

# Model Curriculum

**QP Code: SSC/N2702**

**QP Version: 4.0**

**NSQF Level: 4**

**Model Curriculum Version: 4.0**

IT-ITeS Sector Skills Council  
NASSCOM | Plot No – 7, 8, 9 & 10, Sector 126, Noida, UP. Pin Code: 201303

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## Training Parameters

<b>Sector</b>	IT-ITeS
<b>Sub-Sector</b>	Business Process Management
<b>Occupation</b>	Editorial and Desktop Publishing
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3512.0202
<b>Minimum Educational Qualification and Experience</b>	<p>*Relevant Experience: Publishing Domain 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 years of relevant experience* OR Previous Relevant qualification of NSQF level 3 with 3 years of relevant experience*</p>
<b>Pre-Requisite License or Training</b>	Certifications in Desktop publishing software, tools, and platforms
<b>Minimum Job Entry Age</b>	21 years
<b>Last Reviewed On</b>	18-02-2025
<b>Next Review Date</b>	18-02-2028
<b>NSQC Approval Date</b>	18-02-2025
<b>QP Version</b>	4.0
<b>Model Curriculum Creation Date</b>	18-02-2025
<b>Model Curriculum Valid Up to Date</b>	18-02-2028
<b>Model Curriculum Version</b>	4.0
<b>Minimum Duration of the Course</b>	420 hours

<b>Maximum Duration of the Course</b>	420 hours
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## 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.

- Classify different types of publication content into predefined categories for efficient access and retrieval.
- Implement version control techniques to ensure the latest version of publications is accessible and properly labeled.
- Apply secure access protocols, including two-factor authentication, to protect sensitive publication content.
- Verify each publication version is correctly labeled to highlight the current version and reduce errors.
- Assign access permissions to team members based on roles and project needs, adjusting as roles evolve.
- Analyze content requirements by consulting stakeholders to align publications with project objectives.
- Utilize AI-based tools for efficient layout design, image editing, and content structuring in publications.
- Demonstrate version control processes to manage content revisions and ensure content integrity.
- Organize digital and physical copies of publications to restrict access to authorized personnel.
- Collaborate with content creators and editors to maintain content quality, consistency, and accuracy.
- Assess legal and ethical considerations of copyright compliance for media and resources in publications.
- Explain secure access protocols, including password protection and controlled access, for publication systems.
- Evaluate sustainability practices within the workplace, focusing on energy efficiency and waste management.
- Practice waste segregation by sorting recyclable, non-recyclable, and hazardous waste to minimize environmental impact.
- Apply inclusive communication methods aligned with gender sensitivity and PwD inclusiveness to promote equitable work environments.

### Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical	On-the-Job Training	On-the-Job Training Duration	Total Duration (In Hours)
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	<b>n (In Hours)</b>	<b>Duration (In Hours)</b>	<b>Duration (Mandatory)</b>	<b>(Recommended)</b>	
<b>SSC/N2702 Provide/control access to publications NOS Version No. 3 NSQF Level4</b>	46:00	74:00	60:00	00:00	180:00
Module 1: Publication Management and Data Security	28:00	47:00	00:00	00:00	75:00
Module 2: Access Control and Data Integrity Management	18:00	27:00	00:00	00:00	45:00
<b>SSC/N2703 Publish content NOS Version No. 3 NSQF Level 4</b>	65:00	115:00	30:00	00:00	210:00
Module 3: Content Creation, AI Design, and Publication Management	28:00	37:00	00:00	00:00	65:00
Module 4: Visual Content Quality and Coordination	15:00	27:00	00:00	00:00	42:00
Module 5: Publication Management and Compliance	15:00	27:00	00:00	00:00	42:00
Module 6: Production Requirement for Publication Process	07:00	24:00	00:00	00:00	31:00
<b>Employability Skill 30 Hours</b>	12:00	18:00	00:00	00:00	60:00
Module 7: Introduction to Employability Skills	0.5:00	0.5:00	0:00	00:00	1:00
Module 8: Constitutional values –Citizenship	0.5:00	0.5:00	0:00	00:00	1:00
Module 9: Becoming a Professional in the 21st Century	0.5:00	0.5:00	0:00	00:00	1:00
Module 10: Basic English Skills	1:00	1:00	0:00	00:00	2:00
Module 11: Communication Skills	1.5:00	2.5:00	0:00	00:00	4:00
Module 12: Diversity & Inclusion	0.5:00	0.5:00	0:00	00:00	1:00
Module 13: Financial and Legal Literacy	1.5:00	2.5:00	0:00	00:00	4:00

Module 14: Essential Digital Skills	1:00	2:00	0:00	00:00	3:00
Module 15: Entrepreneurship	2.5:00	4.5:00	0:00	00:00	7:00
Module 16: Customer Service	1.5:00	2.5:00	0:00	00:00	4:00
Module 17: Getting ready for apprenticeship & Jobs	1:00	1:00	0:00	00:00	2:00
<b>Total Duration</b>	<b>123:00</b>	<b>207:00</b>	<b>90:00</b>	<b>00:00</b>	<b>420:00</b>

# Module Details

## Module 1: Publication Management and Data Security

Mapped to SSC/N2702, v3.0

### Terminal Outcomes:

- Demonstrate effective content classification, version control, and secure access protocols.
- Apply secure login configurations and access controls to manage user credentials and adapt permissions.

<b>Duration: 28:00(In Hours)</b>	<b>Duration: 47:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>● Explain the principles of content classification and its importance in facilitating efficient access and retrieval.</li> <li>● Identify best practices for version control and labeling, detailing why it is essential to mark the latest version of publications.</li> <li>● Describe secure access protocols, including password protection, access controls, and common cybersecurity measures in publication systems.</li> <li>● Discuss the importance of maintaining data confidentiality and integrity, highlighting the role of controlled access in protecting publication information.</li> <li>● Explain the importance of adhering to cybersecurity protocols and confidentiality measures in protecting sensitive design files and customer data.</li> </ul>	<ul style="list-style-type: none"> <li>● Classify different types of publication content into predefined categories to enable efficient retrieval by users.</li> <li>● Verify that each version of a publication is labeled appropriately, emphasizing the current version’s visibility.</li> <li>● Implement secure login setups by configuring passwords and access protocols tailored to publication systems.</li> <li>● Assign access credentials to team members based on project roles, and adjust permissions in response to role changes or team exits.</li> <li>● Demonstrate the correct use of password management tools to secure sensitive design files during a classroom training session.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements:</b>	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Photo Editing <ul style="list-style-type: none"> <li>● GIMP</li> </ul> Vector Based Design <ul style="list-style-type: none"> <li>● Inkscape</li> </ul> Book/Magazine Design <ul style="list-style-type: none"> <li>●</li> </ul>	

## Module 2: Access Control and Data Integrity Management

Mapped to SSC/N2702, v3.0

### Terminal Outcomes:

- Apply protocols for granting temporary access to external stakeholders.
- Implement two-factor authentication and physical security measures.

<b>Duration: 18:00(In Hours)</b>	<b>Duration: 27:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>● Explain the protocols for granting temporary access to external stakeholders, ensuring that all access is logged and permissions are revoked post-use.</li> <li>● Describe the importance of implementing two-factor authentication to enhance security for sensitive publications.</li> <li>● Explain the process for reporting breaches or unauthorized access to a supervisor or higher management.</li> <li>● Discuss the organizational policies, standards, procedures, guidelines, and SLAs for providing and controlling access to publications.</li> </ul>	<ul style="list-style-type: none"> <li>● Apply the established protocols to grant temporary access to external stakeholders, ensuring all access is logged and permissions are revoked after use.</li> <li>● Implement two-factor authentication for accessing sensitive publications where necessary.</li> <li>● Monitor and report any breaches or unauthorized access by following the organization's reporting channels.</li> <li>● Ensure the secure storage of physical copies of publications and restrict access to authorized personnel only by applying physical security measures.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements:</b>	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Photo Editing <ul style="list-style-type: none"> <li>● GIMP</li> </ul> Vector Based Design <ul style="list-style-type: none"> <li>● Inkscape</li> </ul> Book/Magazine Design <ul style="list-style-type: none"> <li>●</li> </ul>	

## Module 3: Content Creation, AI Design, and Publication Management

Mapped to SSC/N2703, v3.0

### Terminal Outcomes:

- Evaluate the importance of detailed content requirements.
- Implement AI-based layout design tools to enhance publication quality and streamline the production process.

Duration: 28:00(In Hours)	Duration: 37:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>● Explain the importance of gathering detailed content requirements to ensure the publication meets its objectives.</li> <li>● Describe the principles and best practices for converting raw content into well-structured draft publications.</li> <li>● Outline the role and advantages of AI-based layout design tools in modern publishing workflows.</li> <li>● Discuss the key factors in maintaining quality control and consistency across multiple publication drafts.</li> <li>● Explain how standard templates and tools contribute to streamlining the publication process and maintaining uniformity.</li> <li>● Define version control techniques and their importance in managing revisions and maintaining the integrity of content.</li> <li>● Describe the process of testing publications for accessibility and ensuring content is compatible with different devices.</li> <li>● Discuss how automation in publication processes can improve efficiency, reduce errors, and optimize content delivery.</li> <li>● Explain the role of ChatGPT in content creation, focusing on how it can assist in generating initial drafts and outlines based on specific project requirements and guidelines.</li> <li>● Describe the importance of understanding content objectives and guidelines before using AI tools like ChatGPT for drafting.</li> </ul>	<ul style="list-style-type: none"> <li>● Identify the content requirements for publications by consulting relevant stakeholders and gathering detailed input.</li> <li>● Develop draft publications using standard templates and tools, ensuring alignment with the identified requirements.</li> <li>● Utilize AI-based layout design tools to create visually appealing layouts that effectively present the publication content.</li> <li>● Edit and refine the draft publications, ensuring accuracy and completeness of the content.</li> <li>● Implement the appropriate formatting styles and templates to ensure consistency with publication standards.</li> <li>● Apply version control systems to track revisions and manage the content during the publication process.</li> <li>● Ensure content accessibility and usability by testing publication formats across various platforms and devices.</li> <li>● Optimize the publication process by automating workflows using available tools to streamline production.</li> <li>● Demonstrate how to use ChatGPT to generate initial content drafts by providing clear prompts based on given project requirements.</li> <li>● Create outlines for publications using ChatGPT, ensuring they adhere to the required structure and content guidelines.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements:</b>	

Labs equipped with the following:

PCs/Laptops

Internet with Wi-Fi (Min 2 Mbps Dedicated)

Photo Editing

- GIMP

Vector Based Design

- Inkscape

Book/Magazine Design

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## Module 4: Visual Content Quality and Coordination

Mapped to SSC/N2703, v3.0

### Terminal Outcomes:

- Evaluate the effectiveness of AI tools in image enhancement.
- Apply image optimization techniques using AI tools.

<b>Duration: 15:00(In Hours)</b>	<b>Duration: 27:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>● Analyze AI tools' capabilities in image enhancement, resizing, and editing to understand their effectiveness in meeting publication quality.</li> <li>● Evaluate different image formats and their role in maintaining high-quality visuals for various media types.</li> <li>● Examine the impact of quality checks on design standards and publication timelines, ensuring client requirements are met.</li> <li>● Describe the process of collaborating with content creators and editors to ensure content consistency and adherence to quality standards before publication.</li> <li>● Describe the principles of typography, including font selection, size, spacing, and their impact on legibility and design consistency.</li> <li>● Outline the standards for editing and formatting text to ensure alignment, font consistency, and adherence to layout requirements.</li> <li>● Analyze the role of graphic elements in design projects and explain how they enhance layout and visual appeal.</li> </ul>	<ul style="list-style-type: none"> <li>● Apply AI-enhanced tools for image editing, resizing, and enhancement to meet publication quality standards.</li> <li>● Conduct image optimization using AI tools to adjust resolution, sharpness, and color correction based on client or platform requirements.</li> <li>● Use software tools to edit images and adjust visual elements (size, format) according to publication needs.</li> <li>● Coordinate with content creators to resolve any image or visual inconsistencies before publishing.</li> <li>● Design a text-based layout ensuring consistent fonts, sizes, and spacing, and present the results for evaluation.</li> <li>● Perform text editing tasks, such as alignment and font consistency adjustments, on a document using desktop publishing software.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements:</b>	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Photo Editing <ul style="list-style-type: none"> <li>● GIMP</li> </ul> Vector Based Design	

- Inkscape

Book/Magazine Design

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## Module 5: Publication Management and Compliance

Mapped to SSC/N2703, v3.0

### Terminal Outcomes:

- Analyze the legal and ethical considerations of copyright compliance.
- Demonstrate the process of obtaining approval for publications and ensuring content compatibility.

<b>Duration:</b> 15:00(In Hours)	<b>Duration:</b> 27:00(In Hours)
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>● Explain the legal and ethical considerations of copyright compliance in the use of media for publications.</li> <li>● Describe the approval process for publications and the importance of clear communication in resolving doubts with supervisors and clients.</li> <li>● Identify the different formats required by production teams and the technical specifications for each.</li> <li>● Discuss the role of AI tools in content validation and the importance of ensuring legally sourced content in publications.</li> </ul>	<ul style="list-style-type: none"> <li>● Utilize AI tools to verify the copyright compliance of all media used in publications.</li> <li>● Demonstrate the process of obtaining approval for publications from supervisors and clients by addressing any doubts or concerns.</li> <li>● Prepare outputs of publications in various formats required by production teams, ensuring compatibility and quality.</li> <li>● Analyze the requirements of production teams to ensure that publication formats meet their specifications.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements:</b>	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Photo Editing <ul style="list-style-type: none"> <li>● GIMP</li> </ul> Vector Based Design <ul style="list-style-type: none"> <li>● Inkscape</li> </ul> Book/Magazine Design <ul style="list-style-type: none"> <li>● Scribus</li> <li>● Lucidpress</li> </ul>	

## Module 6: Production Requirement for Publication Process

Mapped to SSC/N2703, v3.0

### Terminal Outcomes:

- Coordinate with production teams to ensure content alignment.
- Verify the accuracy and consistency of published content across multiple channels.

<b>Duration: 07:00(In Hours)</b>	<b>Duration: 24:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the process of providing clear instructions to production teams for ensuring content alignment with project goals.</li> <li>• Describe how to maintain version control practices to ensure the latest, approved content is published.</li> <li>• Identify the critical factors that determine the pre-decided timeline for content readiness and publishing.</li> <li>• Discuss the importance of consistency across multiple channels (e.g., print, web) in content publishing.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to coordinate with production teams to resolve any content-related issues promptly.</li> <li>• Apply version control tools and techniques to maintain and verify the latest version of content.</li> <li>• Implement processes to ensure content is ready for publication within the set timelines.</li> <li>• Execute the publication of finalized content to multiple channels while maintaining format consistency.</li> <li>• Review published content for accuracy and adherence to project requirements, and make adjustments if needed.</li> <li>• Organize and archive published content systematically to ensure easy retrieval when required.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements:</b>	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Photo Editing <ul style="list-style-type: none"> <li>• GIMP</li> </ul> Vector Based Design <ul style="list-style-type: none"> <li>• Inkscape</li> </ul> Book/Magazine Design <ul style="list-style-type: none"> <li>• Scribus</li> <li>• Lucidpress</li> </ul>	

## Module 7: Introduction to Employability Skills

### *Mapped to DGT/VSQ/N0101*

#### Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

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

## Module 8: Constitutional values - Citizenship

*Mapped to DGT/VSQ/N0101*

### Terminal Outcomes:

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

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

## Module 9: Becoming a Professional in the 21st Century

### Mapped to DGT/VSQ/N0101

#### Terminal Outcomes:

- Demonstrate professional skills required in 21<sup>st</sup> century

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

## Module 10: Basic English Skills

*Mapped to DGT/VSQ/N0101*

### Terminal Outcomes:

- Practice basic English speaking.

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

## Module 11: Communication Skills

*Mapped to DGT/VSQ/N0101*

### Terminal Outcomes:

- Practice basic communication skills.

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

## Module 12: Diversity & Inclusion

*Mapped to DGT/VSQ/N0101*

### Terminal Outcomes:

- Describe PwD and gender sensitisation.

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

## Module 13: Financial and Legal Literacy

### Mapped to DGT/VSQ/N0101

#### Terminal Outcomes:

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

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

## Module 14: Essential Digital Skills

### *Mapped to DGT/VSQ/N0101*

#### Terminal Outcomes:

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

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

## Module 15: Entrepreneurship

### Mapped to DGT/VSQ/N0101

#### Terminal Outcomes:

- Describe opportunities as an entrepreneur.

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

## Module 16: Customer Service

### Mapped to DGT/VSQ/N0101

#### Terminal Outcomes:

- Describe ways of maintaining customer.

<b>Duration:</b> <1.5:00>	<b>Duration:</b> <2.5:00>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Differentiate between types of customers.</li> <li>• Explain the significance of identifying customer needs and addressing them.</li> <li>• Discuss the significance of maintaining hygiene and dressing appropriately.</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to maintain hygiene and dressing appropriately.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard, marker pen, projector	
<b>Tools, Equipment and Other Requirements</b>	

## Module 17: Getting ready for apprenticeship & Jobs

### Mapped to DGT/VSQ/N0101

#### Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

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

## Annexure

### Trainer Requirements

1.	<b>Trainer’s Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	<p><b>Educational Qualification:</b> Graduate in any discipline</p> <p><b>Industry &amp; Training Experience:</b> 2 years of industry experience in desktop publishing domain.</p> <p><b>Certification:</b> “Trainer” mapped to the Qualification Pack “MEP/Q2601, V2.0” Minimum accepted score is 80% aggregate.</p>
2.	<b>Master Trainer’s Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	<p><b>Educational Qualification:</b> Graduate in any discipline</p> <p><b>Industry &amp; Training Experience:</b> 4 years of industry experience in desktop publishing domain.</p> <p><b>Certification:</b> “Trainer” mapped to the Qualification Pack “MEP/Q2602, V2.0” Minimum accepted score is 90% aggregate</p>
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>	NA

## Assessor Requirements

1.	<b>Assessor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	<p><b>Educational Qualification:</b> Graduate in any discipline</p> <p><b>Industry &amp; Training Experience:</b> 2 years of industry experience in desktop publishing domain.</p> <p><b>Certification:</b> "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.</p>
2.	<b>Proctor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	<p><b>Educational Qualification:</b> Graduate in any discipline</p> <p><b>Industry &amp; Training Experience:</b> 2 years of industry experience in desktop publishing domain.</p> <p><b>Certification:</b> "Proctor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.</p>
3.	<b>Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	<p><b>Educational Qualification:</b> Graduate in any discipline</p> <p><b>Industry &amp; Training Experience:</b> 4 years of industry experience in desktop publishing domain.</p> <p><b>Certification:</b> "Lead Assessor" mapped to the Qualification Pack "MEP/Q2702" Minimum accepted score is 90% aggregate.</p>
4.	<b>Assessment Mode</b> (Specify the assessment mode)	Can be either in the classroom or online
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 (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
<b>Key Learning Outcome</b>	Key learning outcome is the statement of what the 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. Training outcomes is specified in terms of knowledge, understanding (theory) and skills (practical application).
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
<b>Terminal Outcome</b>	Training 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.
<b>National Occupational Standards</b>	National Occupational Standard specify the standard of performance an individual must achieve when carrying out a function in the workplace.
<b>Persons with Disability</b>	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 equal basis with others.
<b>Integrated Development Environment</b>	An integrated development environment is a software application that provides comprehensive facilities to computer programmers for software development.

## Acronyms and Abbreviations

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

