NSQF QUALIFICATION FILE
Approved in 4th NSQC Meeting – NCVET- 24th December, 2020

NCVET Code
2020/PWD/SCPWD/04048

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Skill Council for Persons with Disability
501, City Centre, Plot No 5, Sector -12
Dwarka, New Delhi-110076
011 2808 5058-59
info@scpwd.in

Name and contact details of individual dealing with the submission

Name: Mr. Ravindra Singh

Position in the organization: Chief Executive Officer

Address if different from above: same as above

Tel number(s): + 91-011-2808558-59

Email address: ravindra.singh@scpwd.in

List of documents submitted in support of the Qualification File

1. Qualification Pack for CRM Domestic Voice and Model curriculum aligned for Persons with **Blindness/ Visual Impairment.**
2. QRC approval (Joint observation sheet) on CRM Domestic Voice for Persons with **Blindness/ Visual Impairment.**
3. Guidelines for Persons with **Blindness/ Visual Impairment** for Assessors.
4. List of Assistive Tools, Trainer Pre-requisites and Break up of proposed extended hours.

NSQC Approved

NSQF QUALIFICATION FILE
Approved in 4th NSQC Meeting – NCVET- 24th December, 2020

QUALIFICATION FILE SUMMARY FOR THE PwD

Qualification Title	CRM Domestic Voice – PwD VI
Qualification code, If any	PWD/SSC/Q2210
Body/ Bodies which will assess candidates	SCPwD affiliated assessment agency
Body/ bodies which will award the certificate for the qualification	Skill Council for Persons with Disability
Body which will accredit providers to offer the qualification	Skill Council for Persons with Disability
National Learning Hours	572
Disability	Blindness / Visual Impairment.
Entry Requirement	10th Pass
Date of planned review of the qualification	31/03/2023

Formal Structure of the Qualification

Blindness / Visual Impairment				
Title of the unit or other component (Include any identification code used)	**Mandatory/ Optional**	**Estimated size (learning hours)**		**Level**
		Theory	Practical	
Handling touch screen user interface (Bridge Module-PwD)	Mandatory	0	4	
Calling and Messaging (Bridge Module-PwD)	Mandatory	0	3	
Reading books and documents (Bridge Module-PwD)	Mandatory	0	4	
Web browsing and E-mail (Bridge Module-PwD)	Mandatory	0	3	
Other daily use applications (Bridge Module-PwD)	Mandatory	0	4	
Reading Braille (Basic/ Uncontracted Braille in English/ local language) (Bridge Module-PwD)	Mandatory	0	12	
Writing Braille (basic/ un contracted) English/ local language (Bridge Module-PwD)	Mandatory	0	12	
Pre-Cane Skills Sighted Guide and Walking Alone Technique (Bridge Module-PwD)	Mandatory	0	5	
Cane Travel Techniques and Devices (Bridge Module-PwD)	Mandatory	0	10	
Outdoor Practical (Bridge Module-PwD)	Mandatory	0	15	
Make outbound calls to customers (SSC/N3020)	Mandatory	60	256	4
Manage your work to meet requirements (SSC/N9001)	Mandatory	30	93	4
Maintain a healthy, safe and secure working environment (SSC/N9003)	Mandatory	10	51	4

NSQC Approved

Total		**100**	**472**	

NSQC Approved

ASSESSMENT

Name of Assessment Agency (AA):

If there will be more than one Assessment Agency (AA) for this qualification, give details.

- Aspiring Minds Assessments Private Limited
- Induslynk Training Services Pvt. Ltd. (Mercer - Mettl)
- Aon Consulting Private Limited

The list of Assessment Agencies is not limited to above and can extend basis their empanelment with SCPwD and having certified Assessor for the Job role from Domain SSC as well as SCPwD.

ASSESSMENT PROCESS

NOTE: SCPwD adopts the Criteria of the Domain SSC and Assessment is conducted by the AA's which are approved by the Domain SSC as well as empaneled with SCPwD. SCPwD develops assessment guidelines for Persons with **Blindness/ Visual Impairment**, Low vision (Visual Impairment), Speech and Hearing Impairment and Locomotor Disability to assist the assessors during assessment of the candidate. SCPwD conducts Training of Assessors (ToA) and provide them Disability Orientation and Sensitization.

Process followed by SCPwD for assessments:
Being a Horizontal Council, the prerequisites to the assessment process shared by the Domain SSC is followed mandatorily by the assessment agencies. Additionally, they must also follow the guidelines of SCPwD. Below is the assessment process in brief:

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 the 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's 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 complete the documentation formalities.

Post Assessment Phase-

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

NSQC Approved

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed? The Job role has been shortlisted and mapped with Persons with **Blindness/ Visual Impairment**, based on demand by the Industry, Training Partners, Experts and views from the reverent Persons with Blindness / Visual Impairment themselves.
What is the estimated uptake of this qualification and what is the basis of this estimate? IT Sector is one of the fastest growing Sector, out of total training, SCPwD has trained around 30% candidates in PMKVY 2.0 and 13% in PMKVY 1.0 across disabilities in IT sector which has been observed as the second highest after Retail. SCPwD has also initiated research in order to capture demand aggregation sector wise/job role wise/disability wise.
What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF? Non duplication has been ensured by the Domain SSC.
What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? The Qualification Pack for CRM Domestic Voice was adopted based on the industry demand for Persons with Disability. SCPwD develops disability specific Expository which contains expounded information on tools/technology /assistive devise for specific disability. The QP is revised at frequent intervals by Domain SSC, to capture updates in the sector. Similarly, Expository is also reviewed and revised to capture updates on any further development /innovations in the specific disability for facilitating the trainers as well as the assessors in addition to the learners. It may be noted that as and when the Domain SSC revises the QP corresponding adoption and updating is done by SCPwD in the related Job Role.

NSQC Approved

Annexure 1: QRC Approval (Joint Observation Sheet)

SCPWD / 15 MCs + Expositories

N·S·D·C National Skill Development Corporation

Date November 30, 2018.

QRC Members Joint Declaration/Recommendations Sheet

QRC Members Praveen Roy, J V Rao, Manik Sabharwal

SSC Representatives
Anup K Srivastava
Nisha

Recommendations
Assessments on QPs that are ~~being~~ now reviewed / revised / or rationalized (old) will need to be discussed Discussion on the IT-Systemic changes ~~as~~ & required if/as SCPWD candidates are not trained or assessed on specific NOS especially for the issuance of transcripts.
Resolutions as Accepted by SSC
Submission Date
Approved.

Signature of QRC Members and Presenting SSC's CEO

Praveen Roy

Annexure 2: Guidelines for the assessment of Persons with Blindness/ Visual Impairment

Common guidelines for assessment of Trainees from all the categories of Disability

- Validate the type of Disability of the candidate along with the original Disability Certificate (Please note: In PMKVY, the batch should not have the candidates with Multiple Disabilities and the Disability type should be same as provided in SDMS).
- Do ask questions openly. Do not assume anything. For example, ask your trainees with disability if they need any change in the kind of assessment setup provided.
- Be prepared to make your assessments person-specific including the practical part too without compromising on the criteria set up by the Domain SSC.
- Provide the candidate with the desired assistive devices which may vary from candidate to candidate.
- Do understand that every trainee with disability has a journey: he/she are likely to have identified solutions that best work for him/her. Do not expect your trainees with disability to go through the same processes with the same rigour as your trainees without disability.
- Remember that your trainees with disability are going to work with persons without disability. Pitying, belittling or lowering the standards would defeat the purpose.
- An extension of 20 minutes per hour is recommended. This can be further increased as per circumstances/ requirement of the candidate (for details please refer to the Examination Guideline developed by MSJE).
- Services of scribe/ writer/ reader/ lab assistant should be allowed to any person who has Disability of 40% or more if so desired by the person.
- General comfort of the candidate should be kept in view inside the assessment room.
- Follow the health/ safety guidelines if any issued by the authorities.

Specific Guidelines

- When greeting a Person with Blindness/ Visual Impairment, always identify yourself and others who may be with you e.g., “my name is Rohit and on my right is Sushma.”
- When conversing in a group, give a vocal cue by announcing the name of the person to whom you are speaking e.g., “Mary, what do you think about the process.”
- Speak in a normal tone of voice, indicate in advance when you will be moving from one place to another and let it be known when the conversation is at an end.
- Offer a Person with Blindness/ Visual Impairment the opportunity to take your arm or the elbow, this enables you to guide them rather than propel or lead them.
- Provide detailed, clear and descriptive information.
- Minimize unnecessary noise in the background so that Students with Blindness/ Visual Impairment can hear you speak.
- For computer assessment, the computer must have screen reader software installed for ease of access, and assessment software should be compatible with screen reader and magnifier.
- Visual elements in assessment paper needs to be given with alternate question or description. For instance, if the non-verbal reasoning exercise is given in graph form, an alternate should exist in verbal form.

NSQC Approved

Annexure 3: Assistive Tools, Trainer Pre-requisites and Break up of proposed extended hours

List of tools/equipment to conduct the training

Any of the following tools may be used during the training of Persons with Blindness/ Visual Disability

- Voiceover
- Talkback
- Nuance Talks
- Mobile Speak
- ORCA
- Dolphin Supernova
- DAISY
- Tactile diagrams
- Tactile stickers
- Tactile flooring
- Non-Visual Desktop Access (NVDA)
- Job Access with Speech (JAWS)
- Films on Braille teaching with visual portion described and demonstrated by the trainer Stylus and interline and interpoint Braille slate
- Braille writing paper
- Braille Note taker such as Orbit 20
- Sheets containing words /sentences/paragraphs in local language un contracted Braille
- Books in interline and inter point local language un contracted Braille
- Low-cost Braille embosser
- Low-cost Braille note taker
- Long Cane
- Folding Cane
- Smart Cane
- Scanner with OCR technology
- Magnification devices
- Mobile with accessibility features
- Computer/ Desktop in ratio 1:1
- Suitable Screen reading software either JAWS or NVDA

NSQC Approved

Trainer Qualification:

Minimum Educational Qualifications: 10th Standard

In addition to Domain SSC (as above) Disability specific additional requirement for the trainer are:

Disability Specific Top Up module (Visual Impairment): The Inclusive Trainer should be certified by SCPwD with minimum accepted score of 80% as per SCPwD guidelines in Disability Specific Top Up on Visual Impairment / QP of Trainer-PwD. A Diploma in Computer Education

(Visual Impairment)-D.C.E. (VI) offered by Rehabilitation Council of India, Ministry of Social Justice and Empowerment is preferred.

Disability specific Experience: Minimum 1-year training experience is mandatory for training Persons with Blindness / Visual Impairment.
In respect of Braille Training 100 hours of course work in reading and writing Bharati Braille (local language) is recommended.

Training Duration

Break up of pre training/ foundation course:

S.NO.	MODULE	THEORY (hours)	PRACTICAL (hours)	TOTAL (hours)
1	**SMART PHONE TRAINING (18 hours)**			
	Handling Touch Screen User Interface	0	4	**4**
	Calling and Messaging	0	3	**3**
	Reading Books and Documents	0	4	**4**
	Web Browsing and E-mail	0	3	**3**
	Other Daily Use Applications	0	4	**4**
2	**ORIENTATION AND MOBILITY (30 hours)**			
	Pre- Cane Skills	0	5	**5**
	Cane Travel Techniques and Devices	0	10	**10**
	Outdoor Travel (Rural, Urban, Use of Public Transport etc.)	0	15	**15**
3	**BRAILLE TRAINING (24 hours)**			
	Reading Braille (Basic/Un- contracted Braille in English/ Local Language)	0	12	**12**
	Writing Braille (Basic/Un-contracted Braille in English/ Local Language)	0	12	**12**
GRAND TOTAL		0	72	72

- In addition to the above Pre-Training Modules, for each job role, increase of 1/3rd of the total domain wise practical duration in the training hours has been recommended for Persons with Blindness /Visual Impairment.
- The total **additional hours** recommended by SCPwD for CRM Domestic Voice are 172 hours.

NSQC Approved