

Model Curriculum

QF Name: Digital Mitra

QF Code: SSC/Q2212

QF Version: 4.0

NSQF Level: 3

Model Curriculum Version: 4.0

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Training Parameters

Sector	IT-ITeS
Sub-Sector	Business Process Management
Occupation	CRM
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4132.0402
Minimum Educational Qualification and Experience	<p>*Relevant Experience: Digital Business Services The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications.</p> <p>12th Grade Pass with basic computer knowledge OR 10th Grade Pass with basic computer knowledge with 1.5 year relevant experience* OR Previous Relevant qualification of NSQF level 2 with 3 years of relevant experience*</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	14 Years
Last Reviewed On	18 th Feb 2025
Next Review Date	18 th Feb 2028
NSQC Approval Date	18 th Feb 2025
QP Version	4.0
Model Curriculum Creation Date	18 th Feb 2025
Model Curriculum Valid Up to Date	18 th Feb 2028
Model Curriculum Version	4.0
Minimum Duration of the Course	270:00 hours
Maximum Duration of the Course	270:00 hours

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Explain the concept and importance of data annotation in preparing datasets for AI and machine learning applications.
- Describe various data annotation techniques for labeling images, text, audio, and video and their real-world applications.
- Demonstrate proficiency in operating data annotation tools to label and categorize different data formats accurately.
- Ensure consistency and quality control in annotated datasets by following structured guidelines.
- Utilize pivot tables in spreadsheet software to organize, sort, and analyze business data effectively.
- Identify and troubleshoot errors in pivot table operations to ensure accurate data analysis.
- Apply ethical and security principles while using AI tools like ChatGPT for professional communication and customer service.
- Develop well-structured AI-generated prompts to obtain accurate and relevant responses.
- Evaluate and refine AI-generated content to ensure clarity, coherence, and professionalism.
- Demonstrate fundamental cyber hygiene practices, such as setting up multi-factor authentication and recognizing phishing threats.
- Apply encryption techniques to safeguard sensitive data and implement security measures like access controls and software updates.
- Generate, analyze, and present data using pivot tables, charts, and basic data visualization techniques in Excel.
- Apply structured methodologies for reporting and escalating technical issues to ensure smooth digital operations.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration (In hours)	Practical Duration (In hours)	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration (In hours)
SSC/N2204: Introduction to Office Suite and Computer System applications NOS Version No. 1 NSQF Level 3	20:00	20:00	20:00	00:00	60:00
Module 1: Introduction to the	10:00	10:00	00:00	00:00	20:00



job role of Digital Mitra					
Module 2: Fundamentals of Office Suite and Computer Applications	10:00	10:00	20:00	00:00	40:00
SSC/N2205: Digital Handling, MIS and Troubleshooting Essentials NOS Version No. 1 NSQF Level 3	30:00	40:00	20:00	00:00	90:00
Module 3: Digital Operations, MIS, and Troubleshooting Fundamentals	30:00	40:00	20:00	00:00	90:00
SSC/N2206:Introduction to Digital Security and Customer-Centric Services NOS Version No. 1 NSQF Level 3	20:00	30:00	10:00	00:00	60:00
Module 4: Digital Security and Customer-Centric Services	20:00	30:00	10:00	00:00	60:00
SSC/N2207: Digital Data Management and AI-driven Process Optimization NOS Version No. 1 NSQF Level 3	10:00	20:00	00:00	00:00	30:00
Module 5: AI-Driven Digital Data Management & Process Optimization	10:00	20:00	00:00	00:00	30:00
DGT/VSQ/N0101 Employability Skill 30 Hours Version No. 1 NSQF Level 2	12:00	18:00	00:00	0:00	30:00
Module 6: Introduction to Employability Skills	0.5:00	0.5:00	0:00	00:00	1:00
Module 7: Constitutional values -Citizenship	0.5:00	0.5:00	0:00	00:00	1:00
Module 8: Becoming a Professional in the 21st	0.5:00	0.5:00	0:00	00:00	1:00

Century					
Module 9: Basic English Skills	1:00	1:00	0:00	00:00	2:00
Module 10: Communication Skills	1.5:00	2.5:00	0:00	00:00	4:00
Module 11: Diversity & Inclusion	0.5:00	0.5:00	0:00	00:00	1:00
Module 12: Financial and Legal Literacy	1.5:00	2.5:00	0:00	00:00	4:00
Module 13: Essential Digital Skills	1:00	2:00	0:00	00:00	3:00
Module 14: Entrepreneurship	2.5:00	4.5:00	0:00	00:00	7:00
Module 15: Customer Service	1.5:00	2.5:00	0:00	00:00	4:00
Module 16: Getting ready for apprenticeship & Jobs	1:00	1:00	0:00	00:00	2:00
Total Duration	92:00	128:00	50:00	00:00	270:00

Module Details

Module 1: Introduction to the job role of Digital Mitra

Mapped to SSC/N2204, v1.0

Terminal Outcomes:

- Explain data entry services, procedures, and the policies applicable.
- Analyse the method of information gathering for data entry purpose.

Duration: 12:00 (In Hours)	Duration: 36:00 (In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Identify the data entry procedures, tools, and techniques. ● Explain the role and importance of the data entry operator in supporting business operations. 	<ul style="list-style-type: none"> ● Design plans to collate specific information/data from customer/ client to be entered. ● Examine standard policies to record and perform a service request.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens, LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
<ul style="list-style-type: none"> ● MS office suite ● AI tools (like ChatGPT, Gemini) ● Google sheets ● CRM software (optional) ● Cloud storage platforms like Google drive 	



Module 2: Fundamentals of Office Suite and Computer Applications

Mapped to SSC/N2204, v1.0

Terminal Outcomes:

- Explain the use of basic formatting tools in MS Word, including text formatting, alignment, styles, and templates.
- Describe the functionality of images, SmartArt, tables, charts, and other elements in MS Word and how they enhance document presentation.
- Apply text formatting tools such as bold, italic, underline, alignment, font size, color, and styles in MS Word.

Duration: 10:00(In Hours)	Duration: 10:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Explain the use of basic formatting tools in MS Word, including text formatting, alignment, styles, and templates. ● Describe the functionality of images, SmartArt, tables, charts, and other elements in MS Word and how they enhance document presentation. ● Explain the significance of page layout, margins, paragraphs, bullets, and numbering for structured document creation. ● Discuss the importance of spelling and grammar checks in ensuring document quality. ● Define common troubleshooting techniques for resolving MS Word issues. ● Explain the purpose and process of mail merging in MS Word. ● Describe the role of AI features in MS Word and MS Excel for enhancing productivity, including text prediction, grammar correction, and automated formatting. ● Analyze how AI-driven automation can improve workflows, including summarization, content recommendations, and data extraction. ● Explain the ethical considerations in AI-driven customer services, focusing on responsible data handling, fairness, transparency, and bias minimization. ● Understand power point thoroughly ● Describe the role of ChatGPT and similar AI tools in providing secure and ethical customer interactions. 	<ul style="list-style-type: none"> ● Open, create, and save a new MS Word document. ● Type and format text using bold, italic, underline, alignment, font size, color, and style in MS Word. ● Insert and edit images, shapes, SmartArt, and tables to enhance document presentation. ● Set up page layout, margins, paragraphs, bullets, and numbering for structured content organization. ● Use the Spelling & Grammar tool to identify and correct errors in MS Word documents. ● Troubleshoot common MS Word issues such as formatting inconsistencies, missing images, or template errors. ● Use the mail merge functionality to generate personalized documents in MS Word. ● Create, format, and organize documents using both traditional MS Word features and AI-powered tools. ● Utilize AI features like text prediction, grammar correction, and automated formatting suggestions in document creation. ● Apply AI-driven automation to optimize workflows for summarization, content recommendations, and data extraction. ● Integrate and visualize data by inserting tables, charts, and graphics in documents with AI-driven recommendations for better presentation. ● Sort and filter data in MS Excel for better data organization. ● Use basic MS Excel formulas and functions to perform calculations and data analysis. ● Apply formatting tools to modify cells and numbers



	<p>in MS Excel for readability.</p> <ul style="list-style-type: none">● Create and format charts and graphs in MS Excel to represent data visually.● Navigate between multiple spreadsheets within an MS Excel workbook for effective data management.● Construct professional PowerPoint presentations by adding and formatting text, images, transitions, and applying templates, themes, and formatting tools to enhance visual appeal.● Show how to integrate multimedia elements into slides and operate slideshow tools effectively to deliver engaging and seamless presentations using navigation and presenter features.● Ensure responsible AI usage in customer service by leveraging AI tools like ChatGPT for ethical, transparent, and secure interactions.
Classroom Aids:	
Whiteboard and Markers Chart, paper and sketch pens, LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
<ul style="list-style-type: none">● MS office suite● AI tools (like ChatGPT, Gemini)● Google sheets● CRM software (optional)● Cloud storage platforms like Google drive	

Module 3: Digital Operations, MIS, and Troubleshooting Fundamentals

Mapped to SSC/N2205, v1.0

Terminal Outcomes:

- Explain the significance of proper data organization and formatting for efficient digital management.
- Explain troubleshooting techniques for resolving data annotation issues, including software errors and data inconsistencies.
- Explain how AI-driven prompts in Large Language Models (LLMs) can optimize digital data management processes.
- Perform document format conversions using commonly available tools and software.

Duration: 30:00(In Hours)	Duration: 40:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Explain the importance of proper data organization and formatting for efficient digital management. ● Describe different methods for converting physical documents into digital formats using OCR software. ● Differentiate between various file formats and their conversions (e.g., Word to PDF, Excel to Word, PPT to Word, JPEG to editable text). ● Describe methods to troubleshoot data annotation issues, such as software errors and data inconsistencies. ● Explain the role of AI in email management, automation, and digital communication. ● Recognize the significance of MIS reports and their role in organizational decision-making. ● Explain how AI-driven prompts in Large Language Models (LLMs) can enhance digital data management. ● Identify when to report or escalate technical issues for smooth digital operations. ● Explain fundamental Excel skills such as data visualization, Pivot tables, and basic data analysis for MIS management. 	<ul style="list-style-type: none"> ● Enter sample data into MS Word, Excel, Google Sheets, or a CRM system with accuracy. ● Format and organize data in spreadsheets and tables for clarity and structured representation. ● Convert a physical document into a digital file using a free scanning tool or OCR software in real-time. ● Perform document format conversions such as Word to PDF, Excel to Word, and image to text using OCR tools. ● Create and structure digital folders, properly naming and storing files in an organized manner. ● Demonstrate how to upload, retrieve, and share files from cloud storage platforms like Google Drive. ● Sort and filter emails using AI-driven email categorization features and set up auto-responses for effective communication. ● Archive important emails systematically and retrieve them when required. ● Generate a basic MIS report using MS Excel and relevant software tools. ● Implement a simple data backup and recovery procedure for safeguarding important information. ● Demonstrate the process of clearing cached data or temporary files to enhance system performance. ● Perform a structured data curation task by filtering, organizing, and classifying a given dataset. ● Use Excel functions such as Pivot tables, charts,



	<p>and basic data analysis techniques to organize and interpret data.</p> <ul style="list-style-type: none">● Restart a malfunctioning program or computer to troubleshoot and resolve basic software issues.● Report a simulated technical issue through an official communication channel, following organizational protocols.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens, LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
<ul style="list-style-type: none">● MS office suite● AI tools (like ChatGPT, Gemini)● Google sheets● CRM software (optional)● Cloud storage platforms like Google drive	

Module 4: Digital Security and Customer-Centric Services

Mapped to SSC/N2206, v1.0

Terminal Outcomes:

- Identify common cyber threats and outline preventive measures to mitigate security risks.
- Describe fundamental security protocols, including access control, encryption, and secure data handling.
- Troubleshoot common digital platform issues, such as login failures and transaction errors.

Duration: 20:00(In Hours)	Duration: 30:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Explain the importance of cyber hygiene practices and how they contribute to a secure digital workspace. ● Identify potential cyber threats and describe necessary precautions to mitigate risks. ● Discuss basic security measures, including access control and encryption, for protecting digital devices and systems. ● Summarize the significance of strong and unique passwords for data security. ● Understand the concept of data privacy and its compliance requirements in various industries. ● Explain the need for software updates and security patches to prevent digital vulnerabilities. ● Identify industry-specific data handling practices in sectors such as banking, healthcare, and logistics. ● Describe the principles of secure data transmission and encryption in online communications. ● Understand emerging trends in digital tools and platforms that can improve online service delivery. ● Explain the legal and regulatory compliance requirements for digital payments and online transactions. 	<ul style="list-style-type: none"> ● Demonstrate basic cyber hygiene practices, such as setting up multi-factor authentication and avoiding phishing links. ● Apply encryption techniques to secure sensitive company data and files. ● Create and manage strong passwords using password managers. ● Perform software updates and security checks on digital devices. ● Implement access control measures, such as setting user permissions and securing login credentials. ● Guide customers in updating personal documents (Aadhar, PAN) on official portals. ● Assist customers in accessing government schemes and benefits through online platforms. ● Fill out online forms for exams, admissions, and government services with accuracy. ● Facilitate the creation and operation of online accounts for banking, UPI payments, and digital transactions. ● Book online tickets, check statuses, and process cancellations on travel and service websites. ● Use digital platforms for learning and self-development through online courses and resources. ● Submit certificates and official documents through appropriate online portals. ● Troubleshoot common digital platform issues such as login failures and payment errors. ● Maintain records of customer interactions and digital transactions for tracking purposes. ● Demonstrate effective communication while



	assisting customers with digital services.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens, LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
<ul style="list-style-type: none">● MS office suite● AI tools (like ChatGPT, Gemini)● Google sheets● CRM software (optional)● Cloud storage platforms like Google drive	



Module 5: AI-Driven Digital Data Management & Process Optimization

Mapped to SSC/N2207, v1.0

Terminal Outcomes:

- Explain the concept, techniques, and significance of data annotation across images, text, audio, and video.
- Operate data annotation platforms to label various data types according to project requirements, applying hands-on techniques to maintain dataset quality and accuracy.
- Create and analyze pivot tables to sort, filter, and visualize business data, troubleshoot common errors, and generate simplified visual reports for effective data interpretation.
- Apply principles of ethical and secure AI usage by using ChatGPT responsibly, developing effective prompts, generating professional outputs, and refining AI-generated content for accuracy and relevance.

Duration: 10:00(In Hours)	Duration: 20:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Explain the concept of data annotation and its significance in preparing datasets for AI and machine learning. ● Describe different types of data annotation techniques used for labeling images, text, audio, and video. ● Identify key considerations for ensuring accuracy and consistency in data annotation projects. ● Discuss the importance of digital tools in data annotation and maintaining the quality of annotated datasets. ● Explain the role of pivot tables in sorting, filtering, and analyzing business data. ● Analyze errors in pivot table operations and suggest corrective measures for accurate data analysis. ● Discuss the principles of ethical and secure use of ChatGPT, emphasizing data privacy and responsible AI usage. ● Evaluate ChatGPT-generated responses and refine them to ensure accuracy and relevance. 	<ul style="list-style-type: none"> ● Operate data annotation software or platforms to label images, text, audio, or video as per project guidelines. ● Apply data labeling techniques to categorize images, text, or other data formats based on given instructions. ● Ensure accuracy and consistency in data annotation through hands-on exercises with real or sample datasets. ● Use digital tools to annotate data and maintain the quality of annotated datasets through structured practice. ● Create pivot tables in spreadsheet software to sort, filter, and analyze given datasets. ● Generate visual representations like charts and graphs from pivot table data for simplified data understanding. ● Troubleshoot common errors in pivot table functions and verify data accuracy through hands-on exercises. ● Develop structured and clear prompts for ChatGPT to obtain accurate and useful responses. ● Use ChatGPT to draft professional emails, generate content, or solve customer queries based on real-world scenarios. ● Review and refine ChatGPT outputs to enhance clarity, professionalism, and effectiveness.
Classroom Aids:	

Whiteboard and Markers Chart paper and sketch pens, LCD Projector and Laptop for presentations

Tools, Equipment and Other Requirements:

- MS office suite
- AI tools (like ChatGPT, Gemini)
- Google sheets
- CRM software (optional)
- Cloud storage platforms like Google drive

Module 6: Introduction to Employability Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: <0.5:00>	Duration: <0.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of Employability Skills in meeting the job requirements 	<ul style="list-style-type: none"> • Demonstrate Employability Skills
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 7: Constitutional values - Citizenship

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: <0.5:00>	Duration: <0.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen. 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	



Module 8: Becoming a Professional in the 21st Century

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: <0.5:00>	Duration: <0.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss 21st century skills. 	<ul style="list-style-type: none"> • Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations.
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 9: Basic English Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Practice basic English speaking.

Duration: <1:00>	Duration: <1:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of basic English skills. 	<ul style="list-style-type: none"> • Use appropriate basic English sentences/phrases while speaking
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	



Module 10: Communication Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Practice basic communication skills.

Duration: <1.5:00>	Duration: <2.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss need of communication skills Describe importance of team work 	<ul style="list-style-type: none"> Demonstrate how to communicate in a well -mannered way with others. Demonstrate working with others in a team
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 11: Diversity & Inclusion

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe PwD and gender sensitisation.

Duration: <0.5:00>	Duration: <0.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of reporting sexual harassment issues in time 	<ul style="list-style-type: none"> Show how to conduct oneself appropriately with all genders and PwD
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 12: Financial and Legal Literacy

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: <1.5:00>	Duration: <2.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of using financial products and services safely and securely. Explain the importance of managing expenses, income, and savings. Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws 	<ul style="list-style-type: none"> Demonstrate ways of managing expenses, income, and savings.
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 13: Essential Digital Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: <1:00>	Duration: <2:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely 	<ul style="list-style-type: none"> Show how to operate digital devices and use the associated applications and features, safely and securely
Classroom Aids:	
Whiteboard, marker pen, projector	



Tools, Equipment and Other Requirements

Module 14: Entrepreneurship

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe opportunities as an entrepreneur.

Duration: <2.5:00>	Duration: <4.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges 	<ul style="list-style-type: none"> Demonstrate ways for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 15: Customer Service

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of maintaining customer.

Duration: <1.5:00>	Duration: <2.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Differentiate between types of customers. Explain the significance of identifying customer needs and addressing them. Discuss the significance of maintaining hygiene and dressing appropriately. 	<ul style="list-style-type: none"> Show how to maintain hygiene and dressing appropriately.



Classroom Aids:
Whiteboard, marker pen, projector
Tools, Equipment and Other Requirements

Module 16: Getting ready for apprenticeship & Jobs

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: <1:00>	Duration: <1:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of dressing up neatly and maintaining hygiene for an interview Discuss how to search and register for apprenticeship opportunities 	<ul style="list-style-type: none"> Create a biodata Use various sources to search and apply for jobs
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Annexure

Trainer Requirements



1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	<p>Educational Qualification: Graduate in any discipline</p> <p>Industry & Training Experience: 2 years of industry experience in digital business domain.</p> <p>Certification: "Trainer" mapped to the Qualification Pack "MEP/Q2601, V2.0" Minimum accepted score is 80% aggregate.</p>
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	<p>Educational Qualification: Graduate in any discipline</p> <p>Industry & Training Experience: 4 years of industry experience in digital business domain.</p> <p>Certification: "Trainer" mapped to the Qualification Pack "MEP/Q2602, V2.0" Minimum accepted score is 90% aggregate</p>
3.	Tools and Equipment Required for the Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, details of Any Upskilling Required for Trainer	NA

Assessor Requirements

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	<p>Educational Qualification: Graduate in any discipline</p> <p>Industry & Training Experience: 2 years of industry experience in digital business domain.</p> <p>Certification: "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.</p>
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines), (wherever applicable)	<p>Educational Qualification: Graduate in any discipline</p> <p>Industry & Training Experience: 2 years of industry experience in digital business domain.</p> <p>Certification: "Proctor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.</p>

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	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

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

References

Glossary

Term	Description
Key Learning Outcome	<p>Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes.</p> <p>Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).</p>
Training Outcome	<p>Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.</p>
Terminal Outcome	<p>Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.</p>
National Occupational Standard	<p>National Occupational Standard specify the standard of performance an individual must achieve when carrying out a function in the workplace</p>
Persons With Disability	<p>Persons with Disability are those who have long-term physical, mental, intellectual, or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.</p>
Integrated Development Environment	<p>An integrated development environment is a software application that provides comprehensive facilities to computer programmers for software development.</p>

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
SSC	Skill Sectors Councils
NASSCOM	National Association of Software & Service Companies
PwD	Persons with Disability
IDE	Integrated Development Environment