, loot, arson, brawls/ quarrels, intrusion, loitering, eve-teasing, abandoned baggage, unaccompanied children, suspicious movement, suicide attempt, consumption of alcohol/ drugs, accidents)				
	PC7. report security threats and incidents to authorized personnel.				
	PC8. instruct security unit/ stakeholders/ concerned agencies of the threat or incidents and appropriate action				
	PC9. record details of exceptions, breaches, and irregular situations, as well as response, following organizational protocol				
	Manage control room operations	12	26		
	PC10. receive briefing and instructions from a designated superior				

	PC11. follow procedures for handing over shift duty and briefing the reliever				
	PC12. control access to the CCTV control room in line with organizational procedure				
	PC13. record CCTV footage for archival/ evidence purpose				
	PC14. preserve and store recordings of footage safely and securely				
	PC15. maintain confidentiality as per organizational procedure				
	PC16. maintain log of incidents				
	PC17. maintain records and documents as per organizational procedure				
	Ensure gender mainstreaming and inclusivity	2	4		
	PC18. use gender neutral statements in communication and reports				
	PC19. arrange control room for smooth movement of persons with disability				
	Total Marks	30	70		
MEP/N7128 Maintain operational performance of CCTV system, v3.0	Manage operational performance of CCTV system	40	60		
	PC1. operate CCTV system in line with manufacturer's instructions and organizational procedures				
	PC2. ensure safety precautions and correct handling of equipment				
	PC3. carry out basic operational checks / inspection to confirm that the equipment is in operational use				
	PC4. report functioning/ malfunctioning to designated superior as per organizational procedure				
	PC5. carry out back-up processes of malfunctioning system or system under repair				
	PC6. follow organisational procedures for trouble shooting and minor maintenance				
	PC7. confirm correct protocol for system repair is followed by vendors in-house or at an outside location				
	PC8. maintain records and media pertaining to operations in the prescribed format				
	Total Marks	40	60		

MEP/N7223 Maintain recorded media and manage requests for data, v2.0	Manage recorded media and archives	18	27		
	PC1. handle recorded media as per organizational procedure and manufacturer's instructions superior				
	PC2. store and secure the recorded media as per organizational procedure				
	PC3. share the recorded media with authorized person (s) on instructions from designated				
	PC4. maintain security and confidentiality of recorded media				
	PC5. maintain documentation pertaining to incidents and recorded media in the prescribed format				
	Respond to data and information requests	16	24		
	PC6. share the recorded media with authorized person(s) only on instructions from designated superior				
	PC7. follow approval processes before sharing data and information				
	PC8. retrieve recorded media from archives following approved procedure				
	PC9. operate equipment/ take assistance from technical personnel to identify, isolate and copy footage from archives				
	Material and energy conservation practices	6	9		
	PC10. identify processes where material utilization can be optimized				
MEP/N7101, Perform security tasks in accordance with basic security practices, v4.0	PC11. reuse back-up and archived space in storage medium according to organisational policy				
	PC12. ensure appliances and equipment are switched off when not in use				
	Total Marks	40	60		
	Carry our assigned security tasks	28	44		
	PC1. carry out assigned security duties in line with procedures and instructions				
	PC2. respond to risks and threats as per organisational and legal protocols (Risks and Threats: unauthorized entry and trespass, aggressive and drunken behaviour, loitering and littering, eve teasing and molestation, robbery; theft; pilferage and shoplifting, violence and assault, murder and suicide kidnapping, public demonstration; labour unrest and crowd control)				
	PC3. respond to hazards and emergencies as per organisational policies and procedures				
	PC4. provide accurate information and access to premises, records and other resources to the police as per organisation protocol				
	PC5. identify rank by recognising the badge of rank of police and military personnel				
	PC6. identify various arms commonly used by the police and perpetrators				
	PC7. identify improvised explosive devices and take action as per established protocol				
	PC8. carry out security duties in commercial and industrial deployments				
	Conform to regulatory and legal requirements	12	16		
	PC9. carry out tasks relevant to the role while complying with applicable regulatory and legal provisions (Regulatory and legal Provisions: The Indian Penal Code-1860, The Code of Criminal Procedure- 1973, The Arms Act- 1959, Human Rights Act – 1993, Explosive Act -				

	1884 and The Explosive Substances Act- 1908, Private Security Agencies Regulation Act – 2005, The Private Security Agencies Central Model Rules – 2006)				
	PC10. work within rules and regulations governing employment (Rules and regulations: Employees' Provident Funds, Employees' Pension Scheme- 1995, Minimum Wages Act, 1948 and Central Rules- 1950, Working hours, leave, minimum wage, Employee's State Insurance)				
	PC11. give evidence accurately and clearly, when required, in court				
	Total Marks	40	60		
MEP/N9903, V.5. Apply health and safety practices at the workplace	Apply relevant health and safety practices at the workplace	13	16		
	PC1. identify, control and report health and safety issues relating to immediate work environment according to procedures				
	PC2. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies				
	PC3. document and report all hazards, accidents and near-miss incidents as per set process				
	PC4. document safety records according to organisational policies				
	Maintain a healthy and hygienic environment	8	21		
	PC5. maintain the work area in a clean and tidy condition				
	PC6. ensure that the work area is sanitized as and when required				
	PC7. maintain personal hygiene				
	PC8. use appropriate personal protective equipment (PPE) where required				
	PC9. wash hands using soap and water or alcohol-based sanitizer				
	PC10. report hygiene related concerns promptly to the relevant authority				
	Emergencies, rescues and first-aid procedures	6	9		
	PC11. administer appropriate first aid to victims wherever required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.				
	PC12. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments				
	PC13. perform rescue activity during an accident if applicable (e.g. if moving victim is advisable)				
	Follow fire safety requirements	13	14		
	PC14. follow fire safety practices				
	PC15. identify the type of fire and its stage				
	PC16. use the various appropriate fire extinguishers on different types of fires correctly				
	PC17. follow procedures to rescue victim of fire without endangering self				
	Total Marks	40	60		
	Maintain a professional image and behaviour	3	5		
	PC1. display appropriate professional appearance for the workplace				

MEP/N9912, V.3. Apply principles of professional practice at the workplace	PC2. interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner				
	Maintain and enhance professional competence	14	19		
	PC3. develop personal and professional goals and objectives				
	PC4. identify strengths and weaknesses in relation to goals and objectives				
	PC5. evaluate own capacity to meet goals and objectives				
	PC6. determine personal development needs to perform role as per desired standards				
	PC7. develop a professional development plan to enhance professional capabilities				
	PC8. document a professional practice plan designed to support the achievement of goals				
	PC9. select and implement development opportunities to support continuous learning and maintain currency of professional practice				
	PC10. research developments and trends impacting on professional practice and integrate information into work performance				
	PC11. seek feedback on performance from others and incorporate it to improve				
	Work in a disciplined and ethical manner	10	17		
	PC13. perform tasks to the required workplace standard				
	PC14. protect the rights of the client and organisation when delivering services				
	PC15. recognise unethical conduct and report to an appropriate person				
	PC16. operate within an agreed ethical code of practice				
	PC17. maintain confidentiality as per the organisational guidelines				
	Work effectively with all stakeholders	13	19		
	PC18. identify and obtain clarity regarding organisational, team and own goals				
	PC19. prioritise tasks at work as per organisational, team and own goals				
	PC20. plan to meet team performance targets and standards				
	PC21. monitor own and team performance as per agreed plan				
	PC22. share all relevant information with stakeholders in agreed formats and as per agreed timelines				
	PC23. work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes				
	PC24. recognise, avoid and/or address any conflict of interest				
	PC25. recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy (Inappropriate behaviour: violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal, or physical behaviour in terms of cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour)				
	Total marks	40	60		
	Interact with superiors	10	14		

EP/N9914, v.3: Communicating with clients, visitors, and colleagues effectively	PC1. seek clarification about job related requirements, performance indicators and incentives from reporting superior				
	PC2. record and report work output, exceptions and any anticipated reasons for delays to supervisor as per organisational requirements				
	PC3. escalate grievances and problems to appropriate authority				
	PC4. receive feedback on performance output and quality				
	PC5. report to appropriate authority unethical and inappropriate behaviour at the workplace				
	Communicate with colleagues	12	20		
	PC6. receive information and instructions from colleagues asking clarification where required				
	PC7. accurately pass on information to authorized persons within agreed time and confirm its receipt				
	PC8. give information to others at a pace and in a clear and specific manner				
	PC9. assist others to maximize effectiveness and efficiency in carrying out tasks				
	PC10. display appropriate communication etiquette at work (Communication etiquette: do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa) etc.)				
	PC11. display active listening skills while interacting with others at work				
	PC12. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism as applicable				
	PC13. demonstrate responsible and disciplined behaviours at the workplace (Disciplined behaviours: e.g., punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.)				
	PC14. follow organisational protocol to resolve conflicts at the workplace				
	Communicate effectively with visitors and customers	18	26		
	PC15. meet and greet visitors promptly, treating them politely and making them feel welcome				
	PC16. provide clear and accurate information visitors as per their requirement, while following organisation policies for information access and confidentiality				
	PC17. communicate with the visitors in a polite, professional, and friendly manner				
	PC18. use feedback to clarify communicated message				
	PC19. communicate respecting the gender, cultural and social differences such as modes of greeting, formality, etc.				
	PC20. identify customer dissatisfaction, reason for dissatisfaction, and address them as per standard procedures				
	PC21. maintain proper body language, dress code, gestures and etiquette towards customers and visitors				
	PC22. engage in active listening with visitors and customers on phone				

	PC23. avoid negative questions and statements for clear communication				
	PC24. inform the customers and visitors on delays, any issues, or problems before hand and also on the developments involving them				
	PC25. respond to voice messages, e-mails, etc. of customer immediately				
	Total Marks	40	60		
DGT/VSQ/N0102: Employability skills	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, behaviour 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 and inclusion	1	2		
	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 skills	3	4		
	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 and job	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 and requirements				
	Total marks	20	30		

Annexure 7: Assessment Strategy

Assessment system Overview

- MEPSC will certify the learners. The assessor has to pass an online assessment of theoretical knowledge of the job role and be approved by MEPSC.
- The assessment will have both theory and practical components in a 40:60 ratio.
- While theory assessment is summative and a written exam; practical will involve demonstrations of applications and presentations of procedures and other components. Practical assessment will also be summative in nature.

Testing Environment

- The training partner has to share the batch start date and end date, number of trainees and the job role. Assessment will be fixed for a day after the end date of training. It could be the next day or later. Assessment will be conducted at the training venue.
- The room where the assessment is conducted will be set with proper seating arrangements with enough space to prevent copying.
- Question bank of theory and practical will be prepared by assessment agency and approved by MEPSC. From this set of questions, the assessment agency will prepare the question paper. Theory testing will include multiple choice questions, pictorial questions, etc. which will test the trainee on theoretical knowledge of the subject.
- The theory and practical assessments will be carried out on the same day. If the number of candidates is many, more assessors and additional venues will be organized on the same day of the assessment.
- The presentation will be one mode of assessment and so computers and an LCD projector will be available for assessment. Viva will be used to gauge trainees' confidence and correct knowledge in handling assessment job situations.
- The question paper will be pre-loaded onto the computer, and it will be in the language requested by the training partner.

Assessment Quality Assurance framework

- Assessor has to go through orientation program organized by Assessment Agency. The training would give an overview to the assessors on the overall framework of QP evaluation. Assessor shall be given a NOS and PC level overview of each QP as applicable. The overall structure of assessment and objectivity of the marking scheme will be explained to them.
- The giving of marks will be driven by an objective framework which will maintain standardization of marking scheme.
- In the case of many candidates to be accommodated in one venue for theory assessment, caution is taken not to let the candidates who competed test meet those who have not. Once the first batch has moved out of the knowledge-based assessment area, the second batch will be taken from the main waiting area and seated in the respective seats for their knowledge-based assessment.
- For practical assessment, the instructions for taking the test are clearly written on the board in the lab or shared with the candidates verbally.
- The assessment will be video recorded and submitted to MEPSC. The training partner will also intimate the time of arrival of the assessor and time of leaving the venue. The assessor carries a tablet which is geotagged. This allows MEPSC to additionally track this.

Methods of Validation

- Unless the trainee is registered, the person cannot undergo assessment. To further ensure that the person registered is the person appearing for assessment, id verification will be carried out. Adhar card number is part of registering the candidate for training. This will form the basis of further verification during the assessment. Unless the candidate's name is registered, the person cannot take the test.
- Assessor conducts the assessment in accordance with the assessment guidelines and question bank as per the job role.
- The assessor carries a tablet with the loaded questions. This tablet is geotagged and so it is monitored to check their arrival and completion of assessment.
- Video of the practical session is prepared and submitted to MEPSC.
- Random spot checks/audit is conducted by MEPSC assigned persons to check the quality of assessment.
- The assessment agency will be responsible for putting details in SIP.
- MEPSC will also validate the data and results received from the assessment agency.

Method of assessment documentation and access

- The assessment agency will upload the result of the assessment in the portal. The data will not be accessible for change by the assessment agency after the upload. The assessment data will be validated by the MEPSC assessment team. After uploading, only MEPSC can access this data. MEPSC approves the results within a week and uploads them on SIP.

Annexure 8: Acronym and Glossary

Acronym

Acronym	Description
NSQF	National Skills Qualification Framework
QP	Qualification Pack
NOS	National Occupational Standards
OS	Occupational Standards
NCO	National Classification of Occupations
ISCO	International Standard Classification of Occupations
ISIC	The International Standard Industrial Classification of all economic activities
NSQC	National Skills Qualification Committee
NCVET	National Council for Vocational Education and Training

Glossary

Term	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	The sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
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).
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.

National Occupational Standard	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.
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.
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.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.