

Qualification Pack



Sports Masseur

QP Code: SPF/Q1103

Version: 3.0

NSQF Level: 4

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SPF/Q1103: Sports Masseur

Brief Job Description

Sports masseur helps to condition the muscles of athletes prior to sporting events as well as to help their bodies recover after particularly strenuous training and athletic performances. They identify the frequency and types of physical activities of the athletes, and use the information to apply the proper massage techniques to various muscle groups.

Personal Attributes

The individual must possess the necessary etiquette to make the athlete comfortable and be a good listener. The person should be self-motivated, energetic and have an approachable demeanour.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [SPF/N1108: Prepare for massage session](#)
2. [SPF/N1109: Conduct massage therapy](#)
3. [SPF/N1110: Perform post massage activities](#)
4. [SPF/N1122: Maintain health and safety standards](#)
5. [SGJ/N1702: Optimize resource utilization at workplace](#)
6. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Sports
Sub-Sector	Sports Coaching and Fitness
Occupation	Sports Coaching
Country	India
NSQF Level	4
Credits	14

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Aligned to NCO/ISCO/ISIC Code	NCO-2015/2264.0401
Minimum Educational Qualification & Experience	10th Class with 2 Years of experience of relevant experience OR Certificate-NSQF (Level 3- Physical Education Assistant-Primary Years) with 2 Years of experience of relevant experience OR 12th Class with 6 Months of experience of relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Basic first aid certification
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	31/03/2025
NSQC Approval Date	31/03/2022
Version	3.0
Reference code on NQR	2022/SPEFL/SPEFLSC/06994
NQR Version	3

Remarks:

Credit 1 has been allocated to SGJ/Q1702- Optimize resource utilization at workplace

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SPF/N1108: Prepare for massage session

Description

This unit is about examining the athlete, performing inspection of the equipment and the massage area.

Scope

The scope covers the following :

- Examine athletes
- Perform inspection of the equipment and massage area

Elements and Performance Criteria

Examine the Athlete

To be competent, the user/individual on the job must be able to:

- PC1.** perform physical examination of the athlete to assess the level of exertion or injury
- PC2.** refer to past injury history and assess if the athlete can undertake massage therapy
- PC3.** specify the root cause of the problems faced by the athlete
- PC4.** identify when athletes need referral to other professionals
- PC5.** maintain confidential information as per legal and organizational procedures

Perform inspection of the equipment and massage area

To be competent, the user/individual on the job must be able to:

- PC6.** ensure the massage area is in appropriate, safe and hygienic condition prior to starting of massage sessions
- PC7.** ensure the electric machinery and equipment are in working condition
- PC8.** report any issues related to equipment and massage area to the concerned personnel or appropriate authority
- PC9.** ensure posters and other pictorial depictions cater to women athlete as well

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** methods of collecting all the relevant health and fitness information about athlete
- KU2.** basics of popular individual and team sport
- KU3.** sports specific skill and fitness assessment
- KU4.** organizational procedure for accidents, safety
- KU5.** types of massage equipment used by the organization
- KU6.** types of emergency equipment such as defibrillator, oxygen tank and location of the same
- KU7.** escalation matrix for reporting problems
- KU8.** emergency response teams aligned to organization

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- KU9.** emergency evacuation procedure, protocol followed by organization
- KU10.** roles and responsibilities of all individuals, teams involved in the organizational relevant to massage therapy
- KU11.** first aid codes of practice
- KU12.** usage, lifecycle, storage of the massage equipment

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** analyze the needs, expectation and limitation of athletes
- GS2.** build rapport
- GS3.** maintain professional boundaries
- GS4.** document athlete's health and fitness information
- GS5.** communicate in a clear and polite manner
- GS6.** distinguish between serious problems and smaller issues
- GS7.** identify toxic and non-toxic materials
- GS8.** document and summarize maintenance reports

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Examine the Athlete</i>	15	30	-	-
PC1. perform physical examination of the athlete to assess the level of exertion or injury	3	6	-	-
PC2. refer to past injury history and assess if the athlete can undertake massage therapy	3	6	-	-
PC3. specify the root cause of the problems faced by the athlete	3	6	-	-
PC4. identify when athletes need referral to other professionals	3	6	-	-
PC5. maintain confidential information as per legal and organizational procedures	3	6	-	-
<i>Perform inspection of the equipment and massage area</i>	15	40	-	-
PC6. ensure the massage area is in appropriate, safe and hygienic condition prior to starting of massage sessions	4	10	-	-
PC7. ensure the electric machinery and equipment are in working condition	4	10	-	-
PC8. report any issues related to equipment and massage area to the concerned personnel or appropriate authority	4	10	-	-
PC9. ensure posters and other pictorial depictions cater to women athlete as well	3	10	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	SPF/N1108
NOS Name	Prepare for massage session
Sector	Sports
Sub-Sector	Sports, Fitness and Leisure
Occupation	Sports Coaching
NSQF Level	4
Credits	3
Version	3.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

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SPF/N1109: Conduct massage therapy

Description

The unit is about conducting the massage therapy to address the specific requirement of the athlete.

Scope

The scope covers the following :

- Prepare for the massage therapy
- Perform massage as per the plan
- Work effectively with others

Elements and Performance Criteria

Prepare for the massage therapy

To be competent, the user/individual on the job must be able to:

- PC1.** determine the duration and intensity of the massage session
- PC2.** select the appropriate massage technique for the athlete, in consultation with medical practitioner, physiotherapist, coach, etc.
- PC3.** discuss the aims of the session and benefits with the athlete
- PC4.** familiarize the athlete with the massage equipment, means and methods to be used during the treatment
- PC5.** explain the intensity of the massage
- PC6.** explain the dos and don'ts to the athlete during massage

Perform massage as per the plan

To be competent, the user/individual on the job must be able to:

- PC7.** perform massage using equipment such as rollers, vibrators, pressure point stimulators, etc.
- PC8.** perform massage using massage ointment, heating/ cooling agents, freehand, etc.
- PC9.** ensure that the athlete is comfortable throughout the massage session
- PC10.** modify the massage plan and technique if the athlete reports any discomfort while the massage is underway

Work effectively with others

To be competent, the user/individual on the job must be able to:

- PC11.** interact (verbal, non-verbal and written) with athletes in a gender, disability, and culturally sensitive manner
- PC12.** promote a safe and interactive environment
- PC13.** identify and report inappropriate behaviour (e.g. sexual harassment) to appropriate authority
- PC14.** give athletes the opportunity to reflect on the session and provide feedback

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** types of methods of massage
- KU2.** needs, expectation and limitation of athletes
- KU3.** the benefits and limitations of equipment based and ointment based massage therapy
- KU4.** energy systems and metabolic pathways
- KU5.** effect of exercise on human systems
- KU6.** concept of lever, fulcrum and its applicability in human movement
- KU7.** equipment based massage therapy
- KU8.** benefits and limitation of technology based wearable devices (heart rate monitor, oximeter, etc.)
- KU9.** side-effects of ointments usage on human muscle
- KU10.** basics of human anatomy, physiology, and biomechanics
- KU11.** medical equipment and gadgets used to measure and monitor muscles performance
- KU12.** appropriate use of equipment in compliance with the operating manual
- KU13.** the behaviour change and psychology of the athletes to ensure adherence
- KU14.** ways to explain to athletes how the massage session links with their recovery
- KU15.** POSH (Prevention of Sexual Harassment) Act
- KU16.** importance of gender and its related concepts such as gender roles, gender equality, gender power relations etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** be punctual for the massage sessions
- GS2.** comprehend all usage and safety manuals for massage equipment
- GS3.** communicate in a clear and polite manner
- GS4.** make athletes feel at ease prior to massage session

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for the massage therapy</i>	16	43	-	-
PC1. determine the duration and intensity of the massage session	3	7	-	-
PC2. select the appropriate massage technique for the athlete, in consultation with medical practitioner, physiotherapist, coach, etc.	3	7	-	-
PC3. discuss the aims of the session and benefits with the athlete	3	7	-	-
PC4. familiarize the athlete with the massage equipment, means and methods to be used during the treatment	2	7	-	-
PC5. explain the intensity of the massage	2	7	-	-
PC6. explain the dos and don'ts to the athlete during massage	3	8	-	-
<i>Perform massage as per the plan</i>	9	32	-	-
PC7. perform massage using equipment such as rollers, vibrators, pressure point stimulators, etc.	2	8	-	-
PC8. perform massage using massage ointment, heating/ cooling agents, freehand, etc.	2	8	-	-
PC9. ensure that the athlete is comfortable throughout the massage session	2	8	-	-
PC10. modify the massage plan and technique if the athlete reports any discomfort while the massage is underway	3	8	-	-
<i>Work effectively with others</i>	8	24	-	-
PC11. interact (verbal, non-verbal and written) with athletes in a gender, disability, and culturally sensitive manner	2	6	-	-
PC12. promote a safe and interactive environment	2	6	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. identify and report inappropriate behaviour (e.g. sexual harassment) to appropriate authority	2	6	-	-
PC14. give athletes the opportunity to reflect on the session and provide feedback	2	6	-	-
NOS Total	33	99	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	SPF/N1109
NOS Name	Conduct massage therapy
Sector	Sports
Sub-Sector	Sports, Fitness and Leisure
Occupation	Sports Coaching
NSQF Level	4
Credits	3.5
Version	3.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

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SPF/N1110: Perform post massage activities

Description

The unit is about monitoring the condition of the athlete and updating the massage plan if required.

Scope

The scope covers the following :

- Assess the condition of the athlete post massage
- Review massage therapy plan

Elements and Performance Criteria

Assess the condition of the athlete post massage

To be competent, the user/individual on the job must be able to:

- PC1.** update athlete's fitness and medical record after the massage
- PC2.** ensure that the athlete is in a good condition to participate in the next sports session
- PC3.** advise the athlete on self-treatment as prescribed by the physiotherapist
- PC4.** refer the athlete to a qualified medical doctor if required

Review massage therapy plan

To be competent, the user/individual on the job must be able to:

- PC5.** conduct movement analysis of athletes
- PC6.** determine the areas of improvement, if any
- PC7.** recommend the physical activities to be avoided to the athlete and coach/trainer
- PC8.** update the massage plan in consultation with the physiotherapist and medical practitioner, if required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** phases of recovery of human muscles and tissue
- KU2.** remedial self-measures to be performed at home by the athlete
- KU3.** recommend frequency of visit to the athlete for follow ups
- KU4.** rehabilitation and recovery requirement of athletes
- KU5.** policies and procedures to enable ethical and compliant collection, use and storage of personal information
- KU6.** impact of exercises on body

Generic Skills (GS)

User/individual on the job needs to know how to:

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- GS1.** record and document athlete's progress
- GS2.** document training, injury, medical history of athletes
- GS3.** learn about latest sports, injury prevention and nutritional updates
- GS4.** communicate in a clear and polite manner
- GS5.** treat athletes with care and follow organizational policy in case of conflicts
- GS6.** identify problems and apply solutions
- GS7.** assess the situation and provide instructions/follow directions to deal with emergency situations

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assess the condition of the athlete post massage</i>	13	37	-	-
PC1. update athlete's fitness and medical record after the massage	3	9	-	-
PC2. ensure that the athlete is in a good condition to participate in the next sports session	3	9	-	-
PC3. advise the athlete on self-treatment as prescribed by the physiotherapist	3	9	-	-
PC4. refer the athlete to a qualified medical doctor if required	4	10	-	-
<i>Review massage therapy plan</i>	12	38	-	-
PC5. conduct movement analysis of athletes	3	10	-	-
PC6. determine the areas of improvement, if any	3	8	-	-
PC7. recommend the physical activities to be avoided to the athlete and coach/trainer	3	10	-	-
PC8. update the massage plan in consultation with the physiotherapist and medical practitioner, if required	3	10	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	SPF/N1110
NOS Name	Perform post massage activities
Sector	Sports
Sub-Sector	Sports, Fitness and Leisure
Occupation	Sports Coaching
NSQF Level	4
Credits	2.5
Version	3.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

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SPF/N1122: Maintain health and safety standards

Description

This unit is about understanding how to observe and supervise the clients during workout sessions

Scope

The scope covers the following :

- Maintain hygiene and sanitation
- Maintain safety

Elements and Performance Criteria

Maintain hygiene and sanitation

To be competent, the user/individual on the job must be able to:

- PC1.** ensure personal hygiene
- PC2.** ensure equipment, gym area, restrooms etc. are sanitized before and after the usage
- PC3.** guide others about hygiene and sanitation workplace requirements
- PC4.** check availability of running water, hand wash and alcohol-based sanitizers
- PC5.** ensure everyone (self, clients, assistants etc.) clean hands with soap or alcohol-based sanitizer, before and after the workout
- PC6.** ensure that clients who are ill do not attend the workout session
- PC7.** conduct routine hygiene and sanitation checks of gym area and equipment
- PC8.** report advanced hygiene and sanitation issues to appropriate authority

Maintain safety

To be competent, the user/individual on the job must be able to:

- PC9.** advise clients of the facility's emergency procedures
- PC10.** ensure clients adhere to safety guidelines
- PC11.** provide first aid for minor injuries and refer severe injuries to qualified medical practitioner
- PC12.** perform Cardiopulmonary Resuscitation (CPR) when required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** emergency response procedures
- KU2.** how to assess physical injuries
- KU3.** administration of basic first aid including CPR
- KU4.** anatomy and physiology
- KU5.** the effect of various exercises according to physical characteristics of a person

Generic Skills (GS)

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User/individual on the job needs to know how to:

- GS1.** read and comprehend all usage and safety manuals for exercise equipment
- GS2.** remain updated about developments in fitness and nutrition
- GS3.** communicate in a clear and polite manner
- GS4.** discuss sensitive health issues with clients in an open and understanding manner
- GS5.** assess the emergency situations

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain hygiene and sanitation</i>	17	58	-	-
PC1. ensure personal hygiene	2	8	-	-
PC2. ensure equipment, gym area, restrooms etc. are sanitized before and after the usage	2	8	-	-
PC3. guide others about hygiene and sanitation workplace requirements	2	8	-	-
PC4. check availability of running water, hand wash and alcohol-based sanitizers	2	6	-	-
PC5. ensure everyone (self, clients, assistants etc.) clean hands with soap or alcohol-based sanitizer, before and after the workout	2	6	-	-
PC6. ensure that clients who are ill do not attend the workout session	2	6	-	-
PC7. conduct routine hygiene and sanitation checks of gym area and equipment	3	8	-	-
PC8. report advanced hygiene and sanitation issues to appropriate authority	2	8	-	-
<i>Maintain safety</i>	10	32	-	-
PC9. advise clients of the facility's emergency procedures	2	6	-	-
PC10. ensure clients adhere to safety guidelines	2	6	-	-
PC11. provide first aid for minor injuries and refer severe injuries to qualified medical practitioner	3	10	-	-
PC12. perform Cardiopulmonary Resuscitation (CPR) when required	3	10	-	-
NOS Total	27	90	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	SPF/N1122
NOS Name	Maintain health and safety standards
Sector	Sports
Sub-Sector	Sports Coaching and Fitness
Occupation	Sports Coaching
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/05/2024
NSQC Clearance Date	27/05/2021

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SGJ/N1702: Optimize resource utilization at workplace

Description

This unit is about adopting sustainable practices and optimizing use of resources, especially material, energy and waste, in day-to-day operations at work

Scope

The scope covers the following :

- Material conservation practices
- Energy/electricity conservation practices
- Effective waste management/recycling practices

Elements and Performance Criteria

Material conservation practices

To be competent, the user/individual on the job must be able to:

- PC1.** identify ways to optimize usage of material including water in various tasks/activities/processes
- PC2.** check for spills/leakages in various tasks/activities/processes
- PC3.** plug spills/leakages and escalate to appropriate authority if unable to rectify
- PC4.** carry out routine cleaning of tools, machines and equipment

Energy/electricity conservation practices

To be competent, the user/individual on the job must be able to:

- PC5.** identify ways to optimize usage of electricity/energy in various tasks/activities/processes
- PC6.** check if the equipment/machine is functioning normally before commencing work and rectify wherever required
- PC7.** report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment
- PC8.** ensure electrical equipment and appliances are properly connected and turned off when not in use

Effective waste management/recycling practices

To be competent, the user/individual on the job must be able to:

- PC9.** identify recyclable and non-recyclable, and hazardous waste generated
- PC10.** segregate waste into different categories
- PC11.** dispose non-recyclable waste appropriately
- PC12.** deposit recyclable and reusable material at identified location
- PC13.** follow processes specified for disposal of hazardous waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** potential hazards, risks and threats based on the nature of work
- KU2.** layout of the workstation and electrical and thermal equipment used
- KU3.** organizations procedures for minimizing waste
- KU4.** efficient and inefficient utilization of material and water
- KU5.** ways of efficiently managing material and water in the process
- KU6.** basics of electricity and prevalent energy efficient devices
- KU7.** ways to recognize common electrical problems
- KU8.** common practices of conserving electricity
- KU9.** usage of different colours of dustbins
- KU10.** categorization of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU11.** waste management and methods of waste disposal
- KU12.** common sources of pollution and ways to minimize it

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** record data on waste disposal at workplace
- GS2.** complete statutory documents relevant to safety and hygiene
- GS3.** read Standard Operating Practices (SOP) documents
- GS4.** communicate with colleagues on the significance of greening of jobs
- GS5.** make timely decisions for efficient utilization of resources
- GS6.** complete tasks efficiently and accurately within stipulated time
- GS7.** work with supervisors/team members to carry out work related tasks
- GS8.** identify cause and effect of greening of jobs

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Material conservation practices</i>	4	8	-	-
PC1. identify ways to optimize usage of material including water in various tasks/activities/processes	1	2	-	-
PC2. check for spills/leakages in various tasks/activities/processes	1	2	-	-
PC3. plug spills/leakages and escalate to appropriate authority if unable to rectify	1	2	-	-
PC4. carry out routine cleaning of tools, machines and equipment	1	2	-	-
<i>Energy/electricity conservation practices</i>	4	8	-	-
PC5. identify ways to optimize usage of electricity/energy in various tasks/activities/processes	1	2	-	-
PC6. check if the equipment/machine is functioning normally before commencing work and rectify wherever required	1	2	-	-
PC7. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment	1	2	-	-
PC8. ensure electrical equipment and appliances are properly connected and turned off when not in use	1	2	-	-
<i>Effective waste management/recycling practices</i>	5	10	-	-
PC9. identify recyclable and non-recyclable, and hazardous waste generated	1	2	-	-
PC10. segregate waste into different categories	1	2	-	-
PC11. dispose non-recyclable waste appropriately	1	2	-	-
PC12. deposit recyclable and reusable material at identified location	1	2	-	-
PC13. follow processes specified for disposal of hazardous waste	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	13	26	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	SGJ/N1702
NOS Name	Optimize resource utilization at workplace
Sector	Green Jobs
Sub-Sector	Other Green Jobs
Occupation	Resource Optimization
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	10/08/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

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DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

- 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

To be competent, the user/individual on the job must be able to:

- 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

To be competent, the user/individual on the job must be able to:

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- 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

To be competent, the user/individual on the job must be able to:

- 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

To be competent, the user/individual on the job must be able to:

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

- 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

To be competent, the user/individual on the job must be able to:

- 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

To be competent, the user/individual on the job must be able to:

- 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

To be competent, the user/individual on the job must be able to:

- 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

To be competent, the user/individual on the job must be able to:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

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PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	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	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	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	-	-	-	-
<i>Basic English Skills</i>	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	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	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	-	-	-	-
<i>Diversity & Inclusion</i>	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	-	-	-	-
<i>Financial and Legal Literacy</i>	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	-	-	-	-
<i>Essential Digital Skills</i>	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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	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	-	-	-	-
<i>Customer Service</i>	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	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	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	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ 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 these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
SPF/N1108.Prepare for massage session	30	70	-	-	100	18
SPF/N1109.Conduct massage therapy	33	99	-	-	132	24
SPF/N1110.Perform post massage activities	25	75	-	-	100	18
SPF/N1122.Maintain health and safety standards	27	90	-	-	117	22
SGJ/N1702.Optimize resource utilization at workplace	13	26	-	-	39	7
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	11
Total	148	390	-	-	538	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

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	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
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 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.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
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.