QUALIFICATION FILE

Digital Mitra

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

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

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

NCrF/NSQF Level: 3

Submitted By:

IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)

Plot No. – 7, 8, 9 & 10

Sector – 126, Noida, Uttar Pradesh - 201303

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Section 1: Basic Details

1.	**Qualification Name**	Digital Mitra
2.	**Sector/s**	IT/ITeS
3.	**Type of Qualification:** ☐ **New** ☒ **Revised** ☐ **Has Electives/Options** ☐**OEM**	**NQR Code & version of the existing/previous qualification: QG-03-IT-01568-2023-V1.1-NASSCOM & Version 3** / **Qualification Name of the existing/previous version: Domestic Data Entry Operator**
4.	a. **OEM Name** b. **Qualification Name** (*Wherever applicable*)	**NA**
5.	**National Qualification Register (NQR) Code &Version** (*Will be issued after NSQC approval*)	QG-03-IT-03665-2025-V2-NASSCOM & Version 4 / **6. NCrF/NSQF Level:** 3
7.	**Award (Certificate/Diploma/Advance Diploma/ Any Other** (*Wherever applicable specify multiple entry/exits also & provide details in annexure*)	Certificate
8.	**Brief Description of the Qualification**	The Digital Mitra is a foundational role focused on developing proficiency in digital tools, office applications, and customer-centric digital services. The role includes training in computer system operations, utilizing advanced features in MS Office with AI assistance, managing digital records, troubleshooting, and ensuring cyber hygiene while delivering essential customer services. This position supports organizational efficiency by streamlining digital processes and ensuring smooth technical operations.
9.	**Eligibility Criteria for Entry for Student/Trainee/Learner/Employee**	**Entry Qualification & Relevant Experience:** *Relevant Experience: Digital Business Services The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications.

S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)
1.	12th Grade Pass with basic computer knowledge	-
2.	10th Grade Pass with basic computer knowledge	1.5 years of relevant experience*

		3.	Previous Relevant qualification of NSQF level 2	3 years of relevant experience*	

10.	**Credits Assigned to this Qualification, Subject to Assessment** *(as per National Credit Framework (NCrF))*	9	**11. Common Cost Norm Category (I/II/III)** *(wherever applicable)*: **II**

12.	**Any Licensing requirements for Undertaking Training on This Qualification** *(wherever applicable)*	NA

13.	**Training Duration by Modes of Training Delivery** *(Specify **Total Duration** as per selected training delivery modes and as per requirement of the qualification)*	☐ Offline ☐ Online ☒ Blended (table below) *(Refer Blended Learning Annexure for details)*

Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
Classroom (offline)	92:00	128:00	50:00	00:00	270:00
Online	92:00	128:00	50:00	00:00	270:00

14.	**Aligned to NCO/ISCO Code/s** *(if no code is available mention the same)*	NCO-2025/4132.0402
15.	**Progression path after attaining the qualification** *(Please show Professional and Academic progression)*	This entry should refer to one or more of the following: **Professional progression:** access to related qualification(s) at the next NSQF level: Sr. Digital Business Associate
16.	**Other Indian languages in which the Qualification & Model Curriculum are being submitted**	Hindi
17.	**Is similar Qualification(s) available on NQR-if yes, justification for this qualification**	☐ Yes ☒ No URLs of similar Qualifications:
18.	**Is the Job Role Amenable to Persons with Disability**	☒ Yes ☐ No **If "Yes", specify applicable type of Disability:** Locomotor Disability
19.	**How Participation of Women will be Encouraged**	The Program is gender neutral although to increase women's participation, organizations are keeping aside a few seats to encourage female candidates.
20.	**Are Greening/ Environment Sustainability Aspects Covered** *(Specify the NOS/Module which covers it)*	☐ Yes ☒ No
21.	**Is Qualification Suitable to be Offered in Schools/Colleges**	Schools: ☒ Yes ☐ No Colleges ☒ Yes ☐ No

22.	**Name and Contact Details of Submitting / Awarding Body SPOC** *(In case of CS or MS, provide details of both Lead AB & Supporting ABs)*	**Name: Namrata Kapur** **Email: standards@nasscom.in** **Contact No.: 0120-4990111** **Website: https://nasscom.in**	
23.	**Final Approval Date by NSQC: 18-Feb-25**	**24. Validity Duration: 3 years**	**25. Next Review Date:18-Feb-28**

Section 2: Module Summary

NOS/s of Qualifications
(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

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

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF /NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					Weightage (%) *(if applicable)*
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	
1.	Introduction to Office Suite and Computer System applications	SSC/N2204 & V1.0	Core	3	2	20:00	20:00	20:00	00:00	60:00	30	50	-	20	100	22
2.	Digital Handling, MIS and Troubleshooting Essentials	SSC/N2205 & V1.0	Core	3	3	30:00	40:00	20:00	00:00	90:00	30	50	-	20	100	22
3.	Introduction to Digital Security and Customer-Centric Services	SSC/N2206 & V1.0	Core	3	2	20:00	30:00	10:00	00:00	60:00	30	50	-	20	100	22

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF /NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					Weightage (%) *(if applicable)*
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	
4.	Digital Data Management and AI-driven Process Optimization	SSC/N2207 & V1.0	Core	3 1		10:00	20:00	00:00	00:00	30:00	30	50	-	20	100	22
5.	Employability Skills (30 Hrs)	DGT/VSQ/ N0101	Non-Core	2	1	12:00	18:00	00:00	00:00	30:00	20	30	-	-	50	12
Duration (in Hours) / Total Marks					9	92:00	128:00	50:00	00:00	270:00	140	230	-	80	450	100

Assessment - Minimum Qualifying Percentage

*Please specify **any one** of the following:*

Minimum Pass Percentage – Aggregate at qualification level: 50% *(Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)*

2 Section 3: Training Related

1.	**Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline **Industry & Training Experience:** 2 years of industry experience in digital business domain. **Certification:** "Trainer" mapped to the Qualification Pack "MEP/Q2601, V2.0" Minimum accepted score is 80% aggregate.
2.	**Master Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline **Industry & Training Experience:** 4 years of industry experience in digital business domain.

		Certification: "Trainer" mapped to the Qualification Pack "MEP/Q2602, V2.0" Minimum accepted score is 90% aggregate
3.	**Tools and Equipment Required for Training**	☒Yes ☐No (*If "Yes", details to be provided in Annexure*)
4.	**In Case of Revised Qualification, Details of Any Upskilling Required for Trainer**	NA

Section 4: Assessment Related

1.	**Assessor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline **Industry & Training Experience:** 2 years of industry experience in digital business domain. **Certification:** "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.
2.	**Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline **Industry & Training Experience:** 2 years of industry experience in digital business domain. **Certification:** "Proctor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.
3.	**Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline **Industry & Training Experience:** 4 years of industry experience in digital business domain. **Certification:** "Lead Assessor" mapped to the Qualification Pack "MEP/Q2702" Minimum accepted score is 90% aggregate.
4.	**Assessment Mode** *(Specify the assessment mode)*	**The assessment shall be conducted through an online proctored format, incorporating scenario-based multiple-choice questions designed to effectively evaluate practical understanding and real-world application of concepts. Additionally, it will include a viva-voce and hands-on practical evaluation to comprehensively assess the individual's proficiency in specific learning outcomes.**
5.	**Tools and Equipment Required for Assessment**	☒ Same as for training ☐ Yes ☐ No (*details to be provided in Annexure-if it is different for Assessment*)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	**Latest Skill Gap Study (not older than 2 years) (Yes/No):** NA
2.	**Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):** NA
3.	**Government /Industry initiatives/ requirement (Yes/No):** NA
4.	**Number of Industry validation provided:** 30
5.	**Estimated nos. of persons to be trained and employed: 1000**
6.	**Evidence of Concurrence/Consultation with Line Ministry/State Departments: NA** If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	**Annexure:** NCrF/NSQF level justification based on NCrF level/NSQF descriptors *(Mandatory)*	*Present*
2.	**Annexure:** List of tools and equipment relevant for qualification *(Mandatory, except in case of online course)*	*Present*
3.	**Annexure:** Detailed Assessment Criteria *(Mandatory)*	*Present*
4.	**Annexure:** Assessment Strategy *(Mandatory)*	*Present*
5.	**Annexure:** Blended Learning *(Mandatory, in case selected Mode of delivery is "Blended Learning")*	*Present*
6.	**Annexure:** Multiple Entry-Exit Details *(Mandatory, in case qualification has multiple Entry-Exit)*	*Present*
7.	**Annexure:** Acronym and Glossary *(Optional)*	*Present*

8.	**Supporting Document:** Model Curriculum *(Mandatory – Public view)*	*Present*
9.	**Supporting Document:** Career Progression *(Mandatory - Public view)*	*Present*
10.	**Supporting Document:** Occupational Map *(Mandatory)*	*Present*
11.	**Supporting Document:** Assessment SOP *(Mandatory)*	*Present*
12.	**Any other document you wish to submit:**	*Present*

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	• Broad, foundational theoretical knowledge specific to digital business processes and tools. • Understand and apply basic principles of e-commerce platforms, digital marketing, and customer relationship management (CRM) tools. • Communicate effectively with clients and team members to understand business requirements, manage digital content, and ensure alignment with organizational objectives. • Follow standard operating procedures for data entry, validation, and management across digital business platforms. • Conduct preliminary quality checks to ensure accuracy in data handling, reporting, and process workflows. • Adapt to dynamic digital tools and platforms to support business activities, resolving minor technical or operational challenges. • Maintain confidentiality and integrity of business and customer data while ensuring compliance with digital security protocols. • Demonstrate the ability to structure and refine digital workflows, ensuring seamless execution of business tasks.	Individuals in the role of Mobile Device Management (MDM) Analyst at NSQF Level 3 align with the NCrF/NSQF level descriptors by possessing basic theoretical knowledge of mobile device ecosystems and practical skills in configuring and managing mobile applications. They support businesses by installing, troubleshooting, and monitoring business applications remotely on mobile devices. This role emphasizes executing predefined procedures, such as configuring device policies, ensuring application functionality, and maintaining security protocols under guidance. These responsibilities demand an understanding of digital processes and adherence to organizational standards while effectively contributing to the digital workforce environment.	3

Professional and Technical Skills/ Expertise/ Professional Knowledge	• Knowledge of customer service best practices in digital channels, including chatbots and online support. • Familiarity with digital business models, e-commerce platforms, and customer relationship management (CRM) tools. • Knowledge of digital marketing strategies, including SEO, SEM, social media, and email marketing • Ability to analyse digital business metrics and apply insights for decision-making • Proficiency in using digital tools for communication, project management (e.g., Trello, Slack), and collaboration • Familiarity with data privacy standards (e.g., GDPR) and digital asset protection • Awareness of emerging digital trends and technologies (e.g., AI, cloud computing, IoT) • Understanding of customer service best practices in digital channels, including chatbots and online support • Knowledge of digital business regulations, including copyright and intellectual property rights • Ability to create and manage digital business reports, presentations, and content across various platforms.	• The basic concepts of digital marketing, social media management, and online sales platforms. • Techniques for identifying customer needs and preferences through digital channels. • Standard operating procedures for maintaining digital business platforms and customer engagement tools. • Tools and software used for business operations and customer interaction, along with their basic applications. • Strategies for ensuring data security, privacy, and compliance in digital business transactions. • Basic digital content creation and optimization for various platforms (web, mobile, social media). • Methods for analysing digital business performance through metrics and reports. • Basic knowledge of troubleshooting common issues with digital business tools and platforms.	3
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	• Utilize digital tools effectively for managing business data and communication. • Provide assistance in implementing digital solutions across different business operations. • Ensure accurate and timely updates of business information on digital platforms. • Identify and troubleshoot basic technical issues related to digital business tools and platforms. • Develop a foundational understanding of customer service in digital business environments. • Demonstrate problem-solving abilities in routine business situations, collaborating with senior team members. • Manage routine administrative tasks efficiently, utilizing digital tools for scheduling, reporting, and communication. • Adhere to basic data security practices while handling business information. • Apply time management skills to meet project deadlines in a structured manner.	An individual at the job role of Digital Business Associate should possess essential Employment Readiness and Entrepreneurship Skills & Mind-set/Professional Skills, including cognitive and practical skills for handling digital business operations, customer interaction, and data management within a business environment. Key responsibilities involve supporting the digital business workflow, managing customer inquiries, assisting with digital marketing efforts, and facilitating e-commerce processes. The individual should have knowledge and understanding of: • Digital business platforms and tools • Customer relationship management (CRM) systems and their applications • Key concepts of e-commerce and digital marketing	3

	- Contribute to team efforts, maintaining clear communication and taking initiative when required. - Stay informed about emerging trends in digital business and technology. - Ensure accuracy in maintaining business-related digital content or data. - Develop entrepreneurial mind-sets by identifying areas for business improvements through digital solutions.	- Methods to ensure data privacy and security in digital transactions - Strategies for online customer engagement and support - Techniques for analysing business data and generating reports - Process of creating, updating, and managing digital content across platforms - Procedures for coordinating with cross-functional teams in digital initiatives - Digital business regulations and compliance standards	
Broad Learning Outcomes/Core Skill	- Create digital business solutions with a focus on business needs by collecting and analysing data to implement technology-driven strategies. - Demonstrate proficiency in business communication by conveying technical information clearly to stakeholders, ensuring smooth collaboration across departments. - Implement solutions based on feedback and guidance from supervisors to improve digital tools and processes within the organization. - Collaborate effectively with team members to develop digital tools that enhance customer engagement and satisfaction. - Perform tasks with attention to detail, adhering to project guidelines to ensure digital content and business solutions are executed correctly. - Follow organizational standards, procedures, and protocols to deliver high-quality digital business outcomes. - Practice effective listening and communication skills when working with internal teams and customers to ensure mutual understanding and success in projects. - Work efficiently within a team environment to accomplish digital business goals, while maintaining a customer-centric focus to meet business objectives.	An individual in the role of a Digital Business Associate at NSQF Level 3 is expected to demonstrate foundational understanding and technical competence in digital business processes. The job requires the ability to apply knowledge of digital tools and platforms, including online business applications, data management systems, and digital marketing strategies. Key competencies include understanding the impact of digital technologies on business processes, supporting team members in the deployment and management of digital solutions, and maintaining a focus on customer engagement through digital channels. Proficiency in software tools, data analysis, and communication is crucial. The role aligns with the NCrF/NSQF Level 3 descriptor by ensuring practical understanding and hands-on application of digital business concepts, preparing the individual for higher responsibilities in a business-oriented digital environment, including collaboration with various stakeholders and contributing to business growth in a digital context.	3
Responsibility	Assist in gathering and analysing digital business data to ensure alignment with organizational goals.	The Digital Business Associate role involves assisting in organizing and managing digital business processes, such as customer relationship management (CRM), digital	3

	• Support the development and implementation of digital marketing strategies across various platforms, ensuring content consistency. • Monitor digital platforms, including social media, web-based, and mobile applications, to evaluate performance and user engagement. • Contribute to managing online presence and digital assets, ensuring adherence to organizational brand guidelines and messaging. • Communicate effectively with team members and stakeholders to understand business needs and provide input for digital strategies. • Assist in creating, updating, and maintaining digital content across platforms, ensuring compliance with project requirements and quality standards.	marketing, and online transactions. The individual is responsible for ensuring the efficient processing and storage of business data, while also maintaining the smooth operation of digital platforms. Key tasks in this role include supporting the development of digital business strategies, managing business applications, and performing basic analysis of digital performance metrics. The individual also plays a part in keeping the digital presence of the business up to date, addressing customer queries through online platforms, and ensuring that digital tools function effectively to support organizational goals. The responsibilities outlined in this job require the individual to take ownership of their own work, demonstrate problem-solving abilities, and ensure that processes are aligned with the organization's digital business objectives. As these tasks require a degree of autonomy and basic decision-making skills, this qualification framework (QF) is justified to be pegged at Level 3.	

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size:__30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	• MS office suite • AI tools (like ChatGPT, Gemini) • Google sheets • CRM software (optional) • Cloud storage platforms like Google drive	Standard	As per requirements

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. White Board
2. Projector
3. Laptop
4. Training hand book

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile *(if available)*
1	Esquare	MD ALI	Operation Director	Park Landing 5AC-709,2nd Floor, 2nd Block, HRBR Layout Extension, Outer Rings Rd, Bengaluru, Karnataka -560043	+ 91 - 8660834187	-	
2	Capital Numbers	Mrs. Paromita Biswas Panja	HR	Unit No 8E4, 8th floor, EAST TOWER, MANI CASADONA IT BUILDING, Plot #2 F/4, AA II, F, Newtown, Kolkata,	033-6799 2222	info@capitalnumbers.com	

				Chakpachuria, West Bengal 700156			
3	Teck Valley	Miss Chandria Prasad	Assistant Manager HR & Operation	3rd Floor, 956, Kalikapur Rd, Purbachal Kalitala, Kalikapur, Santoshpur, Kolkata, West Bengal 700099	-	-	
4	Evolve Technologies and Services Pvt Ltd	Mr Mithilesh Kumar	Human Resource	315 Work Avenue Campus, Ascent Building, 77, Koramangala Industrial Layout Jyothi Nivas College Road, Koramangala, Bangalore, Karnataka.	-	-	
5	ESM Square Technologies Pvt Ltd	Mr Rakshid Gaoud	Manager HR	334, 27th Main Rd, 2nd Sector, Sector 2, HSR Layout, Bengaluru, Karnataka 560102	080-35216856	hr@esquaredhr.com	
6	Varroc Polymers Pvt Ltd	Miss Vipasa Kulkarni	HR & IR	Q7VW+W82, Ranjangaon MIDC, Maharashtra 412220	+91 240 6653600	varroc.info@varroc.com	
7	CodSoft	Natalie Oneil	CEO	4-5, Lokenath Bose Garden Ln, Seal Lane, Tangra, Kolkata, West Bengal 700046	-	contact@codsoft.in	
8	Merce Technologies	Mr Jayant Bhatt	Operation Head	301 Technocity, X-5/3, T.T.C. Industrial Area, MIDC Industrial Area, Mahape, Navi Mumbai, Maharashtra 40071	022 2778 1895	accounts@remiges.tech	
9	AS Soft Technologies Pvt Ltd	Miss Anita Roselin	HR Manager	129, Level 5, Prestige Palladium Bayan, 140, Greams Rd, Chennai, Tamil Nadu 600006	+91 44 6620 5575	info@asoftware.net	
10	Sibey India	Mr Mukul Kumar Adak	Project Manager	H. No. 1306, Saidham Nanak Nagar, Manegao Ranjhi Jabalpur, Madhya Pradesh, 482005 India	+91 22 6665 2214		
11	Sonata Software	Mr Mangal Kulkarni	Head Legal & Admin	Ideal Plaza, Sarat Bose Rd, Sreepally, Bhowanipore,	094357 41759		

				Kolkata, West Bengal 700020			
12	RS Software (India) Ltd	Mr Sanjib Mukherjee	HRM	11th Floor, Adventz Infinity, BN Block, Sector V, Bidhannagar, Kolkata, West Bengal 700091	033 6601 8899		
13	Microland	Miss Paromita Basu	HR & Training Development	1B, Ecospace, Bellandur, Outer Ring Road, Bengaluru- 560 103	+91 80 6175 1000		
14	Altruist Technologies Pvt Ltd	Shankar Chakraborty	Head of HR	Altruist Technologies Private Limited. 219, Brigade Arcade Whitefied Road, MahadevaPura Bangalore – 560048	+91 22 2452 3662	hr@altruistindia.com	
15	Senrysa Technologies Pvt Ltd	Triparna Mukherjee	HR Business Partner & Leadership Acquisition	6th Floor, TOWER-1, GODREJ WATERSIDE, DP Block, Sector V Bidhannagar, Kolkata, West Bengal 700091	033 6621 2222	mail@senrysa.com	
16	DreamzTechsolution Pvt Ltd	Kaushiki Mazumder	Operations Head	6th Floor, Ambient Building, near Techno Polis, AQ-7, Sector V, Bidhannagar, Kolkata, West Bengal 700091	080818 91494	marketing@dreamztechusa.com	
17	Ailsec Technologies Pvt Ltd	K Sasi Kumar	Human Resources Department	46C, Velachery Main Road, Velachery, Chennai-600042	+91-44-2244 7077	careers@alldigitech.com	
18	Surflex Technologies Pvt Ltd	Mr Govind Saxena	COO	33B, Jatindas Rd, near Deshapriya Park West, Kolkata, West Bengal 700029	098302 27204	contact.kolkata@surflextechnology.in	
19	ICRA Analytics	Preeti Amit Shirke	Senior Vice President-= Talent Acquisition	Infinity Benchmark, 1, GP Block, Sector V, Kolkata, West Bengal 700091	090044 00090	preeti.amit.shirke@icraanalytics.com	
20	InSync Tech-Fin Solutions Ltd	Mr Atul Gupta	CEO	DGK 912, DLF Galleria, Action Area 1B, New Town, Kolkata – 700156, West Bengal, India	098300 27106	sales@insync.co.in	

21	IGT Solutions	Vineet Gupta	Vice President HR	Echelon Building, Plot No. 49, Sector-32, Gurugram - 122001, Haryana, India	+91 (0124) 435 5101	mktg@igtsolutions.com	
22	Kreeti Technologies Pvt Ltd	Mr Parmeet Soni	Operation India & Dubai	1408, Godrej Genesis, EP Block, Sector V, Bidhannagar, Kolkata, West Bengal 700091	033 4008 3385	career@kreeti.com	
23	eTeam Info services Pvt. Ltd	Miss Priyanka Mahajan	Talent Head	1219, 5th Main Rd, Rajiv Gandhi Nagar, Sector 7, HSR Layout, Bengaluru, Karnataka 560102	+91 022 2544 3655	apacinfo@eteaminc.com	
24	PWC	Mahub Khan	Human Capital Lead	Pine Valley 4th Floor, Village, Intermediate Ring Rd, Embassy Golf Links Business Park, Challaghatta, Bengaluru, Karnataka 560071	080 4079 4000		
25	Tech Mahindra	Krishna Ramaswami	Human Resource Management Group	Infocity - Special Economic Zone, Tower - I, Plot No. 22 to 34, Hi-tech City, Madhapur, Hyderabad, Telangana 500081	+91 40 3063 6363		
26	Mindtree	Rosalee M Kombal	Vice President-People Function	LTIMindtree Limited, Global village Tech Park, Mysore Rd, RVCE, Bengaluru, Karnataka 560059	080670 64000		
27	DXC Technology	Lokendra Sethi	Vice President-Human Resource	DXC Technology, Hosur Rd, near to THE OTTERA HOTEL, Konappana Agrahara, Electronic City, Bengaluru, Karnataka 560100	080 3054 0000		
28	Beyond Scale Technologies	K Sasi Nath	Human Resources	G9 Magna Lakeview, Khanmet, Kondapur, Hyderabad, Telangana 500084	022 3074 9000		
29	AMI	Subhasini Ramakrishnan	VP- HR & Quality	5th Floor, Tower - A, Rattha's Tek Meadows, No. 51, Rajiv Gandhi Salai	98313 30394		

				(OMR), Sholinganallur Chennai - 600119 – India			
30	MaxMobility	Mr Arijeeet Mukherjee	CEO	2nd Floor, Unit, Block-2b, ECOSPACE BUSINESS PARK, 202B, AA II, Newtown, Kolkata, Chakpachuria, West Bengal 700156	033 2324 5925	info@maxmobility.com	

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2021-2024	1000					

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed d	Certifie d	Placed

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1. PMKVY

Content availability for previous versions of qualifications:

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

Languages in which Content is available:

1. English
2. Hindi

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET "Guidelines for Blended Learning for Vocational Education, Training & Skilling" available on:
https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	☒Theory/ Lectures - Imparting theoretical and conceptual knowledge	• Handbooks • PowerPoint presentations slides • Reference material (books, online articles, websites, etc.)	
2	☒Imparting Soft Skills, Life Skills, and Employability Skills / Mentorship to Learners	• Video conferencing and collaboration tools	
3	☒Showing Practical Demonstrations to the learners		
4	☒Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	• Video Play presentations • Design tools (Open Source) • Version control and file management tools	
5	☒Tutorials/ Assignments/ Drill/ Practice	• MCQ based tests	
6	☒Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	• Offline assessments	

Annexure: Detailed Assessment Criteria

Proctored online assessment case study based questions also included in the assessment

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
SSC/N2204: Introduction to Office Suite and Computer System applications	PC1. Open, create, and save a new MS Word document.	1	2	-	
	PC2. Type and format text using basic formatting tools (bold, italic, underline, alignment, font size, color, and style).	1	2	-	
	PC3. Insert and edit images, shapes, SmartArt, and tables in MS Word.	1	2	-	
	PC4. Set page layout and margins correctly.	1	2	-	
	PC5. Use paragraphs, bullets, and numbering effectively.	2	1	-	1
	PC6. Check spelling and grammar using the Spelling & Grammar tool in MS Word.	1	2	-	1
	PC7. Copy, paste, find, and replace text in MS Word documents.	1	1	-	1
	PC8. Create and edit headers and footers in MS Word.	1	2	-	1
	PC9. Use the appropriate styles and templates in MS Word.	1	1	-	
	PC10. Save and print the MS Word document correctly.	1	1	-	1
	PC11. Troubleshoot common issues experienced with MS Word.	1	2	-	1
	PC12. Use mail merging functionality effectively in MS Word.	1	2	-	
	PC13. Create, format, and organize documents using traditional MS Word features and AI tools.	2	2	-	1
	PC14. Leverage AI features like text prediction, grammar and style corrections, and automated formatting suggestions to enhance productivity.	1	2	-	1
	PC15. Use AI-driven automation to optimize workflows for summarization, content recommendations, and data extraction.	1	2	-	1

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC16. Integrate data, tables, charts, and graphics effectively into documents with AI recommendations for visual appeal and functionality.	1	2	-	1
	PC17. Open, create, and save a new MS Excel spreadsheet.	1	2	-	1
	PC18. Enter, edit, and format data in cells in MS Excel.	1	2	-	1
	PC19. Sort and filter data in MS Excel.	1	2	-	1
	PC20. Adhere to ethical guidelines in AI-driven customer services, ensuring responsible data handling, fairness, transparency, and effective prompt usage to minimize bias and align AI responses with ethical standards.	1	2	-	1
	PC21. Use basic MS Excel formulas and functions effectively.	1	2	-	1
	PC22. Utilize basic formatting tools for cells and numbers in MS Excel.	1	2	-	
	PC23. Create and format basic charts and graphs in MS Excel.	1	2	-	1
	PC24. Navigate between multiple spreadsheets in an MS Excel workbook.	1	2	-	1
	PC25. Create and design a basic PowerPoint presentation with text, images, and simple transitions by applying design templates, themes, and formatting tools.	1	2	-	1
	PC26. Insert and customize multimedia elements such as audio, video, and animations into slides.	1	1	-	1
	PC27. Deliver and manage a presentation using slideshow tools, including navigation, pointers, and presenter view.	1	1	-	1
	PC28. Ensure responsible AI usage in customer service by leveraging ChatGPT to provide ethical, transparent, and secure interactions, while minimizing biases and safeguarding sensitive customer data.	1	2	-	
Total Marks		**30**	**50**	**-**	**20**

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
SSC/N2205:Digital Handling, MIS and Troubleshooting Essentials	PC1. Accurately enter data into computer applications such as MS Office Suite (Word, Excel), Google Sheets, or CRM systems.	1	3	-	1
	PC2. Input data clearly and correctly, ensuring proper organization and formatting of information.	1	2	-	1
	PC3. Convert physical documents into digital formats using free scanning tools or Optical Character Recognition (OCR) software.	1	3	-	1
	PC4. Convert documents into different formats, such as turning a Word file into a PDF, Excel into Word, PPT to Word, or converting images (e.g., JPEG) into editable text using OCR tools.	2	3	-	1
	PC5. Sort and organize data in a structured manner, such as organizing information in tables, spreadsheets, or lists.	1	3	-	1
	PC6. Manage digital records and electronic communication effectively by organizing files and ensuring they are easily accessible.	1	3	-	1
	PC7. Organize, store, and retrieve digital files from cloud storage platforms like Google Drive or from an internal database.	3	2	-	1
	PC8. Create folders, name them appropriately, and place files in these folders for easy access and sharing settings.	1	2	-	1
	PC9. Identify and resolve issues in data annotation, such as software errors, data inconsistencies, or tool misconfigurations.	5	2	-	1
	PC10. Organize incoming and outgoing emails using inbuilt AI features, sort messages into specific folders, and ensure prompt responses.	1	2	-	1
	PC11. Archive important emails for future reference in an organized manner.	2	2	-	1
	PC12. Generate basic Management Information System (MIS) reports using relevant software tools.	1	2	-	1
	PC13. Learn and apply data backup and recovery procedures to safeguard important information.	2	3	-	1

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC14. Organize, validate, and maintain digital data repositories to ensure data curation aligns with organizational requirements and enhances the accuracy of MIS reports.	2	3	-	1
	PC15. Restart the program or computer to resolve technical issues when required.	1	3	-	1
	PC16. Usage of prompt in LLMs enhances digital handling efficiency.	1	2	-	1
	PC17. Clear cached data or temporary files to boost computer performance and maintain efficiency.	1	2	-	1
	PC18. Implement best practices in data curation to filter, classify, and secure relevant datasets for efficient troubleshooting and digital handling operations.	1	3	-	1
	PC19. Report or escalate technical issues to the appropriate support team for quick resolution and smooth operations.	1	3	-	1
	PC20. Enhance efficiency with Excel skills, such as data visualization, Pivot tables, and basic data analysis techniques for effective digital handling and MIS management."	1	2	-	1
	Total Marks	**30**	**50**	**-**	**20**
SSC/N2206: Introduction to Digital Security and Customer-Centric Services	PC1. Maintain a secure and safe digital workspace by following basic cyber hygiene practices.	1	2	-	1
	PC2. Identify potential cyber threats and take necessary precautions to protect against them.	1	2	-	1
	PC3. Apply basic security practices to ensure the integrity of digital devices and systems.	1	2	-	
	PC4. Use strong and unique passwords for systems, files, and online accounts to ensure data security.	1	2	-	
	PC5. Employ encryption techniques and security measures to safeguard sensitive company files and data.	2	2	-	1
	PC6. Follow organizational protocols and safety standards for handling digital information.	1	2	-	1
	PC7. Keep software and security systems up-to-date to prevent vulnerabilities and breaches.	1	2	-	1

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC8. Understand the concept of data privacy and ensure compliance with privacy regulations.	1	2	-	1
	PC9. Implement access control measures to prevent unauthorized access to systems and sensitive data.	1	2	-	
	PC10. Use the internet and various applications efficiently for both personal and professional purposes.	1	2	-	1
	PC11. Assist customers in updating personal documents like Aadhar, PAN, and government forms on official websites.	1	2	-	1
	PC12. Help customers access details and information regarding government schemes and benefits.	1	2	-	
	PC13. Fill out online forms for exams or admissions on different websites, ensuring accuracy and timeliness.	2	2	-	1
	PC14. Guide customers in opening and operating online accounts and conducting digital payments via UPI.	1	2	-	1
	PC15. Use digital platforms for online ticket booking, checking status, and handling cancellations.	1	2	-	1
	PC16. Utilize the internet for personal learning and self-development, engaging with online courses or resources.	1	2	-	1
	PC17. Submit certificates through appropriate online portals, following the organization's procedures.	1	2	-	1
	PC18. Recognize the need for and apply industry-specific data handling practices, such as in banking, healthcare, or logistics.	2	2	-	1
	PC19. Ensure the proper use of digital tools and platforms to maintain smooth online service delivery.	2	2	-	1
	PC20. Stay informed about emerging digital tools and trends to enhance service offerings to customers.	1	2	-	1
	PC21. Recognize the importance of secure data transmission and apply encryption when handling sensitive information.	1	2	-	1

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC22. Troubleshoot common digital platform issues and escalate when necessary to maintain service continuity.	1	2	-	
	PC23. Maintain proper records of customer interactions and transactions on digital platforms for future reference.	2	2	-	1
	PC24. Demonstrate effective communication skills when assisting customers with digital services or support.	1	2	-	1
	PC25. Ensure compliance with digital payment and transaction regulations while performing online transactions.	1	2	-	1
	Total Marks	**30**	**50**	**-**	**20**
SSC/N2207:Digital Data Management and AI-driven Process Optimization	PC1. Apply the concept of data annotation and its importance in preparing datasets for AI and machine learning.	2	4	-	2
	PC2. Operate data annotation software or platforms to label images, text, audio, or video as per project guidelines.	2	5	-	1
	PC3. Apply data labeling techniques to categorize images, text, or other data formats based on instructions.	3	4	-	2
	PC4. Ensure accuracy and consistency while annotating data to meet project requirements.	3	4	-	1
	PC5. Use digital tools for data annotation and maintain the quality of annotated datasets.	2	4	-	2
	PC6. Use pivot tables to sort, filter, and analyze data based on specific business needs.	2	4	-	2
	PC7. Create visual representations like charts and graphs from pivot table data to simplify understanding.	3	4	-	2
	PC8. Troubleshoot common errors in pivot table usage and ensure the accuracy of data analysis.	3	4	-	1

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC9. Develop structured and clear prompts to get accurate and useful responses from ChatGPT.	2	5	-	1
	PC10. Use ChatGPT to draft professional emails, generate content, or solve customer queries efficiently.	3	4	-	2
	PC11. Evaluate the outputs from ChatGPT and make necessary refinements for better results.	3	4	-	2
	PC12. Ensure ethical and secure use of ChatGPT, avoiding any misuse of sensitive information.	2	4	-	2
	Total Marks	**30**	**50**	**-**	**20**
DGT/VSQ/ N0101 Employability Skills (30 Hrs)	PC 1. Introduction to Employability Skills	1	1	-	-
	PC 2. Constitutional values – Citizenship	1	1	-	-
	PC 3. Becoming a Professional in the 21st Century	1	3	-	-
	PC 4. Basic English Skills	2	3	-	-
	PC 5. Communication Skills	1	1	-	-
	PC 6. Diversity & Inclusion	1	1	-	-
	PC 7. Financial and Legal Literacy	3	4	-	-
	PC 8. Essential Digital Skills	4	6	-	-
	PC 9. Entrepreneurship	3	5	-	-
	PC 10. Customer Service	2	2	-	-
	PC 11. Getting ready for apprenticeship & Jobs	1	3	-	-
	Total Marks	**20**	**30**	**-**	**-**

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Grand Total Marks		**140**	**230**	**-**	**80**

Annexure: Assessment Strategy

Assessment Process Overview

Batch Creation & Assessment Request:

Training Providers (TP) or Training Centers (TC), including any other authorized partner of Ministry/ Department create batches / push batches on the SIDH portal. Assessment requests are submitted through the SIDH portal or via email or other media as authorized from time to time. For NON-SIDH schemes, assessment requests are received electronically or through respective State Skill Mission portals. TP/TC initiates the assessment request through the InSDMS portal and processes the payment (where applicable).

Batch Alignment & Confirmation:

Upon payment confirmation, batches are assigned to the Assessment Agency based on factors like:

- Assessment readiness
- Availability of certified assessors for the specific job role
- Assessment capping to an assessment agency as prescribed from time to time for an AB An email communication / prescribed mode communication is sent to TP/TC for confirmation of the assessment date, with IT-ITeS SSC in the loop. Once confirmation is received, the Assessment Agency designates a TOA-certified assessor to conduct or facilitate the assessment.
- Batches are only formed when the Qualification is active.

Candidate Verification & Assessment Execution:

Candidate details are verified and documented at the beginning of the assessment by a certified assessor. A Quality Assurance (QA) mechanism is enforced, requiring an undertaking from the TC. Regular feedback is collected from TP/TC to ensure continuous improvement.

Evidence Collection & Validation:

Proctors or assessors capture date/time-stamped and geo-tagged photographs of the assessment location during the process. Attendance is also ensured offline. A PC-wise result analysis is conducted to refine assessment standards.

Monitoring & Compliance:

Batch monitoring follows established protocols, ensuring adherence to assessment guidelines. Sample based surprise visits are conducted at TC locations during both training and assessments to verify compliance. This structured approach ensures transparency, quality control, and validation throughout the assessment process.

Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

Assessment Quality Assurance levels/Framework:

IT-ITeS SSC nasscom is responsible for the development and periodic review of the question bank developed for a specific job role. We publish an openly accessible sample /model question paper on our website for all stakeholders. The quality of the Question Bank created by the assessment designer is validated by a Subject matter experts on the following parameters:

- Appropriateness of the Question Bank in terms of facts, data and information.
- Checks for grammar, spellings, scripting and formatting.
- The information provided should be specific enough to remove any ambiguity in answers/solutions to the question.
- Relevance – Assessing the topic well w.r.t. the job role.
- Check if the difficulty level of each question is as per the matrix.
- Check if the images used in the question are clear and relevant.
- All variables, symbols and abbreviations used must be declared.
- The correct answer option should be unique, and the options should not be overlapping

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations

NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf