

**NSQF QUALIFICATION FILE**

Approved in 10<sup>th</sup> NCVET - NSQC meeting, dated: 29<sup>th</sup> July, 2021

**CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE****Name and address of submitting body:**

Healthcare Sector Skill Council  
Office No. 520-521, 5th Floor, DLF Tower A, Jasola, New Delhi - 110025, India

**Name and contact details of individual dealing with the submission**

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**List of documents submitted in support of the Qualifications File**

1. Qualification Pack HSS/Q6105, V2.0
2. Model Curriculum containing the following:
  - a. Indicative list of tools/equipment to conduct the training
  - b. Trainers qualification
  - c. Distribution of training duration into theory/practical/OJT component
3. Occupational Map
4. Validation from NHA

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### SUMMARY

1	<b>Qualification Title:</b> Pradhan Mantri Arogya Mitra
2	<b>Qualification Code, if any:</b> HSS/Q6105, V 2.0
3	<b>NCO code and occupation:</b> NCO-2015/4419.9900
4	<b>Nature and purpose of the qualification (Please specify whether qualification is short term or long term):</b> This is a short-term Qualification. The role holder will assist in implementing Ayushman Bharat - Pradhan Mantri Jan ArogyaYojna(ABPM-JAY)
5	<b>Body/bodies which will award the qualification:</b> Healthcare Sector Skill Council
6	<b>Body which will accredit providers to offer courses leading to the qualification:</b> Healthcare Sector Skill Council
7	<b>Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy) :</b> Yes
8	<b>Occupation(s) to which the qualification gives access:</b> Non- Direct Care, i.e. where the job role holders care for patients but without directly being involved in the treatment.
9	<b>Job description of the occupation:</b>  National Health Agency (NHA), the agency entrusted with the task of implementing AB-PMJAY. The Pradhan Mantri Arogya Mitra(AM) is a specially designed qualification as per the norms of National Health Authority for the purpose of implementation of Ayushman Bharat - Pradhan Mantri Jan Arogya Yojna (AB-PMJAY).  The Pradhan Mantri Arogya Mitra(AM) is the primary contact for the beneficiaries at every empanelled hospital care provider. TheAMshall be extensively responsible for operating the BeneficiaryIdentification System to identify and verify the beneficiaries entitled under Ayushman Bharat - Pradhan Mantri Jan ArogyaYojna(ABPM-JAY); undertaking TransactionManagementsuch as submitting requests for Pre-Authorization and Claims and guiding the Beneficiary about the overall benefits under ABPM-JAY and providing information related to prompt treatment at empanelled hospital care provider.
10	<b>Licensing requirements:</b> N/A
11	<b>Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided):</b> N/A
12	<b>Level of the qualification in the NSQF:</b> Level 3
13	<b>Anticipated volume of training/learning required to complete the qualification:</b> 45 Hours
14	<b>Indicative list of training tools required to deliver this qualification:</b> <b>Unique Equipment Required:</b>  Biometric device, Computer, Printer, Modem, Scanner, Digital camera, Webcam  Specific Tools and materials for the Modules: <ul style="list-style-type: none"><li>• Class A, B, C, D and K fire extinguishers</li><li>• First aid kit with all contents</li><li>• Personal Protective Equipment</li></ul>

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<b>15</b>	<b>Entry requirements and/or recommendations and minimum age:</b> 12 <sup>th</sup> standard pass (Existing Staff of a Healthcare Facility with 1 year experience)  Knowledge of basic computer knowledge such as Performing data entry (Typing) in English, Perform data sharing/transfer from/to computer through cables/ wireless modes using different mobile apps/ remote access software.		
<b>16</b>	<b>Progression from the qualification (Please show Professional and academic progression) :</b> Pradhan Mantri Arogya Mitra(Level 3) can progress to 'Hospital Front Desk Coordinator (Level 4 ) and after it to Patient Relations Associate' (Level 5)		
<b>17</b>	<b>Arrangements for the Recognition of Prior learning (RPL):</b> Yes		
<b>18</b>	<b>International comparability where known (research evidence to be provided):</b> N.A		
<b>19</b>	<b>Date of planned review of the qualification:</b> 31/12/2024		
<b>21</b>	<b>Formal structure of the qualification</b>		
	<b>Mandatory components</b>		
<b>(i)</b>	<b>Title of component and identification code/NOSs/Learning outcomes</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
<b>1</b>	Use computers and other electronic equipment required for carrying out activities related to AB PM-JAY operations	05	4
<b>2</b>	Prepare for AB PM-JAY help desk operations	04	4
<b>3</b>	Provide relevant AB PM-JAY information to others	04	4
<b>4</b>	Check eligibility and verify patients / beneficiaries for AB PM-JAY	08	4
<b>5</b>	Carry out process related to Transaction Management System (TMS)	08	4
<b>6</b>	Comply with Infection Control and Bio Medical Waste Disposal Policies	04	4
<b>7</b>	Maintain a safe and secure working environment	07	4
<b>8</b>	Maintain interpersonal relationships and professional conduct	05	4
	Sub Total (A)	45	
	Optional components (N/A)		
	Total (A+B) :45 hrs		

**SECTION 1**  
**ASSESSMENT**

21	<p><b>Body/Bodies which will carry out assessment:</b> Healthcare Sector Skill Council</p>
22	<p><b>How will RPL assessment be managed and who will carry it out?</b></p> <p>National Health Authority/State Health Authority would identify the candidates who would need to undergo the RPL/Upskilling Trainings and Assessments.</p> <p>The shortlisted candidates for RPL/Upskilling shall undergo the orientation on the QP NOS, Training Content, Curriculum including skills related to soft skills, communication, computer literacy etc.</p> <p>To undertake the orientation activities for the shortlisted candidates, a pool of trainers and master trainers shall be created.</p> <p>After completion of the training, candidates shall be assessed based on QP NOS by Healthcare Sector Skill Council as per defined assessment process.</p>
23	<p><b>Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.</b></p> <p>The HSSC Accreditation process is divided into two steps:</p> <ol style="list-style-type: none"> <li>1) Pre-accreditation process: <ul style="list-style-type: none"> <li>• Apply for Accreditation: Application form with desired documents in prescribed format to be sent.</li> <li>• Document Compliance Check: to be done for ensuring the compliance and adherence of applied assessing body according to criteria laid down by HSSC.</li> <li>• Presentation on Quality Assurance: to be given by Assessing body highlighting the quality assurance process laid down by AB at the process points</li> <li>• Once the assessing body clears the due diligence process, the accreditation is given along with terms and conditions.</li> </ul> </li> <li>2) Post-accreditation process: Post accreditation, the accredited assessing bodies needs to fulfill following minimum eligibility criteria or requisites for implementation: <ul style="list-style-type: none"> <li>• All Empanelled Assessors would have to undergo “Train the Assessor” Program conducted by HSSC for each job role from time to time.</li> <li>• Accredited Assessing Body would have to abide with requisite time-lines, policies and regulations declared by HSSC.</li> <li>• Accredited Assessing Body with times would have to</li> </ul> </li> </ol>

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	<p>contribute in expansion of the questionnaire.</p> <p>QA Regarding Assessment Criteria &amp; papers:</p> <p>The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.</p> <p>The assessment papers for both theory and practical are developed by Subject Matter Experts (SME) from NHA in collaboration with HSSC. The assessments papers are also checked for the various outcome based parameters such as quality, time taken, precision, tools &amp; equipment requirement etc.</p> <p>All HSSC accredited Assessment Agency follow the "HSSC process of Assessment Framework" and HSSC approved assessment papers. The assessment by assessment agency will be completely based on the assessment criteria as mentioned in the Qualification Pack developed by HSSC.</p> <p>Each NOS in the Qualification Pack (QP) will be assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Performance Criteria in the NOS will be assigned marks for or practical based on relative importance, criticality of function and training infrastructure.</p>
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Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

### ASSESSMENT EVIDENCE

**Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.**

*NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e., Learning Outcomes to be assessed, assessment criteria and the means of assessment.*

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### Assessment evidences

**Title of Component:** Pradhan Mantri Arogya Mitra

### Criteria for Assessment Of Trainees

**Job Role:** Pradhan Mantri Arogya Mitra

**Qualification Pack:** HSS/Q6105, V2.0

**Sector Skill Council:** Healthcare Sector Skill Council

#### **Guidelines for Assessment:**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

<b>National Occupational Standards</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>	<b>Total Marks</b>	<b>Weightage</b>
HSS/N6120. Use computers and other electronic equipment required for carrying out activities related to AB PM-JAY operations	80	80	40	30	230	10
HSS/N6130. Prepare for AB PM-JAY help desk operations	40	40	20	20	120	10
HSS/N6131. Provide relevant AB PM-JAY information to others	60	36	30	27	153	10
HSS/N6132. Check eligibility and verify patients / beneficiaries for AB PM-JAY	30	20	20	20	90	20

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HSS/N6133.Carry out process related to Transaction Management System (TMS)	94	80	40	60	274	20
HSS/N9620.Comply with Infection Control and Bio Medical Waste Disposal Policies	21	14	-	16	51	10
HSS/N9624.Maintain a safe and secure working environment	10	10	-	10	30	10
HSS/N9625.Maintain interpersonal relationships and professional conduct	15	20	-	17	52	10
<b>Total</b>	<b>350</b>	<b>300</b>	<b>150</b>	<b>200</b>	<b>1000</b>	<b>100</b>

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### SECTION 2

#### 25. EVIDENCE OF LEVEL

##### OPTION A

Title/Name of qualification/component: Enter the title here number			Level: Add level
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relate to the NSQF level descriptors.	NSQF Level
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

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### OPTIONB

Title/Name of qualification/component: Pradhan Mantri Arogya MitraLevel: 3			
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p><b>Work in familiar, predictable, routine, situation of clear choice.</b></p> <ul style="list-style-type: none"><li>• Obtain necessary stock of various supplies including information booklets/pamphlets, forms and formats, stationery, etc. as per need inventory level requirements</li><li>• Carry-out opening inventory procedures to account for available stock, record and report as per procedure</li><li>• Test internet and phone signal connectivity and strength to determine adequacy for operations</li><li>• Provide information to eligible patients/targeted beneficiaries and their representatives regarding the eligibility verification process, documents required, benefits, packages, etc. relevant to their eligibility category</li><li>• Determine the eligibility of the patient for scheme related benefits by various</li></ul>	<p>Pradhan Mantri Arogya Mitra carry out a job which may require limited range of activities routine and predictable.</p> <p>Pradhan Mantri Arogya Mitra knows the Basic facts, process and principle applied in his profession.</p>	3

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Title/Name of qualification/component: Pradhan Mantri Arogya Mitra Level: 3			
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>methods</p> <ul style="list-style-type: none"> <li>• Various methods: questioning, physical document verification, BIS web portal</li> <li>• Carry out a physical verification of the identify document to verify a first level match</li> <li>• Query the BIS web portal using name/family name using various parameters to check registration of the patient</li> <li>• Add and verify details of the patient/beneficiary using AADHAR or Non-AADHAR verification options</li> </ul>		
Professional knowledge	<p><b>Factual knowledge of field of knowledge or study.</b></p> <ul style="list-style-type: none"> <li>• Eligibility criteria for beneficiaries of the Ayushman Bharat scheme</li> <li>• Schemes that have been subsumed within the Ayushman Bharat Scheme</li> <li>• Schemes: RashtriyaSwasthyaBimaYojna (RSBY); Senior Citizens Health Insurance Scheme (SCHIS);</li> <li>• Documents eligible for individual and</li> </ul>	Pradhan Mantri Arogya Mitra should be well aware of the program guidelines to help beneficiaries to avail the benefits.	3

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Title/Name of qualification/component: Pradhan Mantri Arogya Mitra Level: 3			
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>family verification of eligibility</p> <ul style="list-style-type: none"> <li>• Process to use the information Kiosk</li> <li>• Inclusions and exclusions of the scheme for patients/beneficiaries</li> <li>• Process to get an ABPM-JAY Health Card</li> <li>• Process to issue a duplicate card in case of loss or damage</li> <li>• Registration process for patients/beneficiaries</li> <li>• Pre-authorisation process for patients/beneficiaries</li> <li>• Claim process for patient/beneficiaries</li> <li>• Data protection and privacy laws and guidelines when dealing with personal information and information documents of others</li> </ul>		
Professional skill	<p><b>Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts</b></p> <ul style="list-style-type: none"> <li>• Login to the BIS web portal successfully</li> <li>• Ask for the correct, eligible and required documents to check registration on the BIS portal</li> </ul>	The job role holder is required to Recall and demonstrate practical skill, routine and repetitive in narrow range of application	3

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NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"><li>• Carry out a physical verification of the identify document to verify a first level match</li><li>• Query the BIS web portal using name/family name using various parameters to check registration of the patient</li><li>• Add and verify details of the patient/beneficiary using AADHAR or Non-AADHAR verification options</li><li>• Submit the records for further verification from approved authorities using laid down procedures</li><li>• Register patients with approved health card ID onto the scheme directly or through telephone in case of emergencies</li><li>• Login and register patient details accurately in the designated field</li><li>• Patient details: Patient health card number, card address, communication address, hospital details and action</li></ul>		

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NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>type</p> <ul style="list-style-type: none"> <li>• Generate a claim number by successfully verifying the pre-authorization</li> <li>• Generate status responses to queries for checking pre-auth panel doctor (PPD) decision and comments</li> <li>• Submit the reimbursement claim accurately, as per laid down procedure, liaising with the Medical officer for collecting necessary documents</li> </ul>		
Core skill	<p><b>Language to communicate written or oral, with required clarity, skill to basic arithmetic and algebraic principles, basic understanding of social political and natural environment.</b></p> <ul style="list-style-type: none"> <li>• Liaise with the empanelled hospital care provider for timely admission and availability of bed to patient</li> <li>• Guide patients to locate correct facilities and receive prompt treatment</li> </ul>	<p>Communication written and oral, with minimum required clarity, skill of basic arithmetic and algebraic principles, personal banking, basic understanding of social and natural environment.</p>	3

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NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"><li>• Record and forward all grievances to the notice of Grievance Cell directly or through District Coordinator</li><li>• Write in English/Hindi and the local language short texts including messages, instructions, scheme details</li><li>• Provide scheme information to enquirers in English/Hindi and the local language, clearly and accurately</li><li>• Speak to supervisors and support personnel to clarify doubts or to seek new information following organisational and professional communication protocols</li><li>• Identify customer needs as the source of own work and organizational purpose and existence</li><li>• Connect own actions and help desk efficiencies as a factor for customer satisfaction</li></ul>		
Responsibility	Responsibility for own work and learning.	PMAM work under close supervision. Some	3

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Title/Name of qualification/component: Pradhan Mantri Arogya Mitra Level: 3			
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"><li>• Determine eligibility by interpreting correctly the 'name match score' and 'family match score'</li><li>• Submit the records for further verification from approved authorities using laid down procedures</li><li>• Carry out a physical verification of the identify document to verify a first level match</li><li>• Login and register patient details accurately in the designated field</li><li>• Patient details: Patient health card number, card address, communication address, hospital details and action type</li><li>• Generate a claim number by successfully verifying the pre-authorization</li><li>• Generate status responses to queries for checking pre-auth panel doctor (PPD) decision and comments</li><li>• Verify patient discharge summary,</li></ul>	responsibility for own work within defined limit.	

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Title/Name of qualification/component: Pradhan Mantri Arogya MitraLevel: 3			
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>provide follow-up information to the beneficiaries</p> <ul style="list-style-type: none"><li>• Submit the reimbursement claim accurately, as per laid down procedure, liaising with the Medical officer for collecting necessary documents</li></ul>		

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### SECTION 3

#### EVIDENCE OF NEED

26	<b>What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?</b>		
	<b>Basis</b>	<b>In case of SSC</b>	<b>In case of other Awarding Bodies (Institutes under Central Ministries and states departments)</b>
	<p><b>Need of the qualification</b> Ayushman Bharat-Pradhan Mantri Jan Arogya Yojna aims to cover more than 10 crore families across all states.</p> <p>There is a need of huge number of Pradhan Mantri Arogya Mitras to promote the scheme and help in successful implementation.</p>	<p>Health Sector Skill Council (HSSC) has prepared QP NOS, Model Curriculum and Qualification File for Pradhan Mantri Arogya Mitra. The QP &amp; MC has been reviewed and validated through nodal agency.</p>	
<p><b>Industry Relevance</b> The Qualification pack is made as per the program guidelines covering all aspects of the ABPM-JAY.</p>	<p>National Health Agency (NHA), the agency entrusted with the task of implementing ABPM-JAY has proposed to identify and train a pool of personnel who will be responsible for (i) beneficiary verification, (ii) beneficiary authentication (with internet and without internet), (iii) beneficiary query management, (iv) grievance redressal, and</p>		

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		(v) handling emergency cases. These are named “Pradhan Mantri Arogya Mitra” their numbers per hospital may vary depending on case load.	
	Usage of the qualification This Qualification Pack will be used across all states to implement Ayushman Bharat-Pradhan Mantri Jan ArogyaYojna	The SSC would submit details of the employment generated (wherever applicable) and realised by virtue of training in the Qualifications of the sector earlier submitted for NSQF alignment.	
	Estimated uptake Each empanelled hospital will appoint anPradhan Mantri Arogya Mitra to register and implement this AB-PMJAY. The numbers are expected to be huge.	The SSC would submit the estimated uptake of the qualification and What steps were carried out to test the likely uptake of the qualification? The basis of this estimate should include data about the number of jobs or places in courses of learning which will be available to people who are awarded the qualification.	The Submitting Body should submit the estimated uptake by reflecting the number of the takers for this qualification for at least two years from submission of the qualification.
27	<p><b>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences</b></p> <p>Nodal Person from National Health Agency (NHA), the agency entrusted with the task of implementing AB-PMJAYhas validated the revised documents.</p>		

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28	<p><b>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</b></p> <ul style="list-style-type: none"><li>• NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work Is being sent to NSDC QRC team for the confirmation of the same.</li></ul>
29	<p><b>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? Specify the review process here</b></p> <ul style="list-style-type: none"><li>• Monitoring of results of assessments, training delivery</li><li>• A formal review is scheduled in three year time</li></ul>

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

### **SECTION 4**

#### **EVIDENCE OF PROGRESSION**

30	<p><b>What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?</b></p> <p>Horizontal and vertical mobility options have been articulated.</p>
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Please attach most relevant and recent documents giving further information about any of the topics above.

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1. Occupational Map - Annexure 3

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