

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Skill Council for Persons with Disability
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List of documents submitted in support of the Qualification File

1. Qualification Pack and Model curriculum for Job Coach for Inclusivity.
2. List of Assistive Tools, Trainer Pre-requisites

Model Curriculum attached including the following:

- Indicative list of tools/equipment to conduct the training
- Trainers' qualification
- Distribution of training duration into theory/practical/OJT component

QUALIFICATION FILE SUMMARY

1	Qualification Title	Job Coach for Inclusivity
2	Qualification Code, if any	PWD/Q0103
3	NCO code and occupation	NCO-2015/5123.20 and NCO-2015/5123.40 Training Delivery
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	Short Term. Purpose of the course is to impart Skill development training to the individual who will be working as a coordinator between Persons with Disability and the organization.
5	Body/bodies which will award the qualification	Skill Council for Persons with Disability (SCPwD)
6	Body which will accredit providers to offer courses leading to the qualification	Skill Council for Persons with Disability (SCPwD)
7	Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy)	Yes
8	Occupation(s) to which the qualification gives access	Training Delivery
9	Job description of the occupation	A job coach for Inclusivity is a person who promotes in implementation of the Inclusion policy in line with organizational objectives. The individual will create network with the organizations working for PwD, organize & facilitate collaborative activities to meet common goals. Individuals will also provide guidance in barrier free onboarding and placement of the PwD in their organization
10	Licensing requirements	No
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	N/A
12	Level of the qualification in the NSQF	4
13	Anticipated volume of training/learning required to complete the qualification	390

14	Indicative list of training tools required to deliver this qualification	Training kit (Trainer guide, Presentations etc.), White board, Marker, duster, projector, laptop, flip chart, speaker system.		
15	Entry requirements and/or recommendations and minimum age	Post graduate with 1 year of industry experience or Graduate with 3 Years of experience or 12th with 5 years of industry experience Minimum age- 22 years		
16	Progression from the qualification (Please show Professional and academic progression)	Vertical progression- Trainer -PwD (PWD/Q0101) Level 5 Horizontal Progression- Recruitment Executive-HR (MEP/Q0702)		
17	Arrangements for the Recognition of Prior learning (RPL)	RPL assessment will be as per defined SCPwD assessment process.		
18	International comparability where known (research evidence to be provided)	To be established		
19	Date of planned review of the qualification	3 years from NSQC approval		
20	Formal Structure of the Qualification Mandatory Components			
	Title of the unit or other component (Include any identification code used)	Mandatory/ Optional	Estimated Size (Learning Hrs.)	Level
(i)	Introduction (Bridge Module)	Mandatory	15	4
(ii)	PWD/N0107: Make organization ready for onboarding of Persons with Disability	Mandatory	91	4
(iii)	PWD/N0108: Provide post placement support to employees with disability	Mandatory	91	4
(iv)	PWD/N0109: Evaluate work performance of employees with disability	Mandatory	71	4
(v)	PWD/N0110: Communicate using basic ISL	Mandatory	25	4
(vi)	PWD/N9902: Communicate effectively with others	Mandatory	7	3
	Total (A)		300	
B)	OJT	Mandatory	90	
	Total (A+B)		390	

SECTION 1
ASSESSMENT

21	<p>Name of Assessment Agency (AA):</p> <p>The Assessment agencies empaneled with SCPwD will carry out the assessments which includes: Mettl, Trendsetter, Aspiring Minds, Co cubes, Eduvantage, CII, Wheebox, SPIWD, Iris- Corp, CEE Vision, FICCI.</p>
22	<p>How will RPL assessment be managed and who will carry it out?</p> <p>RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack and will be carried out as per normal SCPwD assessment process. The Training Partner or any other authority as prescribed by the Steering Committee will identify and counsel candidates eligible for RPL through mobilization camps and advertisements. The mobilized candidates can be counselled, oriented about the standardized NSQF framework and basis their existing competency will be mapped against the suitable level of the concerned Job role for assessments. The candidates enrolled will be assessed by the Assessment Agency affiliated with the Skill Council for Persons with Disability (SCPwD) on the basis of assessment criteria decided by SCPwD. The candidate will need to pass in the minimum assessment criteria of a particular QP decided by the SSC. Successfully assessed candidates with a valid Aadhaar or alternate ID (as per process) will be eligible for QP-NOS based Certification.</p>
23	<p>ASSESSMENT PROCESS</p> <p>A robust technology enabled assessment methodology has been designed keeping in mind the geographical/Physical constraints and target segment which assess a trainee's knowledge and skill set through three methods: An offline Tablet based test through the use of Multiple-Choice Text and Picture based questions (in line with requirement) in English/Hindi and vernacular languages Actual demonstration</p> <p>Assessment Strategy of SCPwD</p> <p>Criteria for assessment of each Qualification Pack will be created by the Skill Council for Persons with Disability (SCPwD). Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.</p> <p>The assessment for the theory part will be based on the knowledge bank of questions created by the SCPwD.</p> <p>Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.</p> <p>Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training centre.</p>

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

To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.

Minimum Aggregate Passing % at QP Level: 70

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 THSC 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 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 completes the documentation formalities.

Post Assessment Phase-

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

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e., Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

Title of Component:

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Make organization ready for onboarding of Personswith Disability</i>	40	60	-	-
PC1. conduct need assessment to identify existingopportunity/ies and Job roles for Persons with Disability as per operational plan	3	4	-	-
PC2. identify potential barriers during recruitmentand placement of a Person with Disability	3	5	-	-
PC3. ensure accessibility of workplace infrastructure like chairs, desks, boards, projectors, computers, meeting area, conferenceroom, and stay arrangements etc. for the use of Persons with Disability	4	6	-	-
PC4. ensure relevant modifications required at theworkplace	4	5	-	-
PC5. ensure safety parameters (eg alarms) to meet the specific requirement of the Persons withDisability	3	5	-	-
PC6. identify workplace support to assist the Persons with a Disability (assistive and supportiveaids)	4	6	-	-
PC7. establish contact with other agencies working for Persons with Disability	3	4	-	-
PC8. plan orientation sessions for the senior officials and staff members to develop inclusiveculture	3	6	-	-

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PC9. provide information about reasonable accommodations to employers as per specific requirements of disability	4	6	-	-
PC10. recommend the Application, Selection & Recruitment process including good practices in interviewing techniques	4	5	-	-
PC11. form an advisory group of individuals/ organizations for different disabilities	3	4	-	-
PC12. encourage the use of people first language	2	4	-	-
NOS Total	40	60	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist employees with Disability</i>	40	60	-	-
PC1. Organize orientation/ induction/ training sessions for the employees with disability	5	8	-	-
PC2. assist the employee for any concerns related to work (routine activities like transportation or lodging/office tasks etc.)	5	8	-	-
PC3. provide on-site support to the employees with disability in order to help them adjust to the workplace and the routine of getting to and from work	5	8	-	-
PC4. facilitate interdepartmental communication/dialogues of employee with disability with other colleagues	5	7	-	-
PC5. support the employee with disability in building good relation with the colleagues, senior officials and other staff members	5	8	-	-
PC6. plan activities to enhance relationship and create positive environment at the workplace for employees with disability	4	8	-	-
PC7. encourage/motivate employees with disability to be more productive at the workplace	5	7	-	-
PC8. provide information about career progression and further growth to persons with disability in the organization	6	6	-	-
NOS Total	40	60	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assess the employees with Disability</i>	30	50	-	-
PC1. Create a checklist/profile matrix with the desired output as per organizational policies	4	6	-	-
PC2. Identifies roles & stakeholders who will impact performance, retention & growth of the employees with disabilities	3	5	-	-
PC3. monitor all the activities performed by the employees with disability against the profile	4	6	-	-
PC4. develop an action plan for improvement of underperforming tasks	4	6	-	-
PC5. identify the need of re-training based on the performance assessment or discussions with the employee with disability	3	6	-	-
PC6. evaluate the outcome of training sessions on performance, self-esteem and confidence of employee with disability	3	6	-	-
PC7. provide feedback and assist in improvement of performance	3	5	-	-
PC8. maintain record and document on progress of employee with disability	3	5	-	-
PC9. create and present report to senior management	3	5	-	-
NOS Total	30	50	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Work effectively with colleagues and superiors</i>	14	26	-	5
PC1. follow job order and instructions received from reporting superior	1	3	-	-
PC2. deliver quality work and report reasons for delay	2	2	-	-
PC3. escalate unresolved problems or complaints to the relevant senior	1	2	-	-
PC4. incorporate feedback to improve the performance	2	2	-	-
PC5. trust, support and respect to colleagues and superiors	2	3	-	-
PC6. seek assistance from colleagues and superior when required	2	2	-	-
PC7. follow workplace etiquette while interacting with colleagues and superiors e.g., polite language, disciplined	2	3	-	-
PC8. offer friendly, courteous and hospitable service to others	-	3	-	-
PC9. provide assistance whenever required with a sincere attitude	-	2	-	-
PC10. use standard phrases in appropriate situations	2	2	-	-
PC11. avoid interrupting others while they talk	-	2	-	-
<i>Practice inclusive behaviour</i>	6	4	-	5
PC12. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive	3	2	-	-
PC13. report incidents of harassment and discrimination to appropriate authority	3	2	-	-
<i>Digital Literacy</i>	6	8	-	-
PC14. operate and use common features of phones/smartphones correctly Operate: Start and shutdown, securing a device, charging the device, manage files and folders, apps, Use messaging service to send and receive messages, delete messages/files for restoring memory Common phone feature: Clock, calculator, calendar, alarm, radio, camera	2	2	-	-
PC15. follow effective safety and security measures related to information sharing on digital devices and platforms	1	-	-	-

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PC16. connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-Fi, etc.	1	2	-	-
PC17. use relevant and common social media platforms and their basic features	1	2	-	-
PC18. create a personal email account, send and process received messages as per requirement	1	2	-	-
NOS Total	26	38	-	10

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Use basic ISL to communicate</i>	14	32	-	-
PC1. Use signs for basic words (such as greetings, self-introduction, different signages, daily use technology, navigation, common nouns etc.	2	4	-	-
PC2. Use signs for days of week, Months of the year, numbers and alphabet etc.	2	4	-	-
PC3. use finger spellings in ISL (e.g., names, places and abbreviations.)	2	5	-	-
PC4. use ISL to share and ask information related to self (e.g., name, native place, city, state, family members, work etc.)	2	5	-	-
PC5. ask and respond to questions related to professional and personal background in ISL	2	5	-	-
PC6. Signs for common organization-specific or industry-specific terminology [e.g. visual merchandising in retail]	2	5	-	-
PC7. attend refresher sessions related to ISL to enhance the learnings	2	4	-	-
NOS Total	14	32	-	-

SECTION 2 – EVIDENCE OF LEVEL

Name of Qualification:			NSQF LEVEL:
NSQF Domain	Outcomes of the qualification	How the outcomes are related to the NSQF Level descriptors	NSQF Level
Process	<p>Person has to regularly check the available position for hiring PwDs and establish contacts with agencies working in the field to search and place a suitable candidate</p> <p>Person has to assist the PwDs in their work-related activities and monitor the performance as well</p>	<p>Since the job holder is expected to independently perform work of familiar, predictable and routine nature within situations of clear choice so, can be placed at Level 4.</p>	4
Professional knowledge	<p>Rights and policies related to Persons with Disability</p> <p>Organization's policy for hiring onboarding and induction and evaluation related</p> <p>Name of organization's working for PwDs</p> <p>Assistive and supportive aids available for PwDs</p>	<p>Since this role requires factual knowledge of field of recruitment, placement and disability, the role qualifies for Level 4.</p>	4
Professional skill	<p>Work effectively with colleagues and supervisors</p>	<p>The job holder is expected to recall and demonstrate practical skill which is routine and repetitive in nature and apply it appropriately at the workplace.</p>	4

	<p>Maintain personal hygiene</p> <p>Practice inclusion at work</p> <p>identify strengths and weaknesses in relation to goals and objectives</p> <p>determine personal development needs to perform role as per desired standards</p> <p>recognize unethical conduct and report to an appropriate person</p> <p>Administer appropriate safety and emergency procedures</p>	<p>They should work effectively with colleagues and supervisors. They should have good communication skills.</p>	
Core skill	<p>Plan for placement and post placement support by organizing session, discussion etc.</p>	<p>The job holder should know how to plan and organize sessions for the successful induction placement and onboarding of employees with disability</p>	4
Responsibility	<p>Take responsibility for his/her own work and learning.</p>	<p>The role holder is required to perform the work as per specifications and time. They are responsible for their own quality work and learning to ensure the conformance of given job requirements.</p>	4

SECTION 3- EVIDENCE OF NEED

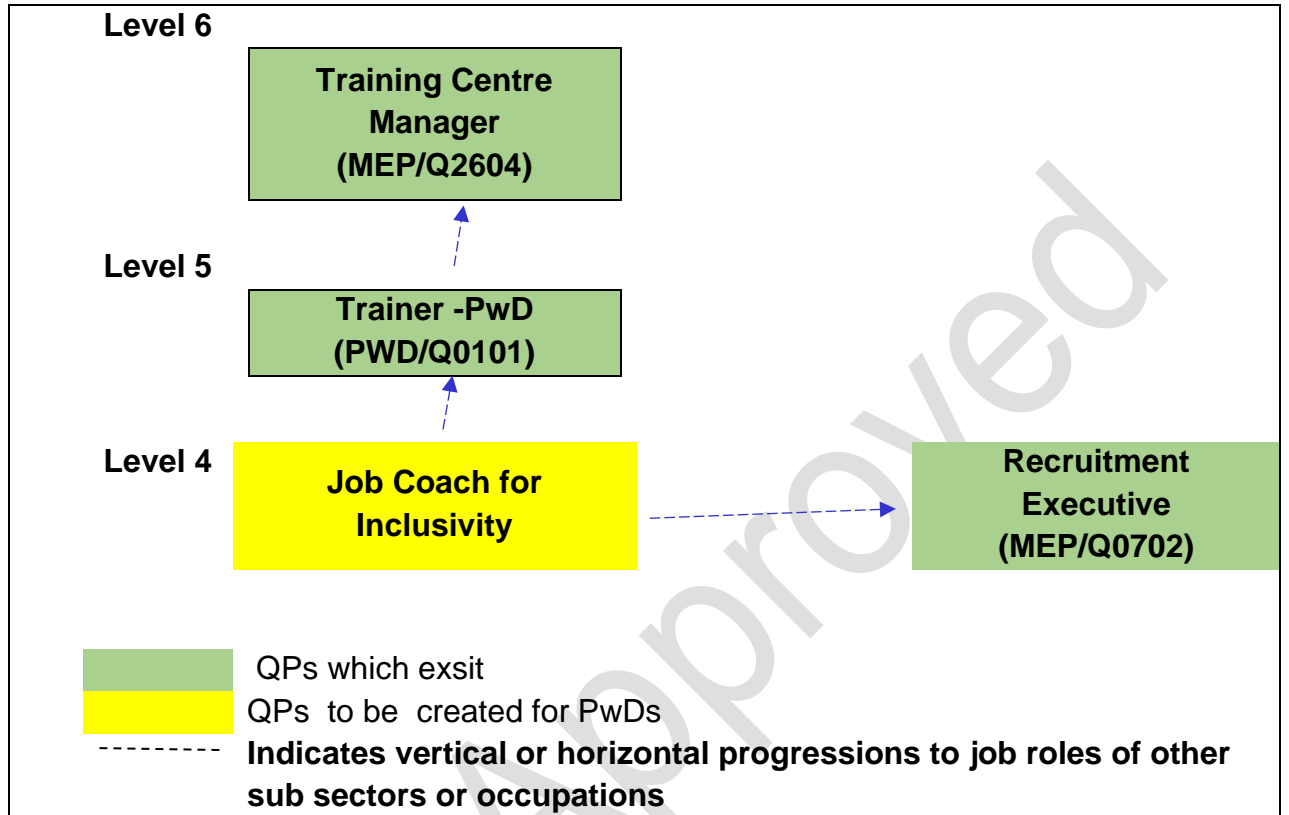
<p>24</p>	<p>What evidence is there that the qualification is needed?</p> <p>Skill training and placement of PwD have been facing multiple challenges in the past. Owing to various acts and policies, awareness of the significant stakeholders has increased. Involvement of the private sector in this journey of mainstreaming PwD has taken the skill training and placement of PwD to new heights. SCPwD, since its inception in October, 2015 has been working towards skill training and employment of youth with disability based on the demand of the industry. For the same, the Council is collaborating with Corporates/ State Govt/ Training partners and sensitizing them on the business sense of hiring PwD. It is through these dialogues that the need for developing a qualification evolved. More and more Corporates and other organizations are approaching us to organize sessions for making their processes inclusive and orienting their in-house teams, managers, and supervisors on how to work along with PwD. The Qualification will play a significant role in orienting and training the dedicated team member, handling diversity and inclusion in their organization and driving the cause of inclusivity in their organization.</p>
<p>25</p>	<p>What is the estimated uptake of this qualification and what is the basis of this estimate?</p> <p>The Rights for Persons with Disability Act 2016 mentions 21 bench mark disability under 5 majors' categories. Under the various provisions, there is a mandate to provide employment for the Persons with Disability not only in Government and Public Sectors but also the Private Sector Organizations. Owing to the increased awareness by virtue of advocacy for hiring PwD more and more organizations are coming forward to hire PwD. SCPwD along with their associates have organized more than 40 such workshops for the various employers specific to their Sectors as well as disability categories. Requirement of a Job coach at organizational level or at the level of the Training Centre has been significant feedback from the participating employers/ Training providers. Therefore, the Qualification is expected to be taken up by all who are currently working with corporates under the Learning and Development unit, HR unit, Inclusion and Diversity Units, NGO's.</p> <p>The qualification will facilitate implementation of the Inclusion Policy of any organization.</p>
<p>26</p>	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences</p> <p>Attached</p>

27	What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification Non duplication has been ensured by the SCPwD.
28	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? Specify the review process here The Qualification would be reviewed every 3 years after NSQC approval by a group of industry experts & academicians engaged in the field of vocational rehabilitation and skill training for Persons with Disability.

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SECTION 4- EVIDENCE OF PROGRESSION

- 30 What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?
Show the career map here to reflect the clear progression



List of required tools

Training kit (Trainer guide, Presentations etc.), White board, Marker, duster, projector, laptop, flip chart, speaker system)

First aid box (sterile dressings, plasters, disposable sterile gloves, scissors, antiseptic wipes, thermometer), etc., cleanliness and hygiene related material like Soaps, Hand Wash, sanitizers etc.

Trainer Qualification

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Post Graduate	In any discipline			1	Teaching certificate/Diploma/degree Disability courses in training centers or organization recognized/ registered by Rehabilitation council of India (RCI)	
Graduate	In any discipline			3	Teaching certificate/Diploma/degree Disability courses in training centers or organization recognized/ registered by Rehabilitation council of India (RCI)	
Certificate	SCPwD Trainer/ RCI Special educator			5	training PwD in organization recognized/ registered or accredited by state/central/Govt.	

					Social Welfare Department or NSDC	
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Trainer Certification		
Domain Certification	Platform Certification	Disability specific Top Up training
Job Coach or Inclusivity, PWD/Q0102, V1.0, Minimum accepted score is 70%	Recommended that the trainer is certified for the Job role “Trainer” mapped to the Qualification Pack “MEP/Q2601”. Minimum accepted score is 80% aggregate	The Inclusive Trainer should be certified in Disability Specific Top Up Training/ PWD/Q0101, v1.0 Trainer-PwD conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines. The Indian Sign Language Interpreter with 2/3 years of experience should be mandatory during the training of ISL. A Certification by Indian Sign Language Research and Training Centre (ISLRTC) or Ali Yavar Jung National Institute of Speech and Hearing Disabilities (Divyangjan) (AYJNISHD(D)) will be desirable.