



## QUALIFICATION FILE

### Duty Manager (Patient Relation Services)

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: 6

Submitted By:

Healthcare Sector Skill Council

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

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## Section 1: Basic Details

1.	<b>Qualification Name</b>	<b>Duty Manager (Patient Relation Services)</b>																	
2.	<b>Sector/s</b>	<b>Healthcare Sector Skill Council</b>																	
3.	<b>Type of Qualification:</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	<b>NQR Code &amp; version of existing/previous qualification:</b> (change to previous, once approved) QG-06-HE-00654-2023-V1.1-HSSC	<b>Qualification Name of existing/previous version:</b> <b>Duty Manager (Patient Relation Services)</b>																
4.	<b>a. OEM Name</b> <b>b. Qualification Name</b> (Wherever applicable)																		
5.	<b>National Qualification Register (NQR) Code &amp;Version</b> (Will be issued after NSQC approval)	QG-06-HE-04224-2025-V2-HSSC	<b>6. NCrf/NSQF Level: 6</b>																
7.	<b>Award (Certificate/Diploma/Advance Diploma/ Any Other</b> (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Skill Certificate																	
8.	<b>Brief Description of the Qualification</b>	The individual at this job is involved in planning, organizing, directing and controlling Inpatient & Outpatient services. They also collaborate with other departments to design, develop and implement the process & services of the center. They should be able to adapt with new advances/software/apps in hospital management systems. Individuals would keep oneself abreast with revision of hospital billing structure, government schemes and policies related to TPA and insurance services.																	
9.	<b>Eligibility Criteria for Entry for Student/Trainee/Learner/Employee</b>	<b>a. Entry Qualification &amp; Relevant Experience:</b> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Completed 4th year UG degree or equivalent Or</td> <td></td> </tr> <tr> <td>2</td> <td>Completed 3-Year UG Degree or equivalent Or</td> <td>with 1.5-year relevant experience</td> </tr> <tr> <td>3</td> <td>Previous relevant Qualification of NSQF Level 5.5 Or</td> <td>with 1.5 years of relevant experience</td> </tr> <tr> <td>4</td> <td>Previous relevant Qualification of NSQF Level 5 Or</td> <td>with 3 years of relevant experience</td> </tr> </tbody> </table>			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	Completed 4th year UG degree or equivalent Or		2	Completed 3-Year UG Degree or equivalent Or	with 1.5-year relevant experience	3	Previous relevant Qualification of NSQF Level 5.5 Or	with 1.5 years of relevant experience	4	Previous relevant Qualification of NSQF Level 5 Or	with 3 years of relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																	
1	Completed 4th year UG degree or equivalent Or																		
2	Completed 3-Year UG Degree or equivalent Or	with 1.5-year relevant experience																	
3	Previous relevant Qualification of NSQF Level 5.5 Or	with 1.5 years of relevant experience																	
4	Previous relevant Qualification of NSQF Level 5 Or	with 3 years of relevant experience																	

		5	Service Professionals - Defense/Armed Forces Professionals	with 12 years of relevant experience																		
		b. Age: <18 years>																				
10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	20	11. Common Cost Norm Category (I/II/III) (wherever applicable): II																			
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	Not Applicable																				
13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input type="checkbox"/> Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>360</td> <td>150</td> <td>90</td> <td>NA</td> <td>600</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	360	150	90	NA	600	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																	
Classroom (offline)	360	150	90	NA	600																	
Online																						
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO2015/2263.0200																				
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Progression will be possible in both academic as well as professional area as: "Vertical: NSQF Level 7- Hospital Administrator (to be developed) Progression to Diploma/Degree qualifications in the relevant field after training. (NCAHP)																				
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	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																				
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:																				
19.	How Participation of Women will be Encouraged	Healthcare is a field where equal opportunity and participation of women is being given as patients could belong to all genders.																				
20.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No HSS/N9620,HSS/N9624																				
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																				

22.	<b>Name and Contact Details of Submitting / Awarding Body SPOC</b> (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	<b>Name:</b> Mr. Ashish Jain <b>Email:</b> ashish.jain@healthcare-ssc.in <b>Website:</b> www.healthcare-ssc.in	<b>Contact No.:</b> 011-40505850,011 41017346
23.	<b>Final Approval Date by NSQC: 08/05/2025</b>	<b>24. Validity Duration: 3 years</b>	<b>25. Next Review Date: 08/05/2028</b>

## 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/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Supervise in-house operations to meet organizational objectives	HSS/N6112, V3.0	Core	6	6	100	60	20	0	180	132	30	70	130	362	20
2.	Redirect & allocate resources according to patient flow	HSS/N6113, V3.0	Core	6	2	30	10	20	0	60	67	40	30	60	197	20
3.	Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules	HSS/N6114 V3.0	Core	6	2	20	20	20	0	60	57	40	30	60	187	20
4.	Support clinical, operational and facility services for smooth functioning throughout the entire organization on a 24-hour basis	HSS/N6115, V3.0	Core	6	5	95	40	15	0	150	43	36	15	24	118	10
5.	Maintain a safe, and secure working environment	HSS/N9624, V2.0	Non-Core	4	1	15	10	5	0	30	10	10	0	10	30	10

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
6.	Comply with infection control and biomedical waste disposal policies	HSS/N9620, V2.0	Non-Core	4	1	10	10	10	0	30	21	14	5	16	56	10
7.	Employability Skills	DGT/VSQ/N 0103, V1.0	Non-Core	5	3	90	0	0	0	90	20	30	0	0	50	10
<b>Duration (in Hours) / Total Marks</b>					<b>20</b>	<b>360</b>	<b>150</b>	<b>90</b>	<b>0</b>	<b>600</b>	<b>350</b>	<b>200</b>	<b>150</b>	<b>300</b>	<b>1000</b>	<b>100</b>

## Elective NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.																
2.																
<b>Duration (in Hours) / Total Marks</b>																

## Optional NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.																
2.																
<b>Duration (in Hours) / Total Marks</b>																

## Assessment - Minimum Qualifying Percentage

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

**Minimum Pass Percentage – Aggregate at qualification level: 70 %** (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

**Minimum Pass Percentage – NOS/Module-wise: \_\_\_%** (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

### Section 3: Training Related

1.	<b>Trainer's Qualification and experience in the relevant sector (in years)</b> (as per NCVET guidelines)	<p>Graduate (Any) with 3 years of working experience in healthcare management and 1 year of teaching experience.</p> <p>Or</p> <p>Postgraduate (MHA in Healthcare Management Administration) with 1 year of working experience in healthcare management and 1 year of teaching experience.</p> <p>Or</p> <p>Post Graduate Diploma (Post Graduate Diploma in Management (PGDM) in Healthcare Management Administration) with 1 year of working experience in healthcare management and 1 year of teaching experience.</p> <p>Or</p> <p>Masters MBA(MBA/MHA (Masters in Hospital/Healthcare Administration) with 1 year of working experience in healthcare management and 1 year of teaching experience</p>
2.	<b>Master Trainer's Qualification and experience in the relevant sector (in years)</b> (as per NCVET guidelines)	<p>Graduate (Any) with 5 years of working experience in healthcare management and 2 year of teaching experience.</p> <p>Or</p> <p>Postgraduate (MHA in Healthcare Management Administration) with 3 year of working experience in healthcare management and 2 year of teaching experience.</p> <p>Or</p> <p>Post Graduate Diploma (Post Graduate Diploma in Management (PGDM) in Healthcare Management Administration) with 3 year of working experience in healthcare management and 2 year of teaching experience.</p>

		Or Masters MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 3 year of working experience in healthcare management and 2 year of teaching experience
3.	<b>Tools and Equipment Required for Training</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	<b>In Case of Revised Qualification, Details of Any Upskilling Required for Trainer</b>	

### Section 4: Assessment Related

1.	<b>Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	Graduate (Any) with 5 years of working experience in healthcare management and 2 year of teaching/assessment experience.  Or Postgraduate (MHA in Healthcare Management Administration) with 2 year of working experience in healthcare management and 2 year of teaching/assessment experience.  Or Post Graduate Diploma (Post Graduate Diploma in Management (PGDM) in Healthcare Management Administration) with 2 year of working experience in healthcare management and 2 year of teaching/assessment experience.  Or Masters MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 2 year of working experience in healthcare management and 2 year of teaching/assessment experience
2.	<b>Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	Diploma/Graduate
3.	<b>Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	Graduate (Any) with 6 years of working experience in healthcare management and 3 year of teaching/assessment experience.  Or Postgraduate (MHA in Healthcare Management Administration) with 5 year of working experience in healthcare management and 3 year of teaching/assessment experience.  Or

		Post Graduate Diploma (Post Graduate Diploma in Management (PGDM) in Healthcare Management Administration) with 5 year of working experience in healthcare management and 3 year of teaching/assessment experience.  Or  Masters MBA (MBA/MHA (Masters in Hospital/Healthcare Administration) with 5 year of working experience in healthcare management and 3 year of teaching/assessment experience
4.	<b>Assessment Mode</b> ( <i>Specify the assessment mode</i> )	Blended (Theory: Online, Practical and Viva: Blended)
5.	<b>Tools and Equipment Required for Assessment</b>	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No ( <i>details to be provided in Annexure-if it is different for Assessment</i> )

## Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	<b>Latest Skill Gap Study (not older than 2 years) (Yes/No):</b> Yes
2.	<b>Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):</b> No
3.	<b>Government /Industry initiatives/ requirement (Yes/No):</b> yes
4.	<b>Number of Industry validation provided:</b> 28
5.	<b>Estimated nos. of persons to be trained and employed:</b> 1000 trained and 70 % to be employed
6.	<b>Evidence of Concurrence/Consultation with Line Ministry/State Departments:</b> Yes If "No", why:

## Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	<b>Annexure:</b> NCrf/NSQF level justification based on NCrf level/NSQF descriptors ( <i>Mandatory</i> )	Yes
2.	<b>Annexure:</b> List of tools and equipment relevant for qualification ( <i>Mandatory, except in case of online course</i> )	Yes
3.	<b>Annexure:</b> Detailed Assessment Criteria ( <i>Mandatory</i> )	Yes
4.	<b>Annexure:</b> Assessment Strategy ( <i>Mandatory</i> )	Yes
5.	<b>Annexure:</b> Blended Learning ( <i>Mandatory, in case selected Mode of delivery is "Blended Learning"</i> )	No

6.	<b>Annexure:</b> Multiple Entry-Exit Details (Mandatory, in case qualification has multiple Entry-Exit)	No
7.	<b>Annexure:</b> Acronym and Glossary (Optional)	Yes
8.	<b>Supporting Document:</b> Model Curriculum (Mandatory – Public view)	Yes
9.	<b>Supporting Document:</b> Career Progression (Mandatory - Public view)	Yes
10.	<b>Supporting Document:</b> Occupational Map (Mandatory)	Yes
11.	<b>Supporting Document:</b> Assessment SOP (Mandatory)	Yes
12.	<b>Any other document you wish to submit:</b>	

### 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
<b>Professional Theoretical Knowledge/Process</b>	Work in familiar, predictable, routine, situation of clear choice. The individual at this job supervise front desk activities for maintaining a professional work environment, team supervision, administrative support, supervisory support, office harmony, crisis handling, office morale, customer service under the guidance of manager. They assist for planning, implementing, monitoring daily activities at front desk/medical desk including Inpatient & out patient in healthcare set up	The Duty Manager during the job works in familiar, predictable, routine, and situation of clear choice.  Refer to the evidences provided in the adjacent column. Hence it falls under Level 6.	6
<b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b>	Factual knowledge of field of knowledge or study. Duty Manager – Patient Relation Services is a part of multidisciplinary team and be comfortable in Managing hospital Front Desk. Coordinate in house operations at healthcare facility . Implement & undertake corrective action in view of hospital policy, administration and work rules, Individuals should have understanding of Safety of patients , Consent, Reporting & Documentation, Basic Structure and Function of Human Body, Ageing and Ageing Process, Medical Terminology & hospital front desk work, Infection Control & Prevention, Personnel Hygiene, patients Rights & Responsibilities.	The Duty Manager during the job works in familiar, predictable, routine, and situation of clear choice.  Refer to the evidences provided in the adjacent column. Hence it falls under Level 6.	6
<b>Employment Readiness &amp; Entrepreneurship</b>	Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts	The Duty Manager during the job works in familiar, predictable, routine, and situation of clear choice.	6

<b>Skills &amp; Mind-set/Professional Skill</b>	Duty Manager – Patient Relation Services requires to have good communication and interpersonal skills along with a pleasing personality to attend to all sorts of enquiries from the patients with efficient rapport building. The job requires individuals to possess key qualities such as patience, confidence, maturity, compassion, patient centricity, good listening. They must be skilled to interact with a wide range of personality types in both pleasant and difficult circumstances. It is also important for the individual to have a good level of physical fitness and healthy body with well-maintained hygiene circumstances. They should be able to exhibit fine motor skills, Analytical skills, Detail oriented, Integrity, Interpersonal skills, technical skills, Computer Skills.	Refer to the evidences provided in the adjacent column. Hence it falls under Level 6.	
<b>Broad Learning Outcomes/Core Skill</b>	Duty Manager – Patient Relation Services should have the ability to understand and follow complex technical instructions, ability to pay close attention to detail, ability to effectively use computer applications such as spreadsheets, word processing, ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position, familiarity with the techniques of maintaining a filing system, accuracy, good dexterity, dependability, initiative, good judgment, physical condition commensurate with the demands of the position. Keep abreast of the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities. Support clinical, operational and facility services for smooth functioning throughout the entire organization on a 24 hour basis. Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules, Redirect & allocate resources according to patient flow	Duty Manager – Patient Relation Services requires desired mathematical skill, understanding of social, political and natural environment, collecting and organizing information and communication	6
<b>Responsibility</b>	Duty Manager – Patient Relation Services is responsible for aspects of coordination at hospital front desk to ensure customer satisfactions. Assess patient requirement and act accordingly, Prepare for patient admission, registration & direct patient to accurate unit	The Duty Manager should know how to take responsibility of own work and learning.  Refer to the evidence provided in the adjacent column. Hence it falls under Level 6.	6

	as per medical advice, Liaison & coordinate with healthcare team for effective patient management, Individuals must always perform their duties in a calm, reassuring empathetic and efficient manner.		
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### 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	CPR Manikin	Equip Nos	2
2	Registration desk. Counter/phone/computer/internet facility,	Equip Nos	2
3	PBAX SYSTEM	Equip Nos	1
4	Mock HIS software	Equip Nos	1
5	Admission counter with desk provided for keeping documents	Equip Nos	1
6	Mock billing counter with cabinets of sample documents	Equip Nos	1
7	Mock Procedure Rate List	Equip Nos	2
8	TPA Desk	Equip Nos	1
9	Stapler	Equip Nos	4
10	Sample admission form/ requisite form/ visitor pass	Equip Nos	8
11	Human Anatomy Model	Equip Nos	2
12	Telephone directory	Equip Nos	2
13	Sign boards	Equip Nos	2
14	Fire extinguisher	Equip Nos	1
15	Hospital Uniform	Equip Nos	2
16	Newspaper/magazine/hospital journal stand	Equip Nos	2
17	Hospital front office stationery	Equip Nos	2
18	Hospital map	Equip Nos	2
19	Hospital manual	Equip Nos	2
20	First aid box	Equip Nos	1

21	Credit Card Swap Machine	Equip Nos	1
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## Classroom Aids

The aids required to conduct sessions in the classroom are:

1. AV Aids
2. Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed)
3. (all software should either be latest version or one/two version below)
4. UPS
5. Scanner cum Printer
6. Computer Tables
7. Computer Chairs
8. LCD Projector
9. White Board/Smart Board 1200mm x 900mm
10. Marker
11. Duster
12. Charts
13. Models
14. Flip Chart

### Annexure: Industry Validations Summary

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

Duty Manager (Patient Relation Services)				
S.No	Organization	Name of Representative	Designation	City/State
1	ASTER CMI HOSPITAL	Dr Rohini Paul	Chief Nursing Officer	Bangalore
2	Life care Hospital	Dr H Abdul Kareem	BAMS, MD PHD	Bangalore
3	NA	Ms Jaimika Patel	Assistant Professor	Noida
4	Aurobindo EMS, Hyderabad	DR. Parashuramulu Ch K	Training Manager	Hyderabad
5	Prime Life Hospital	Dr Kashwar Zamani	BAMS, MHA	Bangalore

6		Dr Mohammed Abdul Muqsit	Emergency Physician Doctor(MBBS, FEM)	Hyderabad
7	Bodycare Wellness Center	Dr B. Nadeem	Ayurvedic Consultant	Hyderabad
8	Om Prakash Ayurveda Clinic and Panchkarma Center	Dr Pavan Kumar Jain	BAMS, MD	Karnataka
9		Dr Sabah Bin Saleh	MBBS, FEM (UK)	Hyderabad
10	Safercare CIHS	DR. VIJAYANAND BASUTHKAR	HOD	Hyderabad
11	Emversity	Ms Anja Stodtmeister	Head of Nursing Excellence	Bangalore
12	Sri Sai Hospital, Siwan	Dr. Rameshwar Kumar	Founder & Chairman, Orthopedic & Joint Replacement Surgeon	Bihar
13	Marengo Asia Hospitals	Dr V P Bhalla	Group Medical Director	Faridabad
14	AIIMS , DELHI	Dr Rakesh Garg	Professor, Department of Onco-Anaesthesia and Palliative Medicine	New Delhi
15	AIIMS , RAIPUR	Dr Atul Jindal	Professor & In Charge, Pediatric Critical care	
16	Maharaja Agrasen Hospital, New Delhi	Dr Deepak Singla	Medical Director	New Delhi
17	Vayah Vikas	Joyce Mathew Kurian	Head of Partnership and CRM	Bangalore

18	Quess Corp Limited	Mr.Venkatesh Murthy	General Manager – Staffing	Bangalore
19	Felix Hospital	Mr Pankaj Mathur	Sr General Manager	Noida
20	AHPI	Mr Shikhar Gupta	Deputy Director	New Delhi
21	Charak Healthcare	Dr arjun K R	CEO	Bangalore
22	Foundation for Innovations in Health(JSV)	Prof (Dr.) Satadal Saha MS, FRCS (Eng.)	President	Kolkata
23	Apollo Hospital	Dr Umashankar	General Manager	Karnataka
24	CAHO	Meenakshi Anchalia	Director, Surana and Anchalia	
25	Bodycare Wellness Center	Dr Nabasmita Deka	General Physician	Bangalore
26	Al-Rehaman Polyclinic	Dr Nagarjun KP	Consultant Specialist	Bangalore
27	Zeus Institute of Healthcare Management Pvt Ltd	Dr Vijay Kumar Reddy	Director	Bangalore
28	SRI AUROBINDO INSTITUTE OF MEDICAL SCIENCES & SRI AUROBINDO UNIVERSITY , INDORE	DR. VINOD BHANDARI	FOUNDER CHAIRMAN	Madhya Pradesh

### Annexure: Training & Employment Details

**Training and Employment Projections: 1000**

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2026	200	70%	NA	NA	NA	NA
2027	400	70%	NA	NA	NA	NA
2028	400	70%	NA	NA	NA	NA

Data to be provided year-wise for next 3 years

**Training, Assessment, Certification, and Placement Data for previous versions of qualifications: 1187**

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
Version 4	2022-23	417	407	378	NA	210	NA	NA	NA	NA	NA	NA	NA
Version 4	2023-24	616	576	551	NA	435	NA	NA	NA	NA	NA	NA	NA
Version 4	2024-25	154	121	121	NA	85	NA	NA	NA	NA	NA	NA	NA

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.
- 2.

**Content availability for previous versions of qualifications:**

Participant Handbook  Facilitator Guide  Digital Content  Qualification Handbook  Any Other:

**Languages in which Content is available:**

## 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	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge		
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners		
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice		
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

## Annexure: Detailed Assessment Criteria

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

National Occupational Standards (NOS)	Element	Theory Marks	Practical Marks	Project Marks	OJT Marks	Total
HSS/N6112: Supervise in house operations to meet organizational objectives	Manage, Plan and schedule work requirement at front desk	13	0	10	25	48
	Implement laid down processes at front desk	21	0	15	25	61
	Relevant rules and regulations, laws and byelaws	30	0	10	20	60

	Communication channel within the system	33	0	20	30	83
	Investigate patient / visitor concerns and implements appropriate courses of action	35	30	15	30	110
	Nos Total	132	30	70	130	362
HSS/N6113: Redirect & allocate resources according to patient flow	Effective unit process flow of various departments and effective utilization of resources at each level	32	20	15	30	97
	Patient safety & Employee safety	35	20	15	30	100
	Nos Total	67	40	30	60	197
HSS/N6114: Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules	Hospital policy, administration and work rules	25	0	15	30	70
	Processes to continuously improve patient care quality	32	40	15	30	117
	Nos Total	57	40	30	60	187
HSS/N6115: Support clinical, operational and facility services for smooth functioning throughout the entire organization on a 24-hour basis	Clinical, Operational & Facility Services with effective utilization and allocation of resources	23	18	10	10	61
	Understand and apply basic accounting principles in healthcare settings	20	18	5	14	57
	Nos Total	43	36	15	24	118
HSS/N9620: Comply with Infection Control and Bio Medical Waste Disposal Policies	Management of Healthcare Waste (Biomedical and General waste)	9	7	2	8	26
	Infection control practices	12	7	3	8	30
	Nos Total	21	14	5	16	56

HSS/N9624: Maintain a safe, healthy and secure working environment	Workplace safety and security	10	10		10	30
	<b>Nos Total</b>	10	10	0	10	30
DGT/VSQ/N0103, V1.0, Employability Skills (90 Hours)	Introduction to Employability Skills	1	1			
	Constitutional values – Citizenship	1	1			
	Becoming a Professional in the 21st Century	1	3			
	Basic English Skills	3	4			
	Career Development & Goal Setting	1	2			
	Communication Skills	2	2			
	Diversity & Inclusion	1	1			
	Financial and Legal Literacy	2	3			
	Essential Digital Skills	3	5			
	Entrepreneurship	2	3			
	Customer Service	1	2			
	Getting ready for apprenticeship & Jobs	2	3			
	<b>NOS Total</b>	20	30	0	0	50
	<b>Grand Total</b>	350	200	150	300	1000

### Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

*Mention the detailed assessment strategy in the provided template.*

#### <1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

#### 2. 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.

## 3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

## 4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

## 5. Method of verification or validation:

- Surprise visit to the assessment location

## 6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

**On the Job:**

1. Each module (which covers the job profile of Automotive Service Assistant Technician) will be assessed separately.
2. The candidate must score 60% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
  - Videos of Trainees during OJT
  -
4. Assessment of each Module will ensure that the candidate is able to:
  - Effective engagement with the customers
  - Understand the working of various tools and equipment
  - .....>

**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
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<b>National Occupational Standards (NOS)</b>	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.
<b>Qualification</b>	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
<b>Qualification File</b>	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.
<b>Sector</b>	A grouping of professional activities on the basis of their main economic function, product, service or technology.
<b>Long Term Training</b>	Long-term skilling means any vocational training program undertaken for a year and above. <a href="https://ncvet.gov.in/sites/default/files/NCVET.pdf">https://ncvet.gov.in/sites/default/files/NCVET.pdf</a>

NSQC Approved