

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Haryana Knowledge Corporation Limited,

Naresh Deshmukh – 9501102394,
Meghesh Saini - 8725088580,
Landline – 0172 – 5210271/51/52

Name and address of submitting body:

Haryana Knowledge Corporation Limited,
4th Floor, HSIIDC IT Park, South Block,
Plot No 1,
Sector 22, Panchkula – 134109.

Name and contact details of individual dealing with the submission

Name: Meghesh Saini

Position in the organisation: Regional Manager

Address if different from above: Same as above

Tel number(s): 8725088580, 0172-5210271

E-mail address: megsheshs@hkcl.in

List of documents submitted in support of the Qualifications File

1. Syllabus,
2. Detailed Curriculum,
3. Lesson Plan,
4. Career Guide

Model Curriculum to be added which will include the following:

- **Indicative list of tools/equipment to conduct the training**
- **Trainers qualification**
 - Trainer Qualification: Graduation and Every Trainer is required to pass an ONCET Examination taken by HKCL. Successful Candidates are recommended as Learning Facilitators for Authorized Learning Center (ALC).
- **Lesson Plan**
- **Distribution of training duration into theory/practical/OJT component**

NSQF QUALIFICATION FILEApproved in 23rd NSQC Meeting, 22nd August 2019**SUMMARY**

1	Qualification Title	Communication Skills and Soft Skills
2	Qualification Code, if any	
3	NCO code and occupation	4226, 4419.0500
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	Nature: Qualification enables the trainee to develop capacity to perform as Skill Development Executive or Support or Helpdesk or Trainer for communication, IT and soft skills - to impart effective communication skills - to provide adequate language proficiency in English - to raise employability skills in the domain - ability to improve performance at work place - To develop leadership skills to improve teamwork, creativity, efficiency & productivity.
5	Body/bodies which will award the qualification	Haryana State Board of Technical Education (HSBTE) and Haryana Knowledge Corporation Limited (HKCL)
6	Body which will accredit providers to offer courses leading to the qualification	Haryana Knowledge Corporation Limited
7	Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy)	Affiliation norms are attached.
8	Occupation(s) to which the qualification gives access	After Successfully Completing this course, Learners shall be able understand the soft skills and effective communication skills. As per a research from Harvard and Stanford Universities, 85% of Soft skills are required to retain or get a job, while only 15% are the hard skills. These skills are generic in nature and would help job seekers as well as the employees of the Organization also.
9	Job description of the occupation	Give practice to the workers of the company can to soft skills. Due to better communication, the job of any company's front desk or executives or personnel can be found. The company helps in communicating with foreign delegates. Due to the improvement of communication skill, we can share thoughts clearly, which opens the way for promotion in the company. Can

NSQF QUALIFICATION FILE

Approved in 23rd NSQC Meeting, 22nd August 2019

		give training to students to increase their soft skills and language knowledge.	
10	Licensing requirements	N/A	
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	N/A	
12	Level of the qualification in the NSQF	Level 3	
13	Anticipated volume of training/learning required to complete the qualification	120 Hrs.	
14	Indicative list of training tools required to deliver this qualification	Software tools used – ERA LMS (eLearning Revolution for All), MS Windows	
15	Entry requirements and/or recommendations and minimum age	8 th Pass and having Knowledge of Computers	
16	Progression from the qualification (Please show Professional and academic progression)	This qualification will enable the trainees to acquire the essential skills required to become employable and can also help in retaining jobs.	
17	Arrangements for the Recognition of Prior learning (RPL)	N/A	
18	International comparability where known (research evidence to be provided)	<i>Skills are mapped to competencies expected as per CEFR (Common European Framework Reference) A1 and A2 standards</i> <i>City & Guilds</i> Common Core State Standards Initiative Arizona Workplace Employability Skills Project	
19	Date of planned review of the qualification.	Jan 2024	
20	Formal structure of the qualification		
	Mandatory components		
	Title of component and identification code/NOSs/Learning outcomes	Estimated size (learning hours)	Level
	Improve Accuracy in Grammar Refines reading skills	120	3

NSQF QUALIFICATION FILEApproved in 23rd NSQC Meeting, 22nd August 2019

	Development of reading skills Correct Pronunciation Art of Conversation Honest listening skills through audio sessions Enhance communication & soft skills through daily practice Role Plays		
	Sub Total (A)	120	
	Optional components		
	Title of component and identification code/NOSs/ Learning outcomes	Estimated size (learning hours)	Level
	Process Folio Processfolio Sample Video https://www.youtube.com/watch?v=KhSHK1v0NX8 All the Learners are required to upload videos of what they learned in the course in the form of videos. This helps in effective and better communication and self-evaluation also.		
	Sub Total (B)		
	Total (A+B)	120 Hrs	

SECTION 1
ASSESSMENT

21	<p>Body/Bodies which will carry out assessment: Examination Department, Haryana Knowledge Corporation Limited</p>
22	<p>How will RPL assessment be managed and who will carry it out?</p>
23	<p>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.</p> <p>The Evaluation of the Learners in the course is done purely by the system and all the Learners are assessed on the same parameters. Overall assessment can be understood by the following –</p> <p>The assessment of each learner is divided into two parts – Internal assessment and External Examination.</p> <p><u>Internal Assessment:</u> is a Continuous Internal Evaluation of a Learner as a learner learns in the course. This assessment is done after completing respective Theory session.</p> <p><u>System based assessment:</u> Internal assessment is done by throwing Objective and Practical questions at the Learner through ‘Take-a-Challenge’ (TAC), ‘Take-a-Bigger-Challenge (TABC)’ and Online Tests. Each question carries certain marks. A Learner is given three attempts to solve a question. If the Learner successfully solves the question in first three attempts, he/she gets full marks allocated for that question. But if Learner is not able to solve question in three attempts, a hint is given, and marks are deducted. In this way, a Learner can solve a question. A Learner must solve these TACs and complete Online tests (Continuous and Comprehensive Evaluation) to proceed ahead in the process of Learning. Once a Learner Successfully solves these question, marks are scored and recorded on server. Unless a Learner has solved a question correctly, s/he will not be able to proceed ahead in the course. An alternate similar question is presented if Learner gives incorrect answer. A Learning outcome is thus recorded and maintained on server.</p>

NSQF QUALIFICATION FILE

Approved in 23rd NSQC Meeting, 22nd August 2019

The TACs are Objective questions also cover a wide variety of practical application. The objective is to impart a learning that is practical and useful in today's world.

External Examination consists of a Final examination taken under controlled environment by HKCL. The exam consists of computer based Quasi Online test of 25 questions carrying 2 mark each. The duration of the test is 30 minutes. HKCL's policy has always been to encourage excellence and transparency in Examination. External Examination is taken in the following manner –

Learners Eligible for appearing in a particular exam event are listed. These are the Learners who score 20 marks in the internal are eligible for final evaluation. Learners are allotted nearest exam center. At each exam center, an Invigilator is appointed by HKCL who carries out the examination process.

As Examination Process is Quasi-Online, Data is sent to every exam center and exam center synchronizes the data. Only then the paper gets started. Exams are then enabled. Invigilator checks admit card and ID proof of Learners and then allows them to take the examination under his/her invigilation. Signature of Learners taken on attendance sheets and are being sent to HKCL after the exam as evidence. These Attendance sheets are signed by the Invigilator. Invigilator uploads data from exam center and data gets collected on HKCL's servers. After Data upload, Provisional Pass Certificates are also generated instantly and are being sent by the Invigilator alongwith. A Learner may also obtain these Provisional Certificates from the exam center after the exam. Thus, the Learner has material evidence of exam.

The result of exams are also made available on
<http://solarex.mkcl.org/EF/exam/resultDisplay.jsp?vId=6>

Learner Login –
<https://drive.google.com/open?id=1j83EeKqF8LU5raz4aKQBHWIS4kq7bVAy>

With continuous and comprehensive internal assessment, during Learning, every Learner is personally accessed on same parameters. Moreover, the content delivery mechanism involved in the process and the examination system has been time tested, which makes the overall assessment to be valid, reliable and fair.

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 the qualification” in the Summary.

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

NSQC Approved

24. Assessment evidences

Title of Component: Internal Assessment of Learner in Communication Skills and Soft Skills.

Outcomes to be assessed	Assessment criteria for the outcome
<p>Internal Assessment – System based Objective and Practical Questions</p>	<p>Objective and Practical Questions Divided into the following</p>
<ol style="list-style-type: none"> 1. Improve Accuracy in Grammar 2. Refines reading skills 3. Development of reading skills 4. Correct Pronunciation 5. Art of Conversation 6. Honest listening skills through audio sessions 7. Enhance communication & soft skills through daily practice 8. Role Plays 	<p>System based assessment: Internal assessment is done by throwing Objective and Practical questions at the Learner through ‘Take-a-Challenge’ (TAC), ‘Take-a-Bigger-Challenge (TABC)’ and Online Tests. Each question carries certain marks. A Learner is given three attempts to solve a question. If the Learner successfully solves the question in first three attempts, he/she gets full marks allocated for that question. But if Learner is not able to solve question in three attempts, a hint is given, and marks are deducted. In this way, a Learner can solve a question. A Learner must solve these TACs and complete Online tests (Continuous and Comprehensive Evaluation) to proceed ahead in the process of Learning. Once a Learner Successfully solves these question, marks are scored and recorded on server. Unless a Learner has solved a question correctly, s/he will not be able to proceed ahead in the course. An alternate similar question is presented if Learner gives incorrect answer. A Learning outcome is thus recorded and maintained on server.</p> <p>The TACs are Objective questions also cover a wide variety of practical application. The objective is to impart a learning that is practical and useful in today’s world.</p>
<p>Final Exam: System Based</p>	<p>40% marks to be scored (20 out of 50) – Mode – Computer based Online Test to be taken under invigilation by HKCL of 30 minutes. Each question carrying 1 mark each. Total</p>

NSQF QUALIFICATION FILE

Approved in 23rd NSQC Meeting, 22nd August 2019

	25 Questions.
<p>Means of assessment</p> <p>Internal Assessment – System based Objective questions, Practical questions and Quasi Online test. (Continuous and Comprehensive Evaluation). A Learner must score at least 40% in the internal assessment for being eligible for the Final exam.</p> <p>External Assessment/Final Exam – System based Online test by HKCL</p>	<p>Assessment Evidence - https://drive.google.com/open?id=1j83EeKqF8LU5raz4aKQBHWIS4kq7bVAy</p> <p>Results - http://solarex.mkcl.org/EF/exam/resultDisplay.jsp?jvld=6</p>
<p>Pass/Fail</p> <p>A Learner passes if s/he scores 40% in the final assessment.</p>	

All the questions in the External Examination are divided into 3 levels.

- Level 1 = Low difficulty level
- Level 2 = Medium difficulty level
- Level 3 = High difficulty level

Exam Pattern: Level wise distribution of questions and Marks

Level	Difficulty	No. of questions			Marks per question	Maximum Marks
		Objective	Practical	Total		
1	Low	3	7	10	2	20
2	Medium	3	7	10		20
3	High	2	3	5		10
TOTAL		8	17	25		50

NSQC Approved

NSQF QUALIFICATION FILE

Approved in 23rd NSQC Meeting, 22nd August 2019

SECTION 2

25. EVIDENCE OF LEVEL

Title/Name of qualification/component: Communication Skills and Soft Skills		Level: 3	
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process	The job holder is expected to have the knowledge and display expertise skills in the field of work like: – Basic operation of computer and OS – MS office applications. One must have Good Verbal and Written Communication skills in English as well as have soft skills that are the most required to retain and acquire a Job.	Individual After acquiring skills in English Language and Soft Skills, one can communicate well in English daily.	3
Professional knowledge	The job holder is required to have knowledge in the related field of work like: – Fundamentals of MS office, Internet – Systems and English and Soft skills trainer. As English Communication and Soft skills trainer, one can create an environment which is required to develop skills in the language. Demonstrate students on improving their skills and Job holders also see the importance to Soft skills in retaining as well as acquiring a Job. As a Support Executive, one is able to see the skills improving.	The job holder understands the basic facts, process and principles involved in his job as an English trainer, as well as Soft skills trainer. Soft skills are Important part to be taught along with English Curriculum.	3
Professional skill	The job holder needs to know and understand English as a Language and how to teach it to Learners along with importance to Soft skills	The job role includes the teaching of English Language and Soft skills in the job, which repetitive in narrow range of application.	3

NSQF QUALIFICATION FILE**Approved in 23rd NSQC Meeting, 22nd August 2019**

Title/Name of qualification/component: Communication Skills and Soft Skills			Level: 3
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
	also.		
Core skill	The job holder is expected to be Possess knowledge and skills regarding: – Tools of teaching English Language and Soft skills. Fundamental knowledge of IT and internet browsing techniques, communicate with the Supervising authority.	The Job holder will be able to appreciate the importance of Soft skills in the job, as well as teach Learners English. As a support executive, this helps in email drafting, communication in Voice as well as non-voice processes.	3
Responsibility	The job holder works under the supervision of his superior, as per his directions. He is responsible for his designated task as and when given by the superior.	The job holder works under the supervision of his superiors and is responsible for his own limited work assigned.	3

SECTION 3

EVIDENCE OF NEED

26	<p>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?</p> <p>The demand of these skills are enormous, and ever increasing. As more and more competitive the environment gets, soft skills shall become a mandatory part in the future, which shows the importance of the course.</p> <p>The Demand of Communication & Soft Skill can be determined from the following job requirement posted on popular job search websites as given below. There is a demand of Communication & Soft Skill jobs which shows the need of the qualification.</p> <p>https://www.naukri.com/soft-skills-training-jobs</p> <p>https://www.indeed.co.in/English-Communication-Soft-Skill-Trainer-jobs</p> <p>https://in.linkedin.com/jobs/soft-skills-trainer-jobs?pageNum=0&position=1</p> <p>HKCL has a Network of 250+ Authorized Learning Centers (ALCs) in Haryana. They have well equipped Computer Labs and classrooms, Good Internet Connectivity, certified Learning Facilitators etc. With the existing Infrastructure, ALCs can admit more than 10,000 Learners for this course in a calendar year.</p>
27	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences.</p>
28	<p>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</p> <p>These courses shall be taught in Haryana State through Authorised Learning Centers of HKCL Only.</p> <p>Apart from the syllabus, duration and other variables, the following are the Unique Unique Characteristics of the course –</p> <ul style="list-style-type: none">• Inform > Perform > Transform• e-Content

NSQF QUALIFICATION FILE
Approved in 23rd NSQC Meeting, 22nd August 2019

	<ul style="list-style-type: none"> • Socially Useful Productive Work • Latest Version of Windows and Office • International Standards • Continuous and Comprehensive Evaluation • Uniform Content Delivery.
29	<p>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</p> <p>From time to time, Inputs are being taken from the Government and the Industry regarding contents, Trends, New Apps, Services etc. Contents are updated Regularly so that the Learner has most updated contents as per required by the Industry.</p> <p>Updated Contents in the qualification are being pushed from our servers and are available for Download at the Learning Center's end.</p>

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>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? Show the career map here to reflect the clear progression</p> <p>An Individual has vertical pathway to promote to higher designations in an organisation. Can further undergo specialization course to excel to the higher post in jobs listed above or can start with up his/her own business. He/she can also work as a Freelancer.</p>
----	---

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

NSQF QUALIFICATION FILE

Approved in 23rd NSQC Meeting, 22nd August 2019

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

NSQC Approved