



Model Curriculum

QP Name: Automotive Sales Assistant

QP Code: ASC/Q1010

NSQF Level: 3

Automotive Skills Development Council
E-113, GF Floor, Okhla Industrial Area, Phase – III , New Delhi – 110020

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Training Parameters

Sector	Automotive
Sub-Sector	Automotive Vehicle Sales (Dealer)
Occupation	Vehicle Sales
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5211.0301
Minimum Educational Qualification & Experience	8th Class Pass with 3 years of relevant experience OR 10th Class pass
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	18/02/2025
Next Review Date	18/02/2028
NSQC Approval Date	18/02/2025
Model Curriculum Creation Date	18/02/2025
Model Curriculum Valid Up to Date	18/02/2028
Minimum Duration of the Course	300 Hours, 0 Minutes
Maximum Duration of the Course	300 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.
- Identify the role, responsibilities and scope of work of an Automotive Sales Executive.
- Demonstrate how to generate sales leads and provide support to the sales team in the overall sales process.

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 Sales Executive	05:00	0:00	-	-	05:00
ASC/N9807: Organize Work and Resources (Service) NOS Version No. 1.0 NSQF Level 2.5	25:00	30:00	-	-	55:00
Module 2: Work effectively and efficiently	15:00	15:00	-	-	30:00
Module 3: Optimize resource utilization	10:00	15:00	-	-	25:00
ASC/N1107: Generate sales leads through various resources NOS Version No. 2.0 NSQF Level 2.5	30:00	60:00	-	-	90:00
Module 4 : Lead Generation	30:00	60:00	-	-	90:00
ASC/N1113: Support the overall sales process NOS Version No. 2.0 NSQF Level 2.5	15:00	15:00	30:00	-	60:00

Module 5 : Providing Support in the Sales Process	15:00	15:00	30:00	-	60:00
ASC/N1121: Promote sales of Electric Vehicles (EV) NOS Version No. 1.0NSQF Level 4	20:00	40:00		-	60:00
Module 6: Promote Electric Vehicles (EV) Sales	20:00	40:00		-	60:00
DGT/VSQ/N0101 - Employability Skills (30 hours) NOS Version No. – 1.0 NSQF Level – 2.5	12:00	18:00			30:00
Module 7: Introduction to Employability Skills	0.5:00	0.5:00			1:00
Module 8: Constitutional values - Citizenship	0.5:00	0.5:00			1:00
Module 9: Becoming a Professional in the 21st Century	0.5:00	0.5:00			1:00
Module 10: Basic English Skills	1:00	1:00			2:00
Module 11: Communication Skills	1.5:00	2.5:00			4:00
Module 12: Diversity & Inclusion	0.5:00	0.5:00			1:00
Module 13: Financial and Legal Literacy	1.5:00	2.5:00			4:00
Module 14: Essential Digital Skills	1:00	2:00			3:00
Module 15: Entrepreneurship	2.5:00	4.5:00			7:00
Module 16: Customer Service	1.5:00	2.5:00			4:00
Module 17: Getting ready for apprenticeship & Jobs	1:00	1:00			2:00
Total Duration	107:00	163:00	30:00	-	300:00

Module Details

Module 1- Introduction to the Role of an Automotive Sales Executive

Bridge Module

Terminal Outcomes:

- Identify the role, responsibilities and scope of work of an Automotive Sales Executive.
- Identify the importance of following process, policies, and procedures.

Duration: 05:00	Duration: 0:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the role and responsibilities of an Automotive Sales Executive. • List the schedules and checklists pertaining to deliveries of new vehicles from OEM. • Explain about Automotive Industry in India, workshop structure and role and responsibilities of different people in the dealership ecosystem. • Elaborate standard operating procedures (SOPs) regarding allocation of work, invoicing, handling customer complaints etc. • Describe how to work as per organisational and professional code of ethics and standards of practice related to sales calls, sales process and other standards. • Outline the health, safety, and environment policies to be followed as per the standards. • Discuss SOPs recommended by OEM, government regulations and legal aspects w.r.t. vehicle sales at the dealership. 	
Classroom Aids:	
Laptop, white board, marker, projector	
Tools, Equipment and Other Requirements	

Module 2 - Work Effectively and Efficiently

Mapped to NOS ASC/N9801 v1.0

Terminal Outcomes:

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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● 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, their causes and preventions. ● State the methods to keep the work area clean and tidy. ● Discuss how to complete the given work within the stipulated time period. ● Explain how to maintain a proper balance between team and individual goals. ● Discuss epidemics and 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. ● Discuss the use of proper PPE for maintaining health and hygiene at workplace and the process of wearing/discarding them. ● Define self-quarantine or self-isolation. ● Discuss the importance of identifying and reporting symptoms to the concerned authorities. ● Explain the significance of following prescribed rules and guidelines during an epidemic or a pandemic. ● Discuss organizational hygiene and sanitation guidelines and ways of reporting breaches/gaps if any. ● Discuss the ways of dealing with stress and anxiety during an epidemic or a pandemic. 	<ul style="list-style-type: none"> ● Perform routine cleaning of tools, equipment and machines. ● Employ various techniques for checking malfunctions in the equipment as per Standard Operating Procedure (SOP). ● Apply basic housekeeping practices to ensure that the work area is clean. ● Demonstrate how to evacuate the workplace in case of an emergency. ● Show how to sanitize and disinfect one's work area regularly. ● Demonstrate the correct way of washing hands using soap and water. ● Demonstrate the correct way of sanitizing hands using alcohol-based hand rubs. ● Display the correct way of wearing and removing PPE such as face masks, hand gloves, face shields, PPE suits, etc. ● Demonstrate appropriate social and behavioural etiquette (greeting and meeting people, spitting/coughing/sneezing, etc.). ● Prepare a list of relevant hotline/emergency numbers.
Classroom Aids:	
White board/black board marker/chalk, duster, computer or Laptop attached to LCD projector	

Tools, Equipment and Other Requirements

Personal Protection Equipment: safety glasses, head protection, rubber gloves, safety footwear, warning signs and tapes, fire extinguisher and first aid kit
Sanitization kit, disinfectants, alcohol-based sanitizers, different types of face masks, shields, suits, etc.

Module 3 - Optimize Resource Utilization

Mapped to NOS ASC/N9801 v1.0

Terminal Outcomes:

- Use the resources efficiently.
- Apply conservation practices at the workplace.

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Explain the ways to optimize usage of resources. ● Discuss various methods of waste management and its disposal. ● List the different categories of waste for the purpose of segregation ● Differentiate between recyclable and non-recyclable waste ● State the importance of using appropriate colour dustbins for different types of waste. ● Discuss the common sources of pollution and ways to minimize it. 	<ul style="list-style-type: none"> ● Perform basic checks to identify any spills and leaks and that need to be plugged /stopped. ● Demonstrate different disposal techniques depending upon different types of waste. ● Employ different ways to check if equipment/machines are functioning as per requirements and report malfunctioning, if observed. ● Employ ways for efficient utilization of material and water ● Use energy efficient electrical appliances and devices to ensure energy conservation
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 - Lead Generation

Mapped to NOS ASC/N1107, v2.0

Terminal Outcomes:

- Demonstrate providing support to the sales/service sub-functions in generating leads.
- Implement ways of building long-lasting relationships with the customers.

Duration: 30:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Emphasize the importance of proper greeting, seeking permission from the customer, and personal etiquette while making telemarketing calls as per basic customer service principles. • Discuss unique selling points (USPs) of the OEM vehicle and variants available at the dealership. • Explain the significance of responding to all pending queries/customers in a timely and satisfactory manner in coordination with the sales team. • Discuss the process of arranging for pick up and drop of customer’s vehicle as per the schedule. • Summarise documentation requirements for each procedure carried out as part of roles and responsibilities in the organization and follow their guidelines. • Recall the procedure to escalate customer complaints and highlight the requirements/issues for early redressal to the team leader/CRM. • List different ways to generate new/repeat/referral sales. • Identify local market procedures and customer preferences of that area along with sales peculiarities based on geographical nuances etc. 	<ul style="list-style-type: none"> • Demonstrate calling the customers to enquire about vehicle buying plans or interests, reasons for considering purchase, etc. as per standard operating procedures (SOPs), training modules and scripts of the OEM related with telemarketing sales. • Implement different ways to assist customers in pre-sales and post-sales services. • Perform proper steps to close the call by inviting, scheduling and fixing a demo test drive of the vehicle for the prospective customer, either at showroom or at any mutually agreed location. • Demonstrate how to record all feedbacks and complaints from customers in the data management system (DMS) or in a prescribed format at the dealership, using software or format such as MS Office and management information system (MIS). • Employ various methods to assist the supervisor/manager in handling customers/key accounts. • Employ suitable techniques to manage and resolve basic customer queries as well as fulfil key customer requirements while handling sales calls.
Classroom Aids:	
Laptop, white board, marker, projector	
PPE kit, job card, brochures of vehicle etc.	

Module 5 - Providing Support in the Sales Process

Mapped to NOS ASC/N1113, v2.0

Terminal Outcomes:

- Employ proper ways of providing timely assistance and support in the sales processes.
- Demonstrate maintaining good customer relationships.

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Emphasize on the significance of ensuring timely resolution of queries/complaints in coordination with the back-end sales team. • Devise different ways to assist the sales supervisor/manager in development of list/details of potential customers. • Describe the process of timely and correctly implementing sales plans and strategies as per the requirement of the dealership in the respective region in coordination with the sales team leader/manager. • Explain the process of meeting potential customers as per the appointment for proposing the product and services offered by the dealership highlighting vehicle USPs and other benefits. • Discuss with the sales team leader/manager the process of seeking support/guidance from them in case of negotiation/discount is required for quick sales closure. • Elucidate the importance of accurately and timely communicating vehicle details like on-road price, schemes, discounts, VAS etc. and take approval of the sales team leader/manager. • List different ways of collecting customer's feedback/comments on various aspects of the vehicle during sales process to help sales and marketing departments in query closures. • Describe how to ensure realization of revenues from sales as per planned payment cycle through effective follow up. • Explain the process of providing timely support to the sales team leader/manager in building good, long-lasting relationships with customers after sales closure and vehicle delivery. 	<ul style="list-style-type: none"> • Demonstrate how to collect and collate data/information accurately and timely for the regional sales figures including analysis of the competitors' products. • Employ different and effective ways of assisting the sales team leader/manager for creation of detailed proposals as per the organizational policies before the actual sales process is initiated. • Demonstrate how to make cold calls as per training scripts and participate in promotional field activities of OEM products to generate potential leads and arrange meetings for new business. • Implement different ways to provide support to the supervisor/manager in the management of key customer relationships. • Perform the steps for recording vehicle sales and other sales-related information in the organisation's system/software/application (DMS & CRM). • Role play a scenario for resolving customer objections/queries against the OEM products in a courteous manner. • Implement efficient techniques for assisting the sales team leader/manager in organizing promotional and engaging events for customers. • Demonstrate how to actively take part in trade exhibitions, events and bank melas while representing the OEM and its product.

Classroom Aids:	
Laptop, white board, marker, projector	
PPE kit, job card, protective covers of vehicle, hand tools, equipment, spare parts, etc.	

Module 6: Promote Electric Vehicles (EV) Sales Mapped to NOS ASC/N1121, v1.0

Terminal Outcomes:

- Role play a situation on how to coordinate with the sales team lead/manager/customer for EV sales.
- Role play on how to coordinate with installation team for EV charging stations.

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Differentiate between IC engine and EV engine. • Explain about the latest trends/government schemes to related to EV. • Discuss various types of chargers, their availability and charge time with different voltage supply (kW). • List the means to provide customers with information about driver/passenger safety while driving EVs to remove risk of any electric shock while driving/charging EVs. • Explain how to operate/use the EV charger station locator apps. • Discuss different types of battery used in EVs, their usage and life span, use of electric charger and stations, equipment details and safety precautions. • List the range of different products in kilometre for clarifications to the customers. • List different categories of EV. • Summarise the advantages of using an EV for the environment/low carbon footprint/zero emission. • Illustrate the steps to develop a strategy for EV installer partners to deliver quality services. 	<ul style="list-style-type: none"> • Prepare sample long-term and short-term plans for vehicle sales by identifying/consolidating EV leads. • Employ methods to focus on EV targets and customer demands for delivering services by coordinating with prospective customers as per terms and conditions. • Role play a situation on how to promote EV product before its launch along with sales team and ensuring further sales force deployment to support the growth/expansion of the EV. • Dramatize liaising with customers to manage priorities/special requests, provide correct information about EV/EV charging stations to customer queries. • Demonstrate how to promote EV and its software as services to potential customers and involve in last mile delivery on behalf of Ecommerce companies. • Role play on how to address requests from customers for vehicle purchase. • Demonstrate how to coordinate with the installation team and ensure they follow the SOPs for installation of EV charging stations by EV installer partner. • Role play a scenario to inform customers about the technology, VAS, battery replacements, features, advantages and benefits of EV in order to identify/install EV charging stations. • Employ various ways to handle customers' queries and provide solutions for charging EVs at residential charging stations. • Demonstrate how to identify and monitor locations for installing electric charging stations across cities and states.

Classroom Aids:
White board/ black board marker / chalk, duster, computer or Laptop attached to LCD projector
Tools, Equipment and Other Requirements

Module 7: Introduction to Employability Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

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

Module 7: Constitutional values - Citizenship

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

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

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

Module 8: Becoming a Professional in the 21st Century

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

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

Module 9: Basic English Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Practice basic English speaking.

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

Module 10: Communication Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Practice basic communication skills.

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

Module 11: Diversity & Inclusion

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe PwD and gender sensitisation.

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

Module 12: Financial and Legal Literacy

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

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

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

Module 13: Essential Digital Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

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

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

Module 14: Entrepreneurship

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe opportunities as an entrepreneur.

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

Module 15: Customer Service

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of maintaining customer.

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

Module 16: Getting ready for apprenticeship & Jobs

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

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

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Any Discipline	3	Automotive Sales	0	Automotive Sales	NA
Graduate	Any Discipline	2	Automotive Sales	1	Automotive Sales	NA
Certificate NSQF-L-5 (Automotive Sales Consultant)	Automotive	2	Automotive Sales	1	Automotive Sales	NA
Diploma	Automobile/ Mechanical/ Electrical	3	Automotive Sales	1	Automotive Sales	NA
Diploma	Automobile/ Mechanical/ Electrical	4	Automotive Sales	0	Automotive Sales	NA

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role “Automotive Sales Executive”, QP: “ASC/Q1010 v2.0” , minimum accepted score is 80%	Recommended that the trainer is certified for the job role “Trainer (VET and Skills)”, Mapped to Qualification Pack: MEP/Q2601, V2.0” 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	Automotive Sales	0	Automotive Sales	NA
Graduate	Any Discipline	3	Automotive Sales	1	Automotive Sales	NA
Certificate NSQF-L-5 (Automotive Sales Consultant)	Automotive	3	Automotive Sales	1	Automotive Sales	NA
Diploma	Automobile/ Mechanical/ Electrical	4	Automotive Sales	1	Automotive Sales	NA
Diploma	Automobile/ Mechanical/ Electrical	5s	Automotive Sales	0	Automotive Sales	NA

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role “Automotive Sales Executive”, QP: “ASC/Q1010 v2.0” , minimum accepted score is 80%	Recommended that the Assessor is certified for the job role “Assessor (VET and Skills)”, Mapped to Qualification Pack: MEP/Q2701, V2.0” 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
PwD	Persons with Disability
OEM	Original Equipment Manufacturer