

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Skill Council for Persons with Disability
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Name and contact details of individual dealing with the submission

Name: Mr. Ravindra Singh

Position in the organization: Chief Executive Officer

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List of documents submitted in support of the Qualification File

1. Qualification Pack for Hindi Typist and Model curriculum aligned for Persons with **Speech and Hearing Impairment.**
2. QRC approval (Joint observation sheet) on Hindi Typist for Persons with **Speech and Hearing Impairment.**
3. Guidelines for Persons with **Speech and Hearing Impairment** for Assessors.
4. List of Assistive Tools, Trainer Pre-requisites and Break up of proposed extended hours.

NSQF QUALIFICATION FILEApproved in 10th NSQC Meeting – NCVET – 29th July, 2021**QUALIFICATION FILE SUMMARY FOR THE PwD**

Qualification Title	Hindi Typist -PwD SHI
Qualification Code, if any	PWD/MEP/Q0210
Body/ Bodies which will assess candidates	SCPwD affiliated Assessment Agency (AA)
Body/ bodies which will award the certificate for the qualification	Skill Council for Persons with Disability
Body which will accredit providers to offer the qualification	Skill Council for Persons with Disability
Notional Learning Hours	398
Maximum Duration	510
Disability	Speech and Hearing Impairment (SHI)
Entry Requirement	8th Class Pass
Date of planned review of the qualification	25/06/2023
Formal Structure of the Qualification	

Speech and Hearing Impairment				
Title of the unit or other component (Include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)		Level
		Theory	Practical	
A) Mandatory Components				
Learn basic Indian Sign Language (ISL) (Bridge Module -PwD)	Mandatory	15	15	
Use basic English (Bridge Module -PwD)	Mandatory	25	15	
Personal and Social skill (Bridge Module -PwD)	Mandatory	8	2	
Professional & Ethical behaviour in the workplace (Bridge Module - PwD)	Mandatory	8	2	
Developing Keyboarding Skills	Mandatory	0	20	
Introduction to Skill India and the job role of a Hindi Typist (Bridge Module)	Mandatory	3	0	4
Use computers to store, retrieve and communicate information (MEP/N0216)	Mandatory	10	20	4
Install and use various Hindi fonts and typing tools (MEP/N0236)	Mandatory	29	34	4
Prepare various types of Hindi documents (MEP/N0238)	Mandatory	24	32	4
Proofread Hindi documents (MEP/N0239)	Mandatory	16	24	4
Maintain records and documentation (MEP/N0241)	Mandatory	24	32	4
Apply health and safety practices at the workplace (MEP/N9903)	Mandatory	4	6	4
Apply principles of professional practice at the workplace (MEP/N9912)	Mandatory	10	20	4
Subtotal (A)		176	222	
B) Optional Component				
Use Hindi Shorthand/ Hindi Stenography to prepare documents (MEP/N0237)	Optional	32	80	4
Subtotal (B)		32	80	
Total (A+B)		208	302	

ASSESSMENT

Name of Assessment Agency (AA):

If there will be more than one Assessment Agency for this qualification, give details.

- Aspiring Minds Assessments Private Limited
- Induslynk Training Services Pvt. Ltd. (Mercer - Mettl)
- SP Institute of Workforce Development Pvt Ltd
- Trendsetters Skill Assessors Pvt. Ltd.

The list of Assessment Agencies is not limited to above and can extend basis their empanelment with SCPwD and having certified Assessor for the Job role from Domain SSC as well as SCPwD.

ASSESSMENT PROCESS

NOTE: SCPwD adopts the Criteria of the Domain SSC and Assessment is conducted by the AA's which are approved by the Domain SSC as well as empaneled with SCPwD. SCPwD develops Assessment guidelines for Persons with Blindness, Low vision, **Speech and Hearing Impairment** and Locomotor Disability to assist the assessors during assessment of the candidate. SCPwD conducts Training of Assessors (ToA) and provide them Disability Orientation and Sensitization.

Process followed by SCPwD for assessments:

Being a Horizontal Council, the prerequisites to the assessment process shared by the Domain SSC is followed mandatorily by the Assessment Agencies. Additionally, they must also follow the guidelines of SCPwD. Below is the assessment process in brief:

Pre-Assessment Phase-

1. Batch allocated to the Assessment Agency by SCPwD through Portal/ Email.
2. Assessment Agency to connect with Training Provider and communicate/confirm the date of assessment through email.
3. Assessment Agency to share requisite lab infrastructure & checklist with TP and discuss about the availability through email.
4. Assessment Agency aligns the Assessor for the assessment (Assessor should be Dual Certified by the Domain SSC as well as SCPwD, and the certification should be valid).
5. Prepare the Assessment link, formats and share with the Assessor over an email.
6. Share the Assessment demo link with the Training Partner over an email.

Assessment Phase-

1. The Assessor verifies the identity and disability through Aadhar Card and Disability Certificate and reports to SCPwD in-case of any discrepancy [*In case of J&K and NE Voter ID & Pan Card also allowed for Candidates Identification*].

2. The candidates are briefed on the assessment process (Prior to starting of the assessment).
3. The Assessor verifies the lab equipment's and reports to SCPwD in-case of any variance.
4. Post validation of photo Id proof for each candidate, attendance of candidate is captured according to the scheme's requirement. i.e., under PMKVY, attendance of the candidates is captured through Aadhar Enabled Assessor Application, however, under other schemes candidates sign the attendance sheet.
5. The candidates attempt the assessment on TAB/Computer System.
6. The Assessor takes the photos and videos of respective activities and complete the documentation formalities.

Post Assessment Phase-

1. The Assessment Agency prepares the result based on responses captured in server.
2. The Assessment Agency shares the result with SCPwD in the prescribed format.

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

The Job role has been shortlisted and mapped with **Speech and Hearing Impairment** based on demand from the Industry, Training Partners, Experts and views from the reverent Persons with Speech and Hearing Impairment themselves.

What is the estimated uptake of this qualification and what is the basis of this estimate?

The COVID-19 pandemic-induced lockdowns and related global recession of 2020 have created a highly uncertain outlook for the labor market and accelerated the arrival of the future of work. Together, technological, socio-economic, geopolitical and demographic developments and the interactions between them will generate new categories of jobs and occupations while partly or wholly displacing others. The Management sector occupations are found in all types of companies, and these will be needed to lead and collaborate with staff as new organizations are formed and existing companies expand.

Employment in management occupations is projected to grow 5 percent from 2019 to 2029, faster than the average for all occupations, and will result in about 505,000 new jobs. According to ManpowerGroup Employment Outlook Survey India 2020, Public Administration employers report the strongest hiring intentions with a Net Employment Outlook of +9%.

Employment growth is expected to be driven by the formation of new organizations and expansion of existing ones, which should require more workers to manage these operations. The median annual wage for management occupations was found to be the highest wage of all the major

occupational groups.

The interplay of the three drivers of change– shifting geographies, blurring industry boundaries, and evolving digital behavior – can lead to remarkably different future worlds. Moreover, the events of 2020 have sparked a sense of autonomy and personal accountability in employees to take their development into their own hands. During lockdown, as per reports from various online skill training platforms, more workers take online learning and development courses this year to up-level the value they bring to their organization. Part of taking ownership of skills development is participating in assessments to understand which skills they bring to their company and which skills they need to cultivate. People and businesses are looking for new ways to adapt in highly volatile markets and skills will become the currency which will drive that change. The traditional manager role must now leverage new skills to facilitate effective remote work programs, address employees' personal needs when impacted by natural disasters and be able to seek out, uncover, and mitigate unconscious bias embedded in both people and processes. A study published by the World Economic Forum shows that the jobs most in-demand in the coming years will be related to data, AI, and machine learning, where problem-solving capacities will become essential. The new employment paradigm also prioritizes social and personal skills, the value of which cannot be replaced by technological processes, over specific expertise. Skills such as critical thinking, analytical capacity, emotional intelligence, and cognitive flexibility may become essential in this new reality.

During the pandemic there has been a rise in the social connect and low personal connect which has led to greater use of online platforms by various companies across sectors. This change has brought in new avenues for the Persons with Disability to explore vivid job opportunities and mainstream career options of their choice to be a part of the mainstream society.

In this context, ensuring that Persons with Disability, have adequate skills has become even more relevant. A huge percentage of Indian graduates are unemployable due to lack of skills both technical and generic expected by the employers. While a maximum of the applicants gets hired on the grounds of their technical skills and often get fired due to lack of generic skills. It is the set of Generic/ Behavioral/ Soft/ Employability Skills that creates a diversity to the potency of the individual. At present, there is a growing need to address training needs of not only those youth with disability, seeking to enter the labor market but as well as those in the labor market who might be at risk of losing their jobs. With progression in technology and flinching jobs, entrepreneurship is the trend ahead which must be optimally utilized to attain the declared mission of Skilled India. Management Entrepreneurships and Professional skills training is one such sector which is focused on job roles which are not only specific towards sector and industry but functions too. Candidates who are trained and certified by MEPSC for these roles are able to move from one sector to another as the functions are universal across all the sectors. Since SCPwD is a Multi-sectoral Horizontal Council, keeping in view the flexibility and opportunities in the Management sector there is huge scope of having self-employment for the youth with disability. It is therefore, significant to skill the youth with disability as per the demand.

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

Non duplication has been ensured by the Domain SSC.

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

The Qualification Pack for Hindi Typist was adopted based on the industry demand for Persons with Disability. SCPwD develops disability specific Expository which contains expounded information on tools/technology /assistive devise for specific disability. The QP is revised at frequent intervals by Domain SSC, to capture updates in the sector. Similarly, Expository is also reviewed and revised to capture updates on any further development /innovations in the specific disability for facilitating the trainers as well as the assessors in addition to the learners. It may be noted that as and when the Domain SSC revises the QP corresponding adoption and updating is done by SCPwD in the related Job Role.

Annexure 1: QRC Approval (Joint Observation Sheet)

Joint Observation Sheet

Twelfth and Thirteenth Meetings of the QRC | FY 2020-21 | February 18, 2021 and February 19,2021

QRC Members in Attendance| February 18,2021

• Dr SS Arya	Agriculture Skill Council
• Mr. Ashish Jain	Healthcare Sector Skill Council
• Dr J.V. Rao	Textile Sector Skill Council
• Dr Sandhya Chintala	SSC- NASSCOMM
• Dr Praveen Saxena	Skill Council for Green Jobs
• Mr Rajesh Ratnam	Leather Sector Skill Council
• Dr Roopak Vasishtha	Apparel Made-Ups Home Furnishing Sector Skill Council
• Col. Anil Kumar Pokhriyal	Management and Entrepreneurship Skill Council
• Mr. Ravindra Singh	Skill Council for Persons With Disability
• Mr Mohit Soni	Media &Entertainment Skill Council

QRC Members in Attendance| February 19,2021

• Dr SS Arya	Agriculture Skill Council
• Mr. Ashish Jain	Healthcare Sector Skill Council
• Dr J.V. Rao	Textile Sector Skill Council
• Dr Sandhya Chintala	SSC- NASSCOMM
• Dr Praveen Saxena	Skill Council for Green Jobs
• Mr Rajesh Ratnam	Leather Sector Skill Council
• Dr Roopak Vasishtha	Apparel Made-Ups Home Furnishing Sector Skill Council
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• Mr. Ravindra Singh	Skill Council for Persons With Disability
• Mr Mohit Soni	Media &Entertainment Skill Council

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5	<p>Skill Council for Persons with Disability</p> <p>17 QPs , 24 MCs and 2 expository</p> <p>Representatives present:</p> <ul style="list-style-type: none"> • Mr Ravindra Singh • Niharika Nigam 	<p>SCPwD presented its case for 17 QPs mapped to 2 expository</p> <p>Discussion on the changes in the entry criteria and training durations of the job roles which were same according to the SSC and were approved by the domain SSC</p> <p>Detailed deliberation on considering the career progression of the job roles into the domain sectors</p> <p>The concern of PwD people being absorbed by the companies was discussed and a resolution to create a job role for the coaches to make the career progression smooth was highlighted by the SSC</p> <p>Discussion on the support provided by different SSCs to SCPwD in terms of placement was done</p> <p>The need to discuss the expository qualifications in the QRC. Was also raised. It was highlighted that its done because of the enhanced disability-specific training durations and to register the PwD qualifications on NQR following QRC and subsequent NSQC approvals</p>	<ul style="list-style-type: none"> • SSC to re-look at the Specialization section of the Trainer and Assessor profiles; should not be Job role names. For e.g., Hindi Typist has the specialization as Hindi Steno and Hindi Typist. This was the feedback given in the January QRC as well • Highlight the differences in Trainer's entry profile and training duration from the original QP-NOS – for ease of comparison in future QRC presentations. 	Approved
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Annexure 2: Guidelines for the assessment of Persons with Speech and Hearing Impairment

Common guidelines for assessment of Trainees from all the categories of Disability

- Validate the type of Disability of the candidate along with the original Disability Certificate (Please note: In PMKVY, the batch should not have the candidates with Multiple Disabilities and the Disability type should be same as provided in SDMS).
- Do ask questions openly. Do not assume anything. For example, ask your trainees with disability if they need any change in the kind of assessment setup provided.
- Be prepared to make your assessments person-specific including the practical part too without compromising on the criteria set up by the Domain SSC.
- Provide the candidate with the desired assistive devices which may vary from candidate to candidate.
- Do understand that every trainee with disability has a journey. He/she are likely to have identified solutions that best work for him/her. Do not expect your trainees with disability to go through the same processes with the same rigour as your trainees without disability.
- Remember that your trainees with disability are going to work with persons without disability. Pitying, belittling or lowering the standards would defeat the purpose.
- An extension of 20 minutes per hour is recommended. This can be further increased as per circumstances/ requirement of the candidate (for details please refer to the Examination Guideline developed by MSJE).
- Services of scribe/ writer/ reader/ lab assistant should be allowed to any person who has Disability of 40% or more if so desired by the person.
- General comfort of the candidate should be kept in view inside the assessment room.
- Follow the health/ safety guidelines if any issued by the authorities.

Specific Guidelines

- Do not shout at a Person with Hearing Impairment unless they request you to. Just speak in a normal tone but make sure your lips are visible.
- Keep conversations clear and try minimizing unnecessary noise in the background.
- If you are asked to repeat yourself, answering “nothing, it’s not important” implies that the person is not worth repeating yourself. It is demeaning; be patient and comply.
- Show consideration by facing the light source and keeping things (such as your hands) away from your mouth while speaking.
- Look directly at and speak directly to the person rather than looking at the interpreter or any other person who may accompany the individual.
- Follow the person’s cues to find out if they prefer sign language, gesturing, writing or speaking.
- Make sure the room is well lit to allow the student to see your facial expression, signing and/or lip read.
- Question paper should have more visuals/pictures for better understanding.

Annexure 3: Assistive Tools, Trainer Pre-requisites and Break up of proposed extended hours

List of tools/equipment to conduct the training

Any of the following tools may be used during the training of Persons with Speech and Hearing Impairment

- Assistive Aid/Service
- Ai-Live
- Captions First
- Captions 2020
- Closed Capp
- Let's Talk
- LCD TV
- Visual curricula
- Computer

Please note that for the conduction of the training for Speech and Hearing Impairment SCPwD recommends Indian Sign Language Interpreter (ISL) as a mandatory human resource.

Trainer Qualification

Minimum Educational Qualifications: Graduate in any discipline, Pass PRABODH level exam of Central Hindi Training Institute or equivalent. 2 years' experience in Hindi Stenography, Hindi Typing, Secretary (Hindi).

In addition to Domain SSC (as above) Disability specific additional requirement for the trainer

Disability specific Top Up module (SHI): The Inclusive Trainer should be certified by SCPwD with minimum accepted score of 80% as per SCPwD guidelines in Disability Specific Top Up training / QP of Trainer-PwD.

Experience: For Sign Language Interpreter 2/3 Years of experience in their own field of training will be desirable.

Training Duration

Break up of pre training/ foundation course:

S.NO.	MODULE	THEORY (hours)	PRACTICAL (hours)	TOTAL (hours)
1	Learn basic Indian Sign Language (ISL) (Bridge Module -PwD)	15	15	30

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2	Use basic English (Bridge Module -PwD)	25	15	40
3	Personal and social skills (Bridge Module -PwD)	8	2	10
4	Professional & Ethical behaviour in the workplace (Bridge Module -PwD)	8	2	10
5	Developing Keyboarding Skills	0	20	20
GRAND TOTAL		56	54	110

Total **additional hours** recommended by SCPwD for Hindi Typist are 110.