Qualification Pack

Yoga Wellness Trainer

QP Code: HSS/Q4003

Version: 2.0

NSQF Level: 5

Healthcare Sector Skill Council || 520, DLF Tower A, 5th Floor, Jasola District Centre
New Delhi – 110025

Contents

HSS/Q4003: Yoga Wellness Trainer

Brief Job Description

The Yoga Wellness Trainer teaches yoga for promotion of wellness in educational institutions, yoga studios, workplaces, yoga wellness centres/Primary Health care centres etc. They also guide subordinates for relevant yoga demonstrations.

Personal Attributes

The job requires the individual to have good communication, time management skills, management and leadership skills. The job also requires the individual to possess key qualities such as self-discipline, confidence, maturity, patience, compassion, active listening, empathy, and language proficiency.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. HSS/N4010: Conduct yoga session for participants to promote wellness

2. HSS/N4013: Conduct regular in house training for subordinates

3. HSS/N9625: Maintain interpersonal relationships and professional conduct

4. HSS/N9624: Maintain a safe and secure working environment

5. HSS/N9623: Ensure sanitization and infection control guidelines are followed at workplace

6. DGT/VSQ/N0102: Employability Skills (60 Hours)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Yoga
Country	India
NSQF Level	5
Credits	15

Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification & Experience	Certificate (Assistant Yoga Instructor) with 2 Years of experience OR Pursuing 2nd year of UG with NA of experience OR Completed 1st year of diploma (after 12th) with NA of experience OR Pursuing 2nd year of 2-year diploma after 12th with NA of experience OR 12th pass with 1 year Vocational Education & training (NTC or NAC or CITS) with NA of experience OR Completed 3-year diploma (after 10th) with 1 Year of experience relevant experience OR 10th grade pass with 4 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (4 and with minimum education as 8th Grade pass) with 3 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (4.5 with 1.5 years of relevant experience) OR 12th Class (with relevant field experience) OR Completed 1st year of UG (UG Certificate) OR I.T.I (Certificate in Cosmetology)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	17/11/2027
NSQC Approval Date	17/11/2022

Version	2.0
Reference code on NQR	2022/HLT/HSSC/06755
NQR Version	2.0

HSS/N4010: Conduct yoga session for participants to promote wellness

Description

This Occupational Standard describes the knowledge, understanding and skills required by an individual to conduct yoga sessions

Scope

The scope covers the following :

- Pre- yoga session requirements
- Conduct yoga session
- Post yoga session requirements

Elements and Performance Criteria

Pre- yoga session requirements

To be competent, the user/individual on the job must be able to:

PC1. ensure appropriate ambience is maintained for participants to perform yoga session

PC2. facilitate conducive arrangement related to PwD participants

PC3. assess requirements of participants and design the session accordingly

PC4. ensure preparedness of the participants to be able to take the session for e.g. empty stomach, cleansing the bowel, having had a bath etc.

Conduct yoga session

To be competent, the user/individual on the job must be able to:

PC5. communicate in a way that reflects cultural, religious, PwD and gender sensitivity and modify the communication pattern as and when necessary

PC6. offer help to PwD if required

PC7. initiate session with prayer/chanting/meditation followed by sukshma vyayama (energizing subtle movements) including breathing techniques, asana and pranayama, mudra, bandha, specific kriya.

PC8. maintain participant's privacy and confidentiality

PC9. guide participant to demonstrate yoga practices during the session

PC10. monitor the yoga practices of the participants and recommend corrections, simplification and suggest advanced practices whenever required

PC11. end the yoga session with meditation/ deep silence / shānti paṭha/closing prayer

Post yoga session requirements

To be competent, the user/individual on the job must be able to:

PC12. address the queries and doubts of the participants

PC13. provide appropriate feedback to the participants

PC14. store and maintain relevant records related to session

PC15. maintain confidentiality of records

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. preparatory breathing practices

KU2. yoga cleansing techniques like empty stomach, cleansing the bowel, having a bath etc

KU3. yoga, yoga texts and yogic practices

KU4. human anatomy and physiology

KU5. pre yoga protocols with respect to participant and yoga set up

KU6. importance of maintaining self-hygiene

KU7. basic PwD laws/schemes/Acts/Provisions

KU8. etiology, definitions, aim, objectives and misconceptions related to yoga

KU9. principles of Yoga (Triguna, Antahkarana-chatustaya, Tri-Sharira/ Panchakosha)

KU10. about Samkhya and Yoga Darshana

KU11. concept of health and wellness

KU12. yoga for prevention and management of lifestyle disorders

KU13. teachings of Yoga masters (Maharishi Ramana, Shri Aurobindo Swami Vivekananda, Swami Dayananda Saraswati)

KU14. principles and practices of Jnana Yoga, Bhakti Yoga & Karma Yoga

KU15. schools of Yoga (Hatha and Patanjali)

KU16. yogic concept of body (Pancha Kosha), genesis of disease

KU17. Patanjal Yoga Sutra including concept of Chitta, Chitta Bhumi, Chitta Vritti, Chitta Vikshepa, Chittaprasadanam, Klesha and Vivek-Khyati and their relationship with wellness

KU18. concept of mental wellbeing according to Patanjali Yoga.

KU19. concept of Sthilaprajna, Bhakti, Karma and Dhyana

KU20. concept of healthy living in Bhagavad Gita (Ahara, Vihara, Achara, Vichara)

KU21. concept and principles of Sukshma Vyayama, Sthula Vyayama, Surya Namaskara and their significance in Yoga Sadhana and for health and well being

KU22. concept and principles of Shatkarma, Yogasana, Pranayama

KU23. introduction to Tri Bandha and it's health benefits

KU24. yogic relaxation techniques with special reference to Yoga Nidra and cyclic meditation

KU25. knowledge of common diseases, including non-communicable diseases

KU26. concept of stress and yogic management of stress and its consequences

KU27. importance of counseling and its techniques

KU28. how to design forms and formats for seeking feedback

KU29. importance of organizing individual information separately

KU30. how to maintain compliance report

KU31. the importance of individual or team compliance with legislation, protocols, and guidelines and organisational systems and requirements

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. document task lists and schedules

GS2. prepare status and progress reports

GS3. communicate information (for example, facts, ideas, or messages) in a brief, clear, and organized manner

GS4. keep abreast with the latest knowledge by reading brochures and yoga pamphlets etc

GS5. build customer relationships and use customer centric approach

GS6. review the information gathered from observation, experience, reasoning, or communication to act efficiently

GS7. interpret the operational instructions and prioritize work

GS8. make decisions pertaining to the concerned area of work

GS9. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Pre- yoga session requirements	**90**	**100**	**-**	**40**
PC1. ensure appropriate ambience is maintained for participants to perform yoga session	-	-	-	-
PC2. facilitate conducive arrangement related to PwD participants	-	-	-	-
PC3. assess requirements of participants and design the session accordingly	-	-	-	-
PC4. ensure preparedness of the participants to be able to take the session for e.g. empty stomach, cleansing the bowel, having had a bath etc.	-	-	-	-
Conduct yoga session	**130**	**144**	**-**	**58**
PC5. communicate in a way that reflects cultural, religious, PwD and gender sensitivity and modify the communication pattern as and when necessary	-	-	-	-
PC6. offer help to PwD if required	-	-	-	-
PC7. initiate session with prayer/chanting/meditation followed by sukshma vyayama (energizing subtle movements) including breathing techniques, asana and pranayama, mudra, bandha, specific kriya.	-	-	-	-
PC8. maintain participant's privacy and confidentiality	-	-	-	-
PC9. guide participant to demonstrate yoga practices during the session	-	-	-	-
PC10. monitor the yoga practices of the participants and recommend corrections, simplification and suggest advanced practices whenever required	-	-	-	-
PC11. end the yoga session with meditation/ deep silence / shānti paṭha/closing prayer	-	-	-	-
Post yoga session requirements	**50**	**122**	**-**	**49**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. address the queries and doubts of the participants	-	-	-	-
PC13. provide appropriate feedback to the participants	-	-	-	-
PC14. store and maintain relevant records related to session	-	-	-	-
PC15. maintain confidentiality of records	-	-	-	-
NOS Total	**270**	**366**	**-**	**147**

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N4010
NOS Name	Conduct yoga session for participants to promote wellness
Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Yoga
NSQF Level	5
Credits	10
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2027
NSQC Clearance Date	17/11/2022

HSS/N4013: Conduct regular in house training for subordinates

Description

This Occupational Standard describes the knowledge, understanding and skills required by an individual to conduct regular training for subordinates as per latest advancement and guidelines in the related field.

Scope

The scope covers the following :

- Conduct training sessions as per the requirement

Elements and Performance Criteria

Conduct training sessions as per the requirement

To be competent, the user/individual on the job must be able to:

PC1. plan training sessions for the subordinate
PC2. prepare training delivery plan
PC3. prepare training schedule and set up training equipment for the session
PC4. demonstrate yoga postures
PC5. undertake continuous comprehensive evaluation
PC6. maintain and store subordinate's records according to organizational policy and procedures
PC7. obtain, evaluate, and act upon feedback from participant

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. importance of accessible teaching material and its suitability to different participants
KU2. benchmarks and acceptable standards of training sessions in a related field
KU3. teaching and training pedagogy
KU4. how to effectively use teaching and training aides
KU5. importance of maintaining reflective report
KU6. continuous improvements indicators as per individual performance
KU7. the importance of personally promoting and demonstrating good practice for learning

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. document task lists and schedules
GS2. prepare status and progress reports

GS3. communicate information (for example, facts, ideas, or messages) in a brief, clear, and organized manner

GS4. keep abreast with the latest knowledge by reading brochures, scanned instructions on patient's file and yoga pamphlets etc

GS5. build customer relationships and use customer centric approach

GS6. review the information gathered from observation, experience, reasoning, or communication to act efficiently

GS7. interpret the operational instructions and prioritize work

GS8. make decisions pertaining to the concerned area of work

GS9. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Conduct training sessions as per the requirement	**34**	**40**	**-**	**10**
PC1. plan training sessions for the subordinate	-	-	-	-
PC2. prepare training delivery plan	-	-	-	-
PC3. prepare training schedule and set up training equipment for the session	-	-	-	-
PC4. demonstrate yoga postures	-	-	-	-
PC5. undertake continuous comprehensive evaluation	-	-	-	-
PC6. maintain and store subordinate's records according to organizational policy and procedures	-	-	-	-
PC7. obtain, evaluate, and act upon feedback from participant	-	-	-	-
NOS Total	**34**	**40**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N4013
NOS Name	Conduct regular in house training for subordinates
Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Yoga
NSQF Level	5
Credits	1.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2027
NSQC Clearance Date	17/11/2022

HSS/N9625: Maintain interpersonal relationships and professional conduct

Description

This OS unit is about effective communication and exhibiting professional behaviour with co workers, patients/clients and their families.

Scope

The scope covers the following :

- Maintain professional behaviour

Elements and Performance Criteria

Maintain professional behaviour

To be competent, the user/individual on the job must be able to:

PC1. wear appropriate attire

PC2. communicate effectively with all individuals regardless of age, caste etc.

PC3. adopt a gender neutral behaviour while communicating with the patient and others as per organizational policy

PC4. use appropriate IEC material as and when necessary

PC5. respond to queries as per defined scope of competence and authority

PC6. maintain any records required at the end of the interaction

PC7. work collaboratively with other team members

PC8. ensure that the privacy of the individual is not intruded

PC9. work in a way that shows respect to others

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. guidelines on communicating with patients and other individuals

KU2. guidelines on maintaining confidentiality and respecting need for privacy

KU3. vision and mission of the organization

KU4. importance of recognizing the boundary of one's role and responsibility

KU5. importance of establishing and managing requirements, planning and organizing work

KU6. how to maintain an environment that is conducive to the provision of medico-legal acts

KU7. procedures in the organization to deal with conflict and poor working relationships

KU8. how to handle stressful or risky situations when communicating with patients and/or other individuals

KU9. importance of asking for assistance when situations are beyond one's competence and authority

KU10. how to ensure that all information provided to individuals is from reliable sources

KU11. the importance of integrating one's work effectively with others

KU12. the detrimental effects of non adherence to organizational protocols

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read protocol updates and policy changes

GS2. be updated with the latest knowledge

GS3. build customer relationships and use customer centric approach

GS4. • review the information gathered from observation, experience, reasoning, or communication
  • to act efficiently

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain professional behaviour	**15**	**20**	**-**	**17**
PC1. wear appropriate attire	-	-	-	-
PC2. communicate effectively with all individuals regardless of age, caste etc.	-	-	-	-
PC3. adopt a gender neutral behaviour while communicating with the patient and others as per organizational policy	-	-	-	-
PC4. use appropriate IEC material as and when necessary	-	-	-	-
PC5. respond to queries as per defined scope of competence and authority	-	-	-	-
PC6. maintain any records required at the end of the interaction	-	-	-	-
PC7. work collaboratively with other team members	-	-	-	-
PC8. ensure that the privacy of the individual is not intruded	-	-	-	-
PC9. work in a way that shows respect to others	-	-	-	-
NOS Total	**15**	**20**	**-**	**17**

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9625
NOS Name	Maintain interpersonal relationships and professional conduct
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2027
NSQC Clearance Date	17/11/2022

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HSS/N9624: Maintain a safe and secure working environment

Description

This OS unit is about the ensuring a safe and secure working environment

Scope

The scope covers the following :

- Workplace safety and security

Elements and Performance Criteria

Workplace safety and security

To be competent, the user/individual on the job must be able to:

PC1. identify potential hazards of safe work practices

PC2. use various hospital codes for emergency situations

PC3. comply with safety, and security procedures within the defined scope of competence and authority

PC4. provide Basic Life Support (BLS) and first aid whenever applicable under defined scope of work

PC5. follow organizations' procedures related to any emergency efficiently

PC6. report any identified breaches in health, safety, and security procedures to the designated person

PC7. complete any health and safety records accurately

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the importance of health, safety, and security in the workplace

KU2. how to identify safety and security hazards

KU3. the importance of identifying individual responsibilities in relation to maintaining workplace safety and security requirements

KU4. the relevant up-to-date information on safety, and security that applies to the workplace

KU5. how to report any emergency

KU6. various hospital codes for emergency situations

KU7. how to create safety records and maintain them

KU8. concept of first aid and BLS

KU9. the importance of raising alarm about hazards for safety of others

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and understand organization policies and procedures

GS2. prepare status and progress reports

GS3. • communicate information (for example, facts, ideas, or messages) in a brief, clear, and
  • organized manner

GS4. make decisions pertaining to the area of work

GS5. plan for safety of the work environment

GS6. identify hazards, evaluate possible solutions and suggest effective solutions

GS7. analyze the seriousness of hazards

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Workplace safety and security	**10**	**10**	**-**	**10**
PC1. identify potential hazards of safe work practices	-	-	-	-
PC2. use various hospital codes for emergency situations	-	-	-	-
PC3. comply with safety, and security procedures within the defined scope of competence and authority	-	-	-	-
PC4. provide Basic Life Support (BLS) and first aid whenever applicable under defined scope of work	-	-	-	-
PC5. follow organizations' procedures related to any emergency efficiently	-	-	-	-
PC6. report any identified breaches in health, safety, and security procedures to the designated person	-	-	-	-
PC7. complete any health and safety records accurately	-	-	-	-
NOS Total	**10**	**10**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9624
NOS Name	Maintain a safe and secure working environment
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2027
NSQC Clearance Date	17/11/2022

HSS/N9623: Ensure sanitization and infection control guidelines are followed at workplace

Description

This OS unit is about ensuring that sanitization and infection control guidelines are followed as per sectoral working requirements.

Scope

The scope covers the following :

- Social distancing practices
- Personal and workplace hygiene
- Waste disposal methods
- Reporting and documentation
- Mental and emotional wellbeing

Elements and Performance Criteria

Social distancing practices

To be competent, the user/individual on the job must be able to:

PC1.   ensure daily tasks are executed using alternative ways, e.g. marking attendance without using biometric devices, virtual meetings, e-payments, etc.

PC2.   facilitate social distancing at workplace, e.g. increased space, 2 meters or more, between employee work areas, prevent crowding of common areas, etc.

Personal and workplace hygiene

To be competent, the user/individual on the job must be able to:

PC3.   promote awareness about latest hygiene and sanitation regulations

PC4.   ensure recommended personal hygiene and sanitation practices are followed, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.

PC5.   conduct routine hygiene and sanitation checks of work area and equipment as per SOP

PC6.   ensure the availability of the products required to maintain hygiene and sanitation

PC7.   ensure entry and exit SOP are followed

PC8.   ensure disinfection procedures related to material and supplies are followed

Waste disposal methods

To be competent, the user/individual on the job must be able to:

PC9.   ensure waste segregation and disposal is done as per SOP

Reporting and documentation

To be competent, the user/individual on the job must be able to:

PC10.   assess risks and take corrective action as per SOPs

PC11.   report incidents to appropriate authority, e.g., reporting of people with any symptoms, etc.

PC12.   ensure employees' and visitors' records are maintained as per SOPs

PC13. ensure SOPs are followed in case of health emergency

PC14. update organizational SOPs as per latest hygiene and sanitation regulations

Mental and emotional wellbeing

To be competent, the user/individual on the job must be able to:

PC15. support employees to cope with stress, anxiety, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. solid waste management Rules 2016

KU2. significance of personal hygiene practice including hand hygiene

KU3. social distancing norms

KU4. correct method of donning and doffing of PPE

KU5. significance of appropriate waste disposal methods and organizational and national waste management principles and procedures

KU6. ways to handle waste appropriately to reduce the risk of contamination

KU7. the logistics of waste management

KU8. the current national legislation, guidelines, local policies, and protocols related to work

KU9. ways to manage infectious risks in the workplace

KU10. the path of disease transmission

KU11. different methods of cleaning, disinfection, sterilization, and sanitization

KU12. the types of cleaning agents

KU13. symptoms of infections like fever, cough, redness, swelling and inflammation

KU14. signs of stress and anxiety

KU15. actions to be taken during emergency conditions in the event of medical and facility emergencies

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. use writing skills to prepare status, progress reports, memos, and e-mails, etc.

GS2. communicate effectively with others

GS3. comprehend latest guidelines of state and national infection control policies, technical documents, instructions, reports, charts, graphs, tables, etc.

GS4. balance responsibilities as a professional with organizational and contractual requirements

GS5. delegate work to the team

GS6. make sound, well-informed, and objective decisions pertaining to the concerned area of work

GS7. prioritize, organize, and accomplish work within prescribed timelines

GS8. address work-related issues and problems

GS9. review the information gathered from observation, experience, reasoning, or communication to act efficiently

GS10. report hazards and incidents clearly with the appropriate level of urgency

GS11. evaluate own practices to identify areas of improvement that will contribute to enhanced employee satisfaction

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Social distancing practices	**7**	**3**	**-**	**-**
PC1. ensure daily tasks are executed using alternative ways, e.g. marking attendance without using biometric devices, virtual meetings, e-payments, etc.	-	-	-	-
PC2. facilitate social distancing at workplace, e.g. increased space, 2 meters or more, between employee work areas, prevent crowding of common areas, etc.	-	-	-	-
Personal and workplace hygiene	**7**	**3**	**-**	**-**
PC3. promote awareness about latest hygiene and sanitation regulations	-	-	-	-
PC4. ensure recommended personal hygiene and sanitation practices are followed, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.	-	-	-	-
PC5. conduct routine hygiene and sanitation checks of work area and equipment as per SOP	-	-	-	-
PC6. ensure the availability of the products required to maintain hygiene and sanitation	-	-	-	-
PC7. ensure entry and exit SOP are followed	-	-	-	-
PC8. ensure disinfection procedures related to material and supplies are followed	-	-	-	-
Waste disposal methods	**5**	**2**	**-**	**-**
PC9. ensure waste segregation and disposal is done as per SOP	-	-	-	-
Reporting and documentation	**5**	**2**	**-**	**-**
PC10. assess risks and take corrective action as per SOPs	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. report incidents to appropriate authority, e.g., reporting of people with any symptoms, etc.	-	-	-	-
PC12. ensure employees' and visitors' records are maintained as per SOPs	-	-	-	-
PC13. ensure SOPs are followed in case of health emergency	-	-	-	-
PC14. update organizational SOPs as per latest hygiene and sanitation regulations	-	-	-	-
Mental and emotional wellbeing	**4**	**2**	-	-
PC15. support employees to cope with stress, anxiety, etc.	-	-	-	-
NOS Total	**28**	**12**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9623
NOS Name	Ensure sanitization and infection control guidelines are followed at workplace
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	1.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2027
NSQC Clearance Date	17/11/2022

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC5. recognize the significance of 21st Century Skills for employment

PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

To be competent, the user/individual on the job must be able to:

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

To be competent, the user/individual on the job must be able to:

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all

GS4. how to work in a virtual mode

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	**-**	**-**
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**4**	**-**	**-**
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**2**	**3**	**-**	**-**
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N4010.Conduct yoga session for participants to promote wellness	270	366	-	147	783	40
HSS/N4013.Conduct regular in house training for subordinates	34	40	-	10	84	20
HSS/N9625.Maintain interpersonal relationships and professional conduct	15	20	-	17	52	10
HSS/N9624.Maintain a safe and secure working environment	10	10	-	10	30	10
HSS/N9623.Ensure sanitization and infection control guidelines are followed at workplace	28	12	-	-	40	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	10
Total	**377**	**478**	**0**	**0**	**1039**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.