Model Curriculum

QP Name: Automotive Telecaller

QP Code: ASC/Q1105

QP Version: 4.0

NSQF Level: 4

Model Curriculum Version: 1.0

Automotive Skill Development Council, 153, Gr Floor, Okhla Industrial Area, Phase – III, Leela Building, New Delhi – 110020

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Training Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Sales (Dealer)
Occupation	Dealer Sales Support
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5211.0302
Minimum Educational Qualification & Experience	10th Class + 1 year ITI OR 10th Class pass with 2 years relevant experience OR 11th Class OR Certificate-NSQF Level 3 (Automotive Showroom Host/Automotive Sales Assistant) with 2 Years of relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	15 Years
Last Reviewed On	25/03/2021
Next Review Date	25/03/2026
NSQC Approval Date	25/03/2021
Version	4.0
Model Curriculum Creation Date	25/03/2021
Model Curriculum Valid Up to Date	25/03/2026
Model Curriculum Version	1.0
Minimum Duration of the Course	390 Hours, 0 Minutes
Maximum Duration of the Course	390 Hours, 0 Minutes

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.

- Work effectively and efficiently as per schedules and timelines.
- Implement safety practices.
- Optimize the use of resources.
- Communicate effectively using interpersonal skills.
- Schedule service appointments with customers.
- Perform activities to generate sales leads and provide support to the dealer's sales function through other allied activities.
- Carry out post-service activities to support service function.

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 Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	**05:00**	**00:00**	-	-	**05:00**
Module 1: Introduction to the Role of an Automotive Telecaller	05:00	00:00	-	-	05:00
ASC/N9807 – Organize work and resources **NOS Version No. 1.0** **NSQF Level 4**	**20:00**	**35:00**	-	-	**55:00**
Module 2: Work effectively and efficiently	10:00	15:00	-	-	25:00
Module 3: Optimize resource utilization	10:00	20:00	-	-	30:00

	Theory	Practical	On the job	Self-learning/OJT	Total
DGT/VSQ/N0102 -Employability Skills (60 hours) **NOS Version No. – 1.0** **NSQF Level – 5**	**24:00**	**36:00**			**60:00**
Module 4: Introduction to Employability Skills	0.5:00	1:00			1.5:00
Module 5: Constitutional values - Citizenship	0.5:00	1:00			1.5:00
Module 6: Becoming a Professional in the 21st Century	1:00	1.5:00			2.5:00
Module 7: Basic English Skills	4:00	6:00			10:00
Module 8: Career Development & Goal Setting	1:00	1:00			2:00
Module 9: Communication Skills	2:00	3:00			5:00
Module 10: Diversity & Inclusion	1:00	1.5:00			2.5:00
Module 11: Financial and Legal Literacy	2:00	3:00			5:00
Module 12: Essential Digital Skills	4:00	6:00			10:00
Module 13: Entrepreneurship	3:00	4:00			7:00
Module 14: Customer Service	2:00	3:00			5:00
Module 15: Getting ready for apprenticeship & Jobs	3:00	5:00			8:00
ASC/N1106 Perform activities to support service functions **NOS Version No. 1.0** **NSQF Level 4**	**15:00**	**75:00**	**30:00**	**00:00**	**120:00**
Module 16: Schedule service appointments	10:00	40:00	20:00	00:00	70:00
Module 17: Carry out postservice activities	5:00	35:00	10:00	00:00	50:00
ASC/N1120 Perform activities to support sales function **NOS Version No. 1.0** **NSQF Level 4**	**30:00**	**90:00**	**30:00**	**00:00**	**150:00**
Module 18: Support salesfunction	30:00	90:00	30:00	00:00	150:00

Total Duration	94:00	236:00	60:00	00:00	390:00

Module Details

Module 1: Introduction to the Role of an Automotive Telecaller

Bridge Module

Terminal Outcomes:

- Discuss the role and responsibilities of an Automotive Telecaller.

Duration: *05:00*	Duration: *00:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Identify the role and responsibilities of an Automotive Telecaller in the sales cycle. - Discuss the process flow of vehicle sales and service cycle at the dealership. - Explain the term telemarketing and its importance. - Recall the importance of telephone etiquette. - Discuss the basic customer service principles and processes. - Outline organizational/professional code of ethics and SOPs related to various processes. - Discuss the documentation requirements of each procedure involved in carrying out the role of Automotive Telecaller. - Discuss the legal aspects, statutory compliances and regulations for automotive industry as proposed by the Government.	
Classroom Aids:	
Laptop, white board, marker, projector	
Tools, Equipment and Other Requirements	

Module 2: Work Effectively and Efficiently

Mapped to NOS ASC/N9807 v1.0

Terminal Outcomes:

- Employ appropriate ways to maintain a safe and secure working environment.
- Perform work as per the quality standards. correctly

Duration: *10:00*	Duration: *15:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe the ways to organize work as per organization's health, safety and security policies/procedures. - Outline the organizational structure to be followed to report about health, safety and security breaches to the concerned authorities. - List the potential workplace related risks and hazards, causes, preventions and reporting structure. - State the methods to keep the showroom area as well as equipment clean, tidy and sanitized. - Discuss how to complete the given work within the stipulated time period. - Explain the importance of prioritizing team goals over individual goals. - Discuss epidemics/pandemics and their impact on society at large. - Discuss the significance of conforming to basic hygiene practices such as washing hands, using alcohol-based hand sanitizers. - Define self-quarantine or self-isolation. - List common ailments and their medication. - Explain the significance of following prescribed rules and guidelines during an epidemic or a pandemic or any emergency. - Discuss organization's hygiene and sanitation guidelines. - Describe the ways of dealing with stress and anxiety during an epidemic or a pandemic.	- Apply basic housekeeping practices to ensure that the showroom area/work area/equipment is clean, sanitized and disinfected. - Demonstrate how to evacuate the workplace in case of an emergency. - Demonstrate the correct way of washing hands using soap and water. - Display the correct way of sanitizing hands using alcohol-based hand rubs. - Prepare a list of relevant hotline/emergency numbers. - Demonstrate how to wear and dispose different types of PPEs properly
Classroom Aids:	

White board/black board marker/chalk, duster, computer or Laptop attached to LCD projector
Tools, Equipment and Other Requirements
Sanitization kit, disinfectants, alcohol-based sanitizers, different types of face masks, shields etc.

Module 3: Optimize Resource Utilization

Mapped to NOS ASC/N9807 v1.0

Terminal Outcomes:
- Use resources efficiently.
- Apply conservation practices at the workplace.

Duration: *10:00*	Duration: *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the ways to optimize usage of resources, especially water. - State the importance of conserving electricity and using prevalent energy efficient devices. - List the different categories of waste viz. dry, wet, recyclable, non-recyclable, etc. - Differentiate between recyclable and non-recyclable waste for the purpose of segregation - State the importance of using appropriate colour dustbins for different types of waste. - Discuss various methods of waste management. - Describe the significance of greening - Discuss the common sources of pollution and ways to minimize it.	- Perform basic checks to identify any spills and leaks around the showroom area and workstation and report to housekeeping staff for corrective action. - Employ different ways to check if electronic appliances/peripherals are functioning properly and turned on only when required. - Employ ways for efficient utilization of material and resources like stationary items, electricity and water. - Use energy efficient electrical appliances to ensure energy conservation. - Demonstrate how to deposit recyclable/reusable material at the specified location
Classroom Aids:	
White board/black board marker/chalk, duster, computer or Laptop attached to LCD projector	
Tools, Equipment and Other Requirements	
Different type of waste bins to collect and segregate waste for disposal	

Module 4: Introduction to Employability Skills

Mapped to DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: *<0.5:00>*	Duration: *<1:00>*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of Employability Skills in meeting the job requirements	• List different learning and employability related GOI and private portals and their usage
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 5: Constitutional values - Citizenship

Mapped to DGT/VSQ/N0102

Terminal Outcomes:

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

Duration: *<0.5:00>*	Duration: *<1:00>*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen.	• Show how to practice different environmentally sustainable practices
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 6: Becoming a Professional in the 21st Century

Mapped to DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: *<1:00>*	**Duration**: *<1.5:00>*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss 21st century skills. • Describe the benefits of continuous learning	• Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 7: Basic English Skills

Mapped to DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: *<4:00>*	**Duration**: *<6:00>*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe basic communication skills • Discuss ways to read and interpret text written in basic English	• Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone • Read and interpret text written in basic English • Write a short note/paragraph / letter/e - mail using basic English
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 8: Career Development & Goal Setting

Terminal Outcomes:

- Demonstrate Career Development & Goal Setting skills.

Duration: *<1:00>*	Duration: *<1:00>*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss need of career development plan	• Demonstrate how to communicate in a well -mannered way with others. • Create a career development plan with well-defined short- and long-term goals
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 9: Communication Skills

Mapped to DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills.

Duration: *<2:00>*	Duration: *<3:00>*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of active listening for effective communication • Discuss the significance of working collaboratively with others in a team	• Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 10: Diversity & Inclusion

Mapped to DGT/VSQ/N0102

Terminal Outcomes:
- Describe PwD and gender sensitisation.

Duration: *<1:00>*	Duration: *<1.5:00>*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance of reporting sexual harassment issues in time	• Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 11: Financial and Legal Literacy

Mapped to DGT/VSQ/N0102

Terminal Outcomes:
- Describe ways of managing expenses, income, and savings.

Duration: *<2:00>*	Duration: *<3:00>*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• List the common components of salary and compute income, expenditure, taxes, investments etc. • Discuss the legal rights, laws, and aids	• Outline the importance of selecting the right financial institution, product, and service • Demonstrate how to carry out offline and online financial transactions, safely and securely
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 12: Essential Digital Skills

Mapped to DGT/VSQ/N0102

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

Duration: *<4:00>*	Duration: *<6:00>*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe the role of digital technology in today's life • Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely	• Show how to operate digital devices and use the associated applications and features, safely and securely • Create sample word documents, excel sheets and presentations using basic features • Utilize virtual collaboration tools to work effectively
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 13: Entrepreneurship

Mapped to DGT/VSQ/N0102

Terminal Outcomes:
- Describe opportunities as an entrepreneur.

Duration: *<3:00>*	Duration: *<4:00>*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the types of entrepreneurship and enterprises • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement	• Create a sample business plan, for the selected business opportunity
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 14: Customer Service

Terminal Outcomes:

- Describe ways of maintaining customer.

Duration: *<2:00>*	Duration: *<3:00>*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the significance of identifying customer needs and addressing them. • Explain the significance of identifying customer needs and responding to them in a professional manner. • Discuss the significance of maintaining hygiene and dressing appropriately.	• Demonstrate how to maintain hygiene and dressing appropriately.
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 15: Getting ready for apprenticeship & Jobs

Mapped to DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: *<3:00>*	Duration: *<5:00>*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the significance of maintaining hygiene and confidence during an interview • List the steps for searching and registering for apprenticeship opportunities	• Create a professional Curriculum Vitae (CV) • Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively • Perform a mock interview
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 16: Schedule service appointments

Mapped to NOS ASC/N1106 v1.0

Terminal Outcomes:

- Employ appropriate ways to prepare for making service reminder calls to customers
- Dramatise how to schedule service appointments with customers

Duration: *10:00*	Duration: *60:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Outline the technical specifications of OEM vehicles and their variants with their respective service schedules. - Explain the process of extracting vehicle data from Dealer Management System (DMS) - List the various parameters of vehicle data such as service history, previous feedback, etc. before making service reminder calls to the customers. - Summarise the training modules and scripts as specified by OEM for telemarketing activities. - Describe the importance of following standard calling scripts while scheduling service and briefing about the offers. - Discuss the process to collect/calculate the information about initial cost estimation, current offers/discount/essential services etc. before making a service call to the customer - Explain the processes pertaining to printing the service appointments, handing over the copy of the same to concerned people and updating the appointment information board accordingly. - Recall various ways of ensuring maximum customer engagement and customer retention - Describe the utility of Customer Relationship Management (CRM) software used at OEM/Dealer. - Discuss standard operating procedures pertaining to dealership w.r.t. telemarketing, after-sales process, customer experience and satisfaction	- Demonstrate how to use Dealer Management System (DMS) for extraction of vehicle data with customer contact details. - Role play a situation on how to call customers following the standard calling scripts as per OEM guideline to schedule service - Employ different techniques for recording service requirements, issues and schedule appointment in DMS as per OEM format. - Role play a situation on how to reschedule the service appointment as per customer preference. - Demonstrate how to print the appointments scheduled for next day and update the appointment information board. - Dramatise a situation on how to call up a customer and inform about discount/running offers/events to support service team. - Show how to use Microsoft Office applications such as Word, Excel and PowerPoint, etc. required to carry out the work.

• Explain the importance of different sources of information such as technical bulletins, part or process change circular, etc.	

Classroom Aids:

Laptop, white board, marker, projector

Tools, Equipment and Other Requirements

Computer with Internet Connection, Microsoft Office, MIS Application or CRM tool.

Module 17: Carry out post service activities

Mapped to NOS ASC/N1106 *v1.0*

Terminal Outcomes:

- Dramatise how to carry out post service activities.
- Demonstrate how to perform data management activities.

Duration: *5:00*	Duration: *45:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- List various parameters to review the post service data such as repairs done on customer's demand, etc. - Explain the importance of making post service call and updating customer's feedback as per OEM specified format. - List the different platforms to check customer feedback such as instant feedback card (IFC), email, social media, etc. - Discuss the procedure to report customer's issues/complaints, seek resolution plan and process concern closure - Discuss the importance of collecting customer satisfaction note after resolution - Summarise the follow up and escalation procedure for open concerns as specified by OEM. - Discuss the computer skills required at workplace.	- Role play a situation on how to call up a customer to get post service feedback as specified by OEM and update about the pending job, if any. - Demonstrate how to record and update post service feedback as specified by OEM. - Show how to check various platforms for customer feedback and record/update the database accordingly. - Employ appropriate processes to resolve customer's issue/complaint and implement the resolution plan in coordination with the team. - Role play a situation on how to share the list of open customer concerns and feedback of previous day in the meeting. - Prepare a sample performance report as specified by OEM.
Classroom Aids:	
Laptop, white board, marker, projector	
Tools, Equipment and Other Requirements	
Sample Scripts, Computer with Internet Connection, Microsoft Office, MIS Application or CRM tool.	

Module 18: Support sales function

Mapped to NOS ASC/N1120 *v1.0*

Terminal Outcomes:

- Dramatise how to handle prospects or leads through telemarketing.
- Employ effective ways to handle customer queries and feedback.
- Demonstrate how to perform allied activities to support sales function.

Duration: *30:00*	Duration: *120:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the importance of Data Management Software (DMS) in Customer Relationship Management (CRM). - List the various sources to collate potential sales leads such as showroom walk-ins, telephonic enquiries, etc. - Summarise the role of telecaller in pre-sales process - Describe the importance of calling scripts followed at workplace and following up with customer after confirmation of purchase plan. - List the features / advantages / benefits and USPs of the OEM vehicles - Explain the process of booking test drive for customers at either showroom or any mutually agreed location as preferable. - State the different activities involved in assisting sales and marketing team such as calling customers for events, sharing schemes/offers, etc. - Discuss the importance of responding timely to customer queries in building customer relationships - Identify the local customer preferences, local market procedures and related information based on geographical nuances - Discuss the different ways to resolve common customer queries and complaints while ensuring least turnaround time. - Explain the importance of maintaining proper records and documentation.	- Prepare a database of potential customers from leads collected via different sources. - Role play a situation on how to call up a customer and convey the right perception about the brand, convince the customer on the USP of the vehicle and respond to the queries. - Demonstrate how to fix meetings, book the test drive for customers and schedule pick up and drop facility. - Apply suitable procedure to coordinate with the sales team/executives regarding appointments fixed with the customers - Role play a situation on how to brief the customer on value added services of new vehicle. - Demonstrate how to record all interaction, enquiries, feedbacks and complaints from potential customers in the system as per OEM format. - Role play a situation on how to effectively follow up with customers so as to realize post-sale revenue as per planned payment cycle. - Perform the steps to schedule pick up and drop facility for customer satisfaction. - Demonstrate how to use different software such as Tally, SAP, Prim ware, and Customer Relationship Management (CRM) or format used for billing, financing of vehicles, service records. - Demonstrate how to maintain documentation pertaining to customer problems/queries.

• Recall the organisation's framework or hierarchy of Customer Relationship Management (CRM). • Discuss the latest information about vehicle's warranty, accessories, insurance, Regional Transport Office (RTO) process and delivery process as per organizational policy.	

Classroom Aids:

Laptop, white board, marker, projector

Tools, Equipment and Other Requirements

Laptop with MS Word, MS Excel, MS PowerPoint and Customer Relationship Management (CRM), Tally, SAP and Prim ware

Annexure

Trainer Requirements

Trainer Prerequisites					
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
Graduate	Any discipline	3	Automobile Sales	1	Automobile Sales	NA
Graduate	Any discipline	4	Automobile Sales	0	Automobile Sales	NA
Certificate NSQF L-6	Automotive Sales Trainer/Sales Team Leader	3	Automobile Sales	1	Automobile Sales	NA
Diploma	Automobile/ Mechanical /Electrical/ Electronics Engineering	3	Automobile Sales	1	Automobile Sales	NA
Diploma	Automobile/ Mechanical /Electrical/ Electronics Engineering	4	Automobile Sales	0	Automobile Sales	NA

Trainer Certification	
Domain Certification	**Platform Certification**
Certified for Job Role: "Automotive Telecaller", "ASC/Q1105 version 2.0" minimum accepted score is 80%	" MEP/Q2601, Trainer (VET and Skills), Version-2" Minimum accepted score is 80%.

Assessor Requirements

		Assessor Prerequisites				
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Any discipline	4	Automobile Sales	1	Automobile Sales	NA
Graduate	Any discipline	5	Automobile Sales	0	Automobile Sales	NA
Certificate NSQF L-6	Automotive Sales Trainer/Sales Team Leader	4	Automobile Sales	1	Automobile Sales	NA
Diploma	Automobile/ Mechanical /Electrical/ Electronics Engineering	4	Automobile Sales	1	Automobile Sales	NA
Diploma	Automobile/ Mechanical /Electrical/ Electronics Engineering	5	Automobile Sales	0	Automobile Sales	NA

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Automotive Telecaller", "ASC/Q1105 version 2.0", minimum accepted score is 80%	" MEP/Q2701 Assessor (VET and Skills), Version-2" Minimum accepted score is 80%.

Assessment Strategy

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 – The assessor should:

   - Confirm that the centre is available at the same address as mentioned on SDMS or SIP
   - Check the duration of the training.
   - Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
   - 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.
   - Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
   - Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
   - Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels/Framework:

   - Question papers are created by the Subject Matter Experts (SME)
   - Question papers created by the SME are verified by the other subject Matter Experts
   - Questions are mapped with NOS and PC
   - Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
   - Assessor must be ToA certified & trainer must be ToT Certified
   - Assessment agency must follow the assessment guidelines to conduct the assessment

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
   - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
   - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:
   - Surprise visit to the assessment location
   - Random audit of the batch
   - Random audit of any candidate

6. Method for assessment documentation, archiving, and access
   - Hard copies of the documents are stored
   - Soft copies of the documents & photographs of the assessment are uploaded/accessed from Cloud Storage
   - Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	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. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do **upon the completion of the training**.
Terminal Outcome	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.

Acronyms and Abbreviations

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
OEM	Original Equipment Manufacturer
PwD	Persons With Disabilities
VAS	Value-Added Service
CRM	Customer Relationship Management
MIS	Management Information System