



# Model Curriculum

**QP Name: Business Correspondent / Facilitator**

**QP Code: BSC/Q8401**

**QP Version: 2.0**

**NSQF Level: 4**

**Model Curriculum Version: 2.0**

Banking, Financial Services & Insurance (BFSI) Sector Skill Council of India || 1407, Lodha  
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# Table of Contents

Training Parameters.....	2
Program Overview .....	3
Training Outcomes.....	3
Compulsory Modules .....	3
Module 1: Introduction to the Banking Sector and the Job Role of Business Correspondent & Business Facilitator .....	5
Module 2: Source Customers for Banking Services .....	6
Module 3: Assist Customers with Bank Application Process .....	8
Module 4: Perform Regular Banking Transactions for Customers.....	10
Module 5: Perform Administrative Tasks.....	12
Module 6: Maintain Data Integrity .....	13
Module 7: Maintain Effective Communication and Service Standard .....	14
Module 8: Maintain Health and Safety Standard .....	16
Module 9: Material Conservation .....	18
Module 10: Energy/Electricity Conservation .....	19
Module 11: Waste Management/Recycling .....	20
Annexure.....	21
Trainer Requirements .....	21
Assessor Requirements.....	22
Assessment Strategy .....	23
References .....	25
Glossary.....	25
Acronyms and Abbreviations .....	26

# Training Parameters

<b>Sector</b>	BFSI
<b>Sub-Sector</b>	Lending
<b>Occupation</b>	Marketing and Sales
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4419.0102
<b>Minimum Educational Qualification and Experience</b>	12th class in any stream or 3 yrs Govt. recognized diploma after class 10 <sup>th</sup>
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 years
<b>Last Reviewed On</b>	25 <sup>th</sup> November,2021
<b>Next Review Date</b>	25 <sup>th</sup> November,2024
<b>NSQC Approval Date</b>	25 <sup>th</sup> November,2021
<b>QP Version</b>	2.0
<b>Model Curriculum Creation Date</b>	25 <sup>th</sup> November,2021
<b>Model Curriculum Valid Up to Date</b>	25 <sup>th</sup> November,2024
<b>Model Curriculum Version</b>	2.0
<b>Minimum Duration of the Course</b>	404 Hours, 0 Minutes
<b>Maximum Duration of the Course</b>	404 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 will be able to:

- Apply proper methods to source customers for Banking Services
- Employ proper practices to assist customers with bank application process
- Apply proper procedure for providing services to customers
- Prepare a sample periodic report on status of the sourced customers
- Employ suitable practices to maintain data integrity and data privacy
- Dramatize how to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply health, hygiene, and safety practices at the workplace
- Use resources at the workplace optimally

### Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>Bridge Module</b>	<b>04:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>04:00</b>
Module 1: Introduction to the Banking Sector and the Job Role of Business Correspondent & Business Facilitator	04:00	00:00	00:00	00:00	04:00
<b>BSC/N8401– Source Customers for Banking Services NOS Version No. 2.0 NSQF Level 4</b>	<b>24:00</b>	<b>42:00</b>	<b>20:00</b>	<b>00:00</b>	<b>86:00</b>
Module 2: Source Customers for Banking Services	24:00	42:00	20:00	00:00	86:00
<b>BSC/N8402– Assist Customers with Bank Application Process NOS Version No. 2.0 NSQF Level 4</b>	<b>24:00</b>	<b>42:00</b>	<b>20:00</b>	<b>00:00</b>	<b>86:00</b>
Module 3: Assist Customers with Bank Application Process	24:00	42:00	20:00	00:00	86:00
<b>BSC/N8403– Provide Services to Customers NOS Version No. 2.0</b>	<b>24:00</b>	<b>44:00</b>	<b>40:00</b>	<b>00:00</b>	<b>108:00</b>

<b>NSQF Level 4</b>					
Module 4: Perform Regular Banking Transactions for Customers	16:00	30:00	20:00	00:00	66:00
Module 5: Perform Administrative Tasks	08:00	14:00	20:00	00:00	42:00
<b>BSC/N9903– Maintain Data Integrity Using Digital Tools NOS Version No. 2.0 NSQF Level 4</b>	<b>10:00</b>	<b>20:00</b>	<b>10:00</b>	<b>00:00</b>	<b>40:00</b>
Module 6: Maintain Data Integrity	10:00	20:00	10:00	00:00	40:00
<b>BSC/N9904- Communicate Effectively and Maintain Inclusivity at the Workplace NOS Version No. 2.0 NSQF Level 4</b>	<b>10:00</b>	<b>20:00</b>	<b>10:00</b>	<b>00:00</b>	<b>40:00</b>
Module 8: Maintain Effective Communication and Service Standard	10:00	20:00	10:00	00:00	40:00
<b>SSC/N9003– Maintain a Healthy, Safe and Secure Working Environment NOS Version No. 2.0 NSQF Level 4</b>	<b>08:00</b>	<b>12:00</b>	<b>00:00</b>	<b>00:00</b>	<b>20:00</b>
Module 9: Maintain Health and Safety Standard	08:00	12:00	00:00	00:00	20:00
<b>SGJ/N1702 - Optimize Resource Utilization at Workplace NOS Version No. 1.0 NSQF Level 3</b>	<b>08:00</b>	<b>12:00</b>	<b>00:00</b>	<b>00:00</b>	<b>20:00</b>
Module 10: Material Conservation	03:00	04:00	00:00	00:00	07:00
Module 11: Energy/Electricity Conservation	03:00	04:00	00:00	00:00	07:00
Module 12: Waste Management/Recycling	02:00	04:00	00:00	00:00	06:00
<b>Total Duration</b>	<b>112:00</b>	<b>192:00</b>	<b>100:00</b>	<b>00:00</b>	<b>404:00</b>

# Module Details

## Module 1: Introduction to the Banking Sector and the Job Role of Business Correspondent & Business Facilitator

### Bridge Module

#### Terminal Outcomes:

- Outline the overview of Skill India Mission
- Discuss the Banking Industry and its sub-sectors
- Define the role and responsibilities of Business Correspondent & Business Facilitator
- Explain the scope of work for a Business Correspondent & Business Facilitator

<b>Duration:</b> 04:00	<b>Duration:</b> 00:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the objectives and benefits of the Skill India Mission</li> <li>• Describe the scope of Banking Industry and its sub-sectors</li> <li>• Discuss job role and opportunities for a Business Correspondent &amp; Business Facilitator</li> <li>• List the basic terminologies used in the banking services</li> </ul>	NA
<b>Classroom Aids</b>	
Whiteboard, Flip Chart, Markers, Duster, Projector, Laptop with charger, Projector screen, Power Point Presentation, 2.1 Laptop External Speakers.	
<b>Tools, Equipment and Other Requirements</b>	
NA	

## Module 2: Source Customers for Banking Services

*Mapped to BSC/N8401, v 2.0*

### Terminal Outcomes:

- Apply proper methods for customer segmentation
- Discuss the different types of documents required for application process
- Prepare sample reports on status of the sourced customers and targets achieved

Duration: 24:00	Duration: 42:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss standard operating environment, pricing and discount policies for banking service</li> <li>• Describe the standard procedure for performing correspondents and facilitator's function, reporting structure and security procedures for handling customer information</li> <li>• Describe the procedure to identify and assess demand for the various products and services according to the segments like housewives, farmers, etc.</li> <li>• List various types of customer segments, products and services offered to target customers in banking services</li> <li>• Discuss the various methods to approach prospective customers and map their needs with the products offered by organization</li> <li>• List effective ways to analyse customer details related to their financial status like income, dependents, current trends of cash flows, etc.</li> <li>• Explain various risks associated with various products and compliance procedures in banking operations</li> <li>• List the different types of documents required for applications</li> <li>• Explain the procedures for assisting customers with application forms and processing policies and ways to respond to their queries and concerns regarding products and application process</li> <li>• Discuss various types of standard formats to prepare reports for banking services</li> </ul>	<ul style="list-style-type: none"> <li>• Employ appropriate techniques for customer segmentation as per demography of the assigned area such as villages, etc.</li> <li>• Role play a situation on how to interact with the prospective customers through various modes including door-to-door, community gatherings, campaign, educational activities, etc. to create awareness about banking and banks products/services</li> <li>• Dramatize how to ascertain financial needs and goals of customers through discussions</li> <li>• Role-play a situation to suggest appropriate products to the prospective customers according to their life-cycle needs and income such as agricultural loans/ savings plans, etc. and explain the terms and conditions of the product, application procedure, documents required, and timelines for processing the application</li> <li>• Perform steps to update details of the customers sourced and their status into information system or records, as applicable</li> <li>• Draft sample reports on status of the sourced customers and achieved targets</li> <li>• Dramatize a situation on how to coordinate with supervisor for setting revenue/account target as per standard policy</li> </ul>
<b>Classroom Aids</b>	

Training kit (Trainer guide, Presentations), White board, Marker, Projector screen, Power Point Presentation Laptop with charger, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.

#### **Tools, Equipment and Other Requirements**

Sample various documents required in application process, like KYC forms, acceptable identity and address proofs and other supporting documents etc., Sample periodic reports on status of the sourced customers



## Module 3: Assist Customers with Bank Application Process

*Mapped to BSC/N8402, v 2.0*

### Terminal Outcomes:

- Apply appropriate practices to assist the customers in opening account
- Discuss various supporting documents required with specifications during opening account for customers
- Discuss the standard format to prepare reports for banking operations
- Create a sample schedule to undertake follow-up visits to the customers

Duration: 24:00	Duration: 42:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss different types of application forms to be filled for various types of accounts for customers</li> <li>• List various supporting documents required for opening account for customers</li> <li>• Describe the procedure for opening account for customers and all relevant legal procedures involved in application</li> <li>• Discuss appropriate procedures to obtain and verify all required documents and duly filled form signed/thumb printed by customer and attach it to application file</li> <li>• Explain the procedure to update documents and information received from the customers into the computer system or smart device and send application file along with documents collected from customer to the branch as per the standard procedure</li> <li>• Recall effective modes of engaging with customer for the targeted products and services</li> <li>• Discuss standard procedures to deliver relevant documents and materials like pass book, cheque book, smart card etc. provided by the bank</li> <li>• Explain the standard format to prepare reports for banking operations</li> <li>• State the significance of following proper procedures laid down by the bank in handling sensitive and confidential customer information</li> </ul>	<ul style="list-style-type: none"> <li>• Dramatize a situation on how to assist customer in filling application form</li> <li>• Apply proper techniques to verify the primary information shared by customers for legitimacy</li> <li>• Role play on how to inquire the referrals about customers' past records/business to ensure safety of dealing with customers</li> <li>• Employ appropriate practices to collect and provide any additional customer's information as required for processing the application</li> <li>• Dramatize a situation on how to inform the customer about the same or if any account category has been assigned, with reasons for the same as provided by the bank</li> <li>• Demonstrate the method how to use documents and materials provided by bank and their functions to the customer</li> <li>• Draft a sample schedule to undertake follow-up visits to the customers</li> <li>• Show how to update details of accounts opened for customers and their status into the information system or records</li> <li>• Prepare a sample report on status of acquired customers, and target achieved</li> </ul>

### **Classroom Aids**

Training kit (Trainer guide, Presentations), White board, Marker, Projector screen, Power Point Presentation Laptop with charger, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.

### **Tools, Equipment and Other Requirements**

Sample application form for opening account, Sample various documents for opening account, Sample pass book, smart card, cheque book, etc., Sample schedule report for follow-up the customers, Sample status report of acquired customers etc.

## Module 4: Perform Regular Banking Transactions for Customers

Mapped to BSC/N8403, v 2.0

### Terminal Outcomes:

- Apply appropriate procedures to perform regular banking transactions using different modes such as a banking kiosk, POS machine, etc.
- Role play a situation on how to handle different types of customer queries and complaints related their account
- Explain the methods to advise customer on managing their accounts, services and other products
- Explain the standard procedure of account termination, and documents required for the same

Duration: 16:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain the standard procedure for conducting transactions such as cash deposits, withdrawals, debit/ credit card transactions, etc.</li> <li>• Elaborate on basic accounting techniques for recording various transactions</li> <li>• Discuss the operation and maintenance procedure for using equipment provided by bank such as Point of-Sale (POS) machines, computers, etc. for banking operation</li> <li>• State various limits or restrictions on transaction amounts per day or per operation</li> <li>• Describe the standard procedure of account termination</li> <li>• List the documents required for termination</li> <li>• Discuss the standard policy for maintain inactive accounts</li> <li>• Explain the importance of following appropriate escalation procedures while handling different types of customer queries and complaints related to account</li> <li>• Describe the process to record details of cash and funds disbursed to customers in the bank</li> <li>• Discuss the standard procedure to schedule and execute follow-up visits with customer, and update details of payments collected into</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to obtain cash from designated account from the bank branch for meeting cash withdrawal requirements of remote customers as per the standard procedure</li> <li>• Demonstrate how to perform regular banking transactions using different modes such as a banking kiosk, POS machine, etc.</li> <li>• Employ proper procedure to collect cheques/cash for payment or for deposits into accounts, report to assigned bank branch and facilitate remittances to other accounts within the same bank for customers</li> <li>• Apply proper practices to provide receipts or confirmations to the customer for transactions executed as per standard policy and assist them in updating their passbook</li> <li>• Perform the steps to assist customer with account closure request as well as bank in closing all pending payments prior to closure of account</li> <li>• Dramatize a situation on how to provide post-sale customer services such as delivering/collecting payments, setting-up updates or reminders, etc.</li> <li>• Dramatize a situation on how to inform and advise customers about effective ways to manage their accounts as well as new products and services that may be of additional value to them</li> </ul>

records/information system	
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector screen, Power Point Presentation Laptop with charger, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
<b>Tools, Equipment and Other Requirements</b>	
Sample cheque, receipt, Required equipment Point of-Sale (POS) machines, computers etc.	

## Module 5: Perform Administrative Tasks

Mapped to BSC/N8403, v 2.0

### Terminal Outcomes:

- Apply appropriate procedures to assist the supervisor in setting revenue/account target
- Describe the various sources to obtain list of defaulters and default loan accounts
- Prepare sample reports, like periodic reports on status of customers, bank transactions, number of complaints, targets achieved and review future targets, etc. for banking operations

<b>Duration:</b> 08:00	<b>Duration:</b> 14:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• List the various sources to obtain list of defaulters and default loan accounts</li> <li>• Describe the procedure to recover the loan amount from defaulters</li> <li>• Discuss the standard format to prepare reports, like periodic reports on status of customers, bank transactions, number of complaints, targets achieved and review future targets, etc. for banking operations</li> <li>• State the significance of following security procedures regarding customer information, handling payments, cash or cheque transactions as per standard procedure</li> <li>• Discuss the importance of following appropriate escalation matrix for unresolved queries and grievances of the customers</li> </ul>	<ul style="list-style-type: none"> <li>• Dramatize a situation on how to assist the supervisor in setting revenue/account target</li> <li>• Perform the steps to obtain list of defaulters and default loan accounts from bank branch</li> <li>• Role play on how to assist for payment recovery in case of default on loans and report the status of loan recovery to bank branch manager</li> <li>• Demonstrate how to update details such as cash disbursed, payments collected into records/information system</li> <li>• Draft sample reports on status of customers, bank transactions, number of complaints, targets achieved and review future targets, etc. for banking operations</li> <li>• Role play on how to inform the manager about any unresolved queries or grievances of the customers</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample various reports, like periodic reports on status of customers, bank transactions, number of complaints, targets achieved and review future targets etc.	

## Module 6: Maintain Data Integrity

Mapped to BSC/N9903, v 2.0

### Terminal Outcomes:

- Describe the procedure to maintain data integrity
- Apply appropriate practices to maintain data privacy and security

<b>Duration:</b> 10:00	<b>Duration:</b> 20:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the usage of digital technology to capture data</li> <li>• Describe various ways to check data for accuracy and validity</li> <li>• Explain the procedure to generate reports for data analysis</li> <li>• State the significance of a complete and accurate database</li> <li>• Discuss the standard processes and protocols to be maintained for data integrity</li> <li>• Describe the methods to secure digital and paper documents</li> <li>• Elaborate the standard procedures for disposing of the digital and paper records</li> <li>• Discuss the standard procedure for dissemination of data</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to use digital technology for data capturing, data processing, and data retrieval as per standards</li> <li>• Apply appropriate practices to check the accuracy and validity of the loaded data</li> <li>• Employ appropriate methods to verify all exceptions and questionable data items</li> <li>• Apply appropriate practices to comply with the processes and protocols laid down for ensuring data privacy and security</li> <li>• Show how to secure digital and paper documents</li> <li>• Apply appropriate practices to manage data access, data acquisition, and data utilization</li> <li>• Demonstrate how to dispose of digital data and paper records securely</li> <li>• Demonstrate how to configure data and disseminate relevant information to others</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, and Participant Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Sample form, formats, Related Standard Operating Procedures (as a part of PH), etc.	

## Module 7: Maintain Effective Communication and Service Standard

*Mapped to BSC/N9904, v 2.0*

### Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication with customers and colleagues
- Describe the ways to show sensitization towards different age groups, gender, and persons with disabilities

<b>Duration:</b> 10:00	<b>Duration:</b> 20:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of professionalism, etiquette, and code of ethics to be maintained at the workplace</li> <li>• List some active listening techniques</li> <li>• Describe the methods and importance of effective communication</li> <li>• State the significance of maintaining clarity, honesty, and transparency while communicating with the customers and colleagues as well as not defaming the competitors</li> <li>• Recall various ways to handle complaints and conflicts</li> <li>• Discuss the significance of passing on essential information to the colleagues timely</li> <li>• State the importance of helping the colleagues with specific issues and problems</li> <li>• Outline the procedure of receiving feedback constructively</li> <li>• Explain the standard policies on gender and age sensitivity</li> <li>• Discuss the standard policy with regards to People with Disabilities (PWD)</li> </ul>	<ul style="list-style-type: none"> <li>• Dramatize appropriate communication skills and etiquette while interacting with customers and colleagues</li> <li>• Role play on how to actively listen to the issues or requirements and respond timely and appropriately</li> <li>• Dramatize a situation on how to address customer queries as per standards.</li> <li>• Employ appropriate practices to seek and incorporate regular feedback as per standards</li> <li>• Apply appropriate procedures to escalate any negative feedback to the reporting authority</li> <li>• Role play appropriate behavioural etiquette towards all ages, genders, and differently-abled people as per specification</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, and Participant Handbook	

### Tools, Equipment and Other Requirements

Sample of escalation matrix, Organisation structure



## Module 8: Maintain Health and Safety Standard

Mapped to SSC/N9003, v 2.0

### Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at the workplace
- Apply precautionary health measures

Duration: 08:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss the legislative requirements and standard procedures for health, safety, and security and the role and responsibility of a Business Correspondent &amp; Business Facilitator concerning the same</li> <li>• Discuss the concept, types, and reporting procedure of health and safety hazards found at the workplace</li> <li>• List the hazards that can be dealt with safely, competently, and within limits of authority of a Business Correspondent &amp; Business Facilitator</li> <li>• Outline the limits of a Business Correspondent &amp; Business Facilitator's responsibility for dealing with hazards</li> <li>• Discuss the standard emergency procedures for different emergencies and the importance of following them</li> <li>• State the importance of maintaining high standards of health, safety, and security</li> <li>• Discuss various types of breaches in health, safety, and security, and procedure to report the same</li> <li>• State the implications of non-compliance with the health and safety standards</li> <li>• Elaborate the evacuation procedures for workers and visitors</li> <li>• Discuss the ways to summon medical assistance and the emergency services, where necessary</li> <li>• Discuss the importance of reporting the health, safety, and accident</li> <li>• Discuss the role of government agencies in the areas of safety, health, and security and their norms and services</li> </ul>	<ul style="list-style-type: none"> <li>• Apply appropriate practices to comply with standard health, safety, and security policies and procedures</li> <li>• Role-play a situation on reporting safety and security breaches or any hazards to the designated person</li> <li>• Apply appropriate practices to correct the hazards that can be dealt with safely, competently, and within the limits of authority</li> <li>• Employ appropriate practices to follow the organization's emergency procedures promptly, calmly, and efficiently</li> <li>• Dramatize a situation on how to recommend opportunities for improving health, safety, and security to the designated person</li> <li>• Prepare a sample health and safety record legibly and accurately</li> <li>• Demonstrate the evacuation procedure during emergency</li> </ul>

<b>Classroom Aids</b>
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Presentation, and Participant Handbook
<b>Tools, Equipment and Other Requirements</b>
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Fire extinguisher, First aid kit, Sample reports

## Module 9: Material Conservation

*Mapped to SGJ/N1702, v 1.0*

### Terminal Outcomes:

- Discuss optimal usage of material including water in various tasks/activities/processes

<b>Duration:</b> 03:00	<b>Duration:</b> 04:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• List the types of hazards, risks, and threats associated with handling different materials</li> <li>• Discuss the role of workstation layout, electrical and thermal equipment used in the material conservation</li> <li>• Discuss organizational procedures for minimizing waste</li> <li>• Elucidate practices of efficient and inefficient management and utilization of material and water at the workplace</li> <li>• Discuss the ways to manage material and water usage at work effectively</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to check for spills and leakages in various materials applicable in the job</li> <li>• Demonstrate how to plug the spills and leakages appropriately</li> <li>• Role play a situation on how to escalate any issues related to repair of spills and leakages to the concerned authority effectively</li> <li>• Demonstrate the standard practices to be followed for cleaning tools, machines and equipment effectively</li> </ul>
<b>Classroom Aids:</b>	
Computer, Projection Equipment, PowerPoint Presentation and software, Facilitator's Guide, Participant's Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Materials and tools and equipment used at work	

## Module 10: Energy/Electricity Conservation

*Mapped to SGJ/N1702, v 1.0*

### Terminal Outcomes:

- Discuss optimal usage of energy/electricity

<b>Duration:</b> 03:00	<b>Duration:</b> 4:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Define electricity</li> <li>• Discuss the basics of electricity</li> <li>• List the energy-efficient devices that are used in the job</li> <li>• Discuss the ways to identify electrical problems that can arise during work</li> <li>• Discuss the standard practices to be followed for conserving electricity in the job</li> <li>• State the impact of improperly connected electrical equipment and appliances on the tasks being performed</li> </ul>	<ul style="list-style-type: none"> <li>• Apply suitable techniques to check the equipment/machinery for the desired level of functioning</li> <li>• Employ appropriate methods to rectify faulty equipment/machinery safely</li> <li>• Role play a situation on how to report equipment faults and maintenance lapses to the concerned personnel effectively</li> </ul>
<b>Classroom Aids:</b>	
Computer, Projection Equipment, PowerPoint Presentation and software, Facilitator's Guide, Participant's Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Energy saving devices	

## Module 11: Waste Management/Recycling

*Mapped to SGJ/N1702, v 1.0*

### Terminal Outcomes:

- Discuss the importance of minimal waste generation
- Demonstrate how to dispose of waste as per industry approved standards

<b>Duration:</b> 02:00	<b>Duration:</b> 04:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• List the various types of recyclable, non-recyclable, and hazardous waste</li> <li>• State the significance of different coloured dustbins</li> <li>• List the different types of waste to be segregated</li> <li>• State the importance of waste management</li> <li>• Discuss the standard methods for waste disposal</li> <li>• List the sources of pollution.</li> <li>• Discuss the ways to minimize various types of pollution</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the standard practices to be followed for segregating waste into respective categories</li> <li>• Show how to dispose of non-recyclable waste appropriately and safely</li> <li>• Demonstrate the standard practice for depositing recyclable and reusable materials at a designated place</li> <li>• Show how to dispose of hazardous waste safely and appropriately</li> </ul>
<b>Classroom Aids:</b>	
Computer, Projection Equipment, PowerPoint Presentation and software, Facilitator's Guide, Participant's Handbook	
<b>Tools, Equipment and Other Requirements</b>	
Non-recyclable, recyclable waste bins	

# Annexure

## Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Banking, Financial Services, and Insurance/ Retail Asset management	5	Banking, Financial Services, and Insurance/ Retail Asset management	1	Banking, Financial Services, and Insurance/ Retail Asset management	NA

Trainer Certification	
Domain Certification	Platform Certification
“Business Correspondent & Business Facilitator”, “BSC/Q8401, v2.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601, v1.0” with a scoring of minimum 80%

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Banking, Financial Services, and Insurance/ Retail Asset management	5	Banking, Financial Services, and Insurance/ Retail Asset management	1	Banking, Financial Services, and Insurance/ Retail Asset management	NA

Assessor Certification	
Domain Certification	Platform Certification
"Business Correspondent & Business Facilitator", "BSC/Q8401, v2.0", Minimum accepted score is 80%	"Assessor", "MEP/Q2701, v1.0" with the scoring of minimum 80%

## Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

### 1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/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
- If the batch size is more than 30, then there should be 2 Assessors.

### 2. Testing Environment: Assessor must:

- 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.
- 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 created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from SSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA 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 and are stored in the Hard Drives

## References

## Glossary

Term	Description
<b>Declarative Knowledge</b>	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.
<b>Key Learning Outcome</b>	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).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	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.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of the training</b> .
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module</b> . A set of terminal outcomes help to achieve the training outcome.

## Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
DD	Demand Draft
GST	Goods and Services Tax
MIS	Management Information System
NEFT	National Electronic Funds Transfer
PAN	Permanent Account Number
TAT	Turnaround time
TCS	Tax Collected at Source
TDS	Tax Deducted at Source
VAT	Value Added Tax