



QUALIFICATION FILE

Fitness Centre Head

Short Term Training (STT) Long Term Training (LTT) Apprenticeship

Upskilling Dual/Flexi Qualification For ToT For ToA

General Multi-skill (MS) Cross Sectoral (CS) Future Skills OEM

NCrF/NSQF Level: 7

Submitted By:

Sports, Physical Education, Fitness and Leisure Sector Skill Council (SPEFL-SC)
207, DLF Galleria Mall, Mayur Vihar Extension, Delhi- 110091

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Section 1: Basic Details

1.	Qualification Name	Fitness Centre Head														
2.	Sector/s	Sports														
3.	Type of Qualification: <input checked="" type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: <i>(change to previous, once approved)</i>	Qualification Name of existing/previous version:													
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>	NA														
5.	National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i>	6. NCrF/NSQF Level: 7														
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate														
8.	Brief Description of the Qualification	A fitness Centre head oversees the daily operations of the fitness Centre. The person is in charge of marketing, maintaining profitability, managing staff and ensuring customer satisfaction.														
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1" data-bbox="1003 906 2121 1267"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Completed 4-year UG degree</td> <td>2 Years of experience in fitness industry as a trainer/business development executive</td> </tr> <tr> <td>2.</td> <td>Completed 3-years UG degree</td> <td>3 Years of experience in fitness industry as a trainer/business development executive</td> </tr> <tr> <td>3.</td> <td>Certificate-NSQF 6- Strength & Conditioning Coach)</td> <td>3 Years of experience in fitness industry as a trainer/business development executive</td> </tr> </tbody> </table>			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	Completed 4-year UG degree	2 Years of experience in fitness industry as a trainer/business development executive	2.	Completed 3-years UG degree	3 Years of experience in fitness industry as a trainer/business development executive	3.	Certificate-NSQF 6- Strength & Conditioning Coach)	3 Years of experience in fitness industry as a trainer/business development executive
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1.	Completed 4-year UG degree	2 Years of experience in fitness industry as a trainer/business development executive														
2.	Completed 3-years UG degree	3 Years of experience in fitness industry as a trainer/business development executive														
3.	Certificate-NSQF 6- Strength & Conditioning Coach)	3 Years of experience in fitness industry as a trainer/business development executive														
		b. Age: 18														

10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	29	11. Common Cost Norm Category (I/II/III) (wherever applicable): NA																										
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																											
13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input type="checkbox"/> Blended (Refer Blended Learning Annexure for details)																											
		<table border="1"> <thead> <tr> <th data-bbox="1014 411 1279 504">Training Delivery Modes</th> <th data-bbox="1279 411 1440 504">Theory (Hours)</th> <th data-bbox="1440 411 1592 504">Practical (Hours)</th> <th data-bbox="1592 411 1753 504">OJT Man. (Hours)</th> <th data-bbox="1753 411 1883 504">OJT Rec. (Hours)</th> <th data-bbox="1883 411 2013 504">ES (Hours)</th> <th data-bbox="2013 411 2107 504">Total (Hours)</th> </tr> </thead> <tbody> <tr> <td data-bbox="1014 504 1279 564">Classroom (offline)</td> <td data-bbox="1279 504 1440 564">240</td> <td data-bbox="1440 504 1592 564">450</td> <td data-bbox="1592 504 1753 564">60</td> <td data-bbox="1753 504 1883 564">-</td> <td data-bbox="1883 504 2013 564">120</td> <td data-bbox="2013 504 2107 564">870</td> </tr> <tr> <td data-bbox="1014 564 1279 616">Online</td> <td data-bbox="1279 564 1440 616"></td> <td data-bbox="1440 564 1592 616"></td> <td data-bbox="1592 564 1753 616"></td> <td data-bbox="1753 564 1883 616"></td> <td data-bbox="1883 564 2013 616"></td> <td data-bbox="2013 564 2107 616"></td> </tr> </tbody> </table>	Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Man. (Hours)	OJT Rec. (Hours)	ES (Hours)	Total (Hours)	Classroom (offline)	240	450	60	-	120	870	Online												
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Classroom (offline)	240	450	60	-	120	870																							
Online																													
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/1219.0200																											
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Level-8 (Vertical)- Regional Head																											
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																											
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																											
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:																											
19.	How Participation of Women will be Encouraged	<p>Encouraging the participation of women in the Fitness centre head job role can be achieved through several strategies aimed at creating an inclusive and welcoming environment. Here are some ways to promote and support the participation of women as a Fitness centre heads:</p> <ol style="list-style-type: none"> 1. Actively reach out to women's fitness academies, clubs to promote the Fitness centre head job role. Participate in career fairs, networking events, and sports clubs to engage with potential candidates. 2. Offer training and development programs specifically designed to enhance the skills and knowledge required for the Fitness centre head role. Provide equal opportunities for women to participate in these programs, ensuring they have the necessary expertise to excel in the position. 																											

		<p>3. Establish mentorship programs that pair aspiring female Fitness centre heads with experienced professionals who can provide guidance, support, and career advice. Highlight successful women who have excelled in the field as role models and showcase their achievements to inspire and motivate others.</p> <p>4. Collaborate with organizations that promote women's empowerment and gender equality. Seek sponsorship and funding to support initiatives aimed at encouraging women's participation such as scholarships or mentorship programs.</p>
20.	Are Greening/ Environment Sustainability Aspects Covered <i>(Specify the NOS/Module which covers it)</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	<p>Name: Priya Dwivedi Email: Priya.dwivedi@sportsskills.in Contact No.: 011-47563351 Website: www.sportsskills.in</p>
23.	Final Approval Date by NSQC: 27/05/2021	<p>24. Validity Duration: 3 Years</p> <p>25. Next Review Date: 27/05/2024</p>

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

SPF/N1125: Plan human resources and operations to run a fitness centre

SPF/N1123: Develop sales and marketing plan

SPF/N1124: Manage the operations of a fitness centre

SPF/N1132: Manage team and customers

SGJ/N1702: Optimize resource utilization at workplace

DGT/VSQ/N0104: Employability Skills (120 Hours)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj.-Project

S. No.	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core / Non-Core	NCrF/ NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Plan human resources and operations to run a fitness centre	SPF/N1125, V2.0	Core	7	6	75	90	15	-	180	11	30			41	7
2.	Develop sales and marketing plan	SPF/N1123, V2.0	Core	7	5.5	60	90	15	-	165	40	140			180	34
3.	Manage the operations of a fitness centre	SPF/N1124, V2.0	Core	7	7	60	135	15	-	210	26	94			120	23
4.	Manage team and customers	SPF/N1132, V2.0	Core	7	5.5	30	120	15	-	165	35	65			100	19
5.	Optimize resource utilization at workplace	SGJ/N1702, V1.0	Non-core	3	1	15	15	-	-	30	13	26			39	7
6.	Employability Skills (120 Hours)	DGT/VSQ/N0104, V1.0	Non-core	6	4	60	60	-	-	120	20	30			50	10
Duration (in Hours) / Total Marks						29	300	510	60	870	145	385			530	100

Assessment - Minimum Qualifying PercentagePlease specify **any one** of the following:

Minimum Pass Percentage – Aggregate at qualification level: 70 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: 70 % (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Bachelor's degree with specialization as a Certified Fitness Trainer/ Personal Fitness Trainer/ Group Fitness Trainer with 3 years of academic/industry experience and 2 years of training experience.
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Post Graduation with specialization as a Certified Fitness Trainer/ Personal Fitness Trainer/ Group Fitness Trainer with 3 years of academic/industry experience and 2 years of training experience.
3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Bachelor's degree with specialization as a Certified Fitness Trainer/ Personal Fitness Trainer/ Group Fitness Trainer with 3 years of academic/industry experience and 2 years of training experience.
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	

4.	Assessment Mode (<i>Specify the assessment mode</i>)	Theoretical and Practical Assessment
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (<i>details to be provided in Annexure-if it is different for Assessment</i>)

Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Work in Progress
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 30
5.	Estimated nos. of persons to be trained and employed: 200 in three years
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: If “No”, why: SPEFL-SC submitted the qualification for the line ministry concurrence.

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors (<i>Mandatory</i>)	Yes
2.	Annexure: List of tools and equipment relevant for qualification (<i>Mandatory, except in case of online course</i>)	Yes
3.	Annexure: Detailed Assessment Criteria (<i>Mandatory</i>)	Yes
4.	Annexure: Assessment Strategy (<i>Mandatory</i>)	Yes
5.	Annexure: Blended Learning (<i>Mandatory, in case selected Mode of delivery is “Blended Learning”</i>)	-
6.	Annexure: Multiple Entry-Exit Details (<i>Mandatory, in case qualification has multiple Entry-Exit</i>)	-
7.	Annexure: Acronym and Glossary (<i>Optional</i>)	Yes
8.	Supporting Document: Model Curriculum (<i>Mandatory – Public view</i>)	Yes

9.	Supporting Document: Career Progression (<i>Mandatory - Public view</i>)	Yes
10.	Supporting Document: Occupational Map (<i>Mandatory</i>)	Yes
11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	Yes
12.	Any other document you wish to submit:	

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	A Fitness Centre Head must be able to oversee the daily operations of the fitness centre. He/She is in charge of marketing, maintaining profitability, managing staff and ensuring customers satisfaction.	The job requires well developed skill, with factual and theoretical knowledge. The Fitness Centre Head requires knowledge, skills and high aptitudes to carry out operations, recruitment, team management and marketing activities to run the fitness centre.	7

Professional and Technical Skills/ Expertise/ Professional Knowledge	<p>The Fitness Centre Head needs to know and have thorough understanding of the relevant labour laws and the capacity and capability of the current workforce.</p> <p>He/She should have a thorough understanding of types of products, materials and equipment required for the fitness centre</p>	<p>The Fitness Centre Head is responsible for executing the different ways in which workforce requirements can be met, their advantages and disadvantages, costs and benefits. He/She is responsible for the organization's vision, strategic objectives and associated plans, structure, values, and culture.</p>	7
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	<p>The Fitness Centre Head needs to plan a mix of full- time, part-time, temporary, and contractual workers appropriate to the needs of the fitness centre. He/She needs to identify affiliates and partners on a commission basis to support sales.</p>	<p>The Fitness Centre Head must possess a range of cognitive and practical skills required to solve problems by selecting and applying methods, tools, materials and information. Individuals employed to carry out these jobs will be expected to be able to communicate clearly in speech and writing and may be required to apply mathematical processes. They should also be able to collect and organise information to communicate about the work</p>	7
Broad Learning Outcomes/Core Skill	<p>The Fitness Centre Head on the job needs to know the usage of the existing data points to generate required reports for business. He/She should be able to apply, analyze, and evaluate the information gathered from observation, experience, reasoning or communication, as a guide for further marketing strategies.</p>	<p>Desired mathematical skill; understanding of social, political; and some skill of collecting and organizing information, communication. S/he must be able to communicate and demonstrate the previous knowledge and skills in the occupation, and know the application of facts, principles, processes and general concepts in the occupation. They are expected to conduct themselves in ways which show an understanding of the social and political environment.</p>	7

Responsibility	A Fitness Centre Head should be able to question customers appropriately to understand the nature of the problem and make a diagnosis. He/She should be able to manage relationships with customers who may be stressed, frustrated, confused, or angry. He/She should be able to provide immediate or temporary solutions to resolve delays.	Responsibility for own work and learning and some responsibility for others' works and learning. They are expected to understand the quality of the work that needs to be delivered. They are expected to operate hygienically and demonstrate an understanding of environmental issues. They will take account of health and safety issues as they affect the work they carry out or supervise	7
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Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size:

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	Surface disinfectant	Litres	1
2	Alcohol based sanitizer	Litres	1
3	copy of IPC (Indian Penal Code 96-106) book	Nos	1
4	copy of POCSO (Protection of Children against Sexual Offences) and POSH (Prevention of Sexual Harassment) Acts	Nos	1
5	Loudspeaker	Nos	1
6	Fire extenguisher	Nos	1
7	Softwares- Office tools/open office, browser, outlook/email client	Types	1
8	Internet Connection	Nos	1
9	Biometric attendance machine	Nos	1

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Laptop
2. Whiteboard
3. Marker
4. Projector
5. Chart paper
6. Clipboards
7. Height & Weight chart

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	Anytime Fitness India	Kushal Pal Singh	Fitness Consultant	New Delhi	8860390123	kushal.singh@anytimefitness.in	
2	Golds Gym	Dishant Dutt	Club Manager	Uttar Pradesh	9899430264	dishantdutt090@gmail.com	
3	ELITE FITNESS	Sandeep	Gym Owner	Karnataka	98455-52624	sandeep_4543@yahoo.co.in	
4	Ian Fitness	Srinivas Priyanka	Gym Manager	Karnataka	9739100962	Srinivas.priyanka@ianfitnessventure.com	
5	ZABT Fitness Club	Vikram	Gym Manager	Karnataka	8762883999	infor@zabtfitness.com	
6	ZUESE Fitness Club	Adithya Pai	Gym Manager	Karnataka	9164973777	info@zuesefitness.in	
7	Absolute Fitness	Hari Prakash	Gym Manager	Tamil Nadu	9150418332	hariprakashdb@gmail.com	
8	Aesthetic Fitness	Ajilan H	Gym Manager	Karnataka	7411847765	astheticfitness@gmail.com	
9	Anis Gym	Imran Daroji	Gym Manager	Karnataka	8951714318	aneeschampion@gmail.com	
10	Anis Gym	Anis Ahmed	Gym Manager	Karnataka	9986141522	aneeschampion@gmail.com	
11	Anytime Fitness	Mukesh Samal	Club Manager	Delhi	7838640414	malviyanagar.delhi@anytimefitness.in	
12	Fit Map	Satish	Gym Manager	Telangana	081213 30777	regionalmanager@fitmap.in	
13	Fast Fitness	Amal Kumar roy	Gym Owner	West Bengal	9831234454	sales@fastfitnessindia.com	
14	Fitness Zone	Yogbal Anima	Gym Manager	Tamil Nadu	99523 23339	Yogbal88.fitnesszones@gmail.com	
15	GM Group of companies	Charles Raj	General Manager	Punjab	98761-01067	Charles@gurumann.com	

NSQFQUALIFICATION FILE

Approved in 8th NSQC Meeting – NCVET – 27th May 2021

Rationalized in 33rd NSQC Meeting – NCVET – Dated 01.11.2023

QG-07-SP-00670-2023-V1.1-SPEFLSC

16	Grit Fitness	Pompy Rao	Gym Owner	Kolkata	9831883716	gritfitnesskolkata@gmail.com
17	Groundsport Fitness	Royster Dsouza	Gym Manager	Karnataka	81054 22 007	info.groundsport@gmail.com
18	Health dot com	Saranraj N	Gym Manager	Tamil Nadu	094424 37327	info@healthdotcom.in
19	IBIS Educational services	Sandheep R Menon	Executive Director Compliance	kerala	9656078888	sandheep.r.menon@gmail.com
20	Kahlian Technology PVT.ltd.	Kumari Manorma	HR head	Maharashtra	7715800004	help@skilladvisor.in
21	New Karisidheshwar gym	Maltesh Kurubar	Manager	Karnataka	9901129869	mddilshad9806@gmail.com
22	Mettle The Gym	Bharat Kumar	Gym Manager	Telangana	9030555533	mettlethegym@gmail.com
23	My choice Gym-Fitness centre	Mohammed saleem gaur	Manager	Karnataka	9480073559	aneeschampion@gmail.com
24	Nuclear Fitness	Pawan Kumar	Manager	Karnataka	8212565786	nuclear.fitness@gmail.com
25	O2 Gym	Harsha	Manager	Telangana	7287020202	myo2gym@gmail.com
26	Physique Gym	Yunus Jamadar	Manager	Karnataka	9620057340	Gym-vijaykumersh1993@gmail.com
27	Politechno	Aniruddh tiwari	Director	Maharashtra	9819482231	aniruddh@politechno.in
28	Pulse 8 Elite	David	Functional Trainer	Hyderabad	7032936695	pulse8gym@gmail.com
29	New Siddheshwar Gym	Sadanand G	Manager	Karnataka	7975930627	Gym-vivansahil13@gmail.com
30	Shri Sai Gym	Vinod Jadhav	Manager	Karnataka	9611110899	sudip.79das2014@gmail.com
31	Steel Gym	Kunal	Fitness Trainer	Telangana	9542999999	info.steelgym@gmail.com
32	Xtreme Fitness	Prakash Pujari	Managing partner	Karnataka	9886201037	xtremefitnesshubli.prakash@gmail.com
33	Fit Villa Center Pvt. Ltd.	Apurva Gaurav	Administrator	Uttar Pradesh	7503677206	fitvillafitness@gmail.com
34	Fitness Mandi	Shabishta Ansari	Fitness Center Head	Uttar Pradesh	8882686122	info@fitnessmandi.com

Annexure: Training & Employment Details
Training and Employment Projections:

Year	Total Candidates	Women	People with Disability
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	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2022	50	50	10	10	-	-
2023	75	75	15	15	-	-
2024	75	75	15	15	-	-

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

- 1.
- 2.

Content availability for previous versions of qualifications:

Participant Handbook Facilitator Guide Digital Content Qualification Handbook Any Other:

Languages in which Content is available:

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:**Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling”**

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge		
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners		
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice		
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

SPF/N1125: Plan human resources and operations to run a fitness centre

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan and recruit human resources for the centre</i>	5	14	-	-
PC1: specify workforce requirements that can achieve the goals of the fitness centre	1	2	-	-

PC2: prepare a detailed plan for recruiting the manpower	1	3	-	-
PC3: plan a mix of full-time, part-time, temporary, and contractual workers appropriate to the needs of the fitness centre	1	3	-	-
PC4: ensure recruitment process is impartial	1	3	-	-
PC5: ensure a diverse workforce is recruited	1	3	-	-
<i>Plan the operations of the fitness centre</i>	6	16		
PC6: ensure fitness centre facilities are in compliance to the standards of the industry and to the laws	1	2	-	-
PC7: create SOP (standard operating procedure) of the fitness centre	1	2	-	-
PC8: plan how the attendance of employees and customers are recorded, e.g. biometric scan, id tags, facial scan, etc.	1	3	-	-
PC9: research and identify the best practices in the fitness industry and apply the same to the centre	1	3	-	-
PC10: create roster of all employees to assign them to their designated places	1	3	-	-
PC11: prepare a facility audit plan	1	3	-	-
NOS Total	11	30		

SPF/N1123: Develop sales and marketing plan

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Create sales plan to meet the revenue goal of the fitness centre</i>	24	76		

PC1: create overall sales goal	3	8		
PC2: create roadmap and strategy to meet the sales target of the fitness centre	3	10		
PC3: create B2B (Business to Business) sales strategy	3	8		
PC4: create B2C (Business to Customer) sales strategy	3	8		
PC5: create lead development strategy for the fitness centre as per annual business plan	3	8		
PC6: define lead, qualified lead and prospect as per the business	3	10		
PC7: develop various channels to establish touch points with the targeted customer segment	2	8		
PC8: identify affiliates and partners on a commission basis to support sales	2	8		
PC9: create customer database	2	8		
<i>Develop marketing and promotional activities for customer acquisition</i>	16	64		
PC10: conduct market research to capture competitive intelligence	2	8		
PC11: capture information on market trends and changing customer preferences	2	8		
PC12: develop branding, marketing, promotional and CRM strategies as per best practices	2	8		
PC13: create marketing collaterals such as brochures, presentations, videos, etc.	2	8		
PC14: develop social media marketing plan	2	8		
PC15: develop short term promotional offers (special tariffs, promotional material, gift voucher, etc.)	2	8		
PC16: identify channels and right media mix for brand building and communication	2	8		

PC17: create a PR campaign with a clear understanding of target sector and audience	2	8		
NOS Total	40	140		

SPF/N1124: Manage the operations of a fitness centre

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage data and finances of the fitness centre</i>	11	34		
PC1: manage overall MIS (Management Information System) of the fitness centre	2	4		
PC2: maintain and update customer database and their history of engagement with the fitness centre	2	5		
PC3: ensure the personal information data of the customers is protected	1	4		
PC4: respond to enquiries by the potential customers	1	4		
PC5: manage P&L sheet (Profit and Loss) and financials for the centre in adherence to the allocated budget	2	5		
PC6: ensure financial and business performance is reported appropriately to all stakeholders, including the local regulatory bodies	1	4		
PC7: draft notices and guidelines to be published on the fitness centre noticeboard	1	4		
PC8: generate invoices and receipts	1	4		
<i>Maintain safety standards of the fitness centre</i>	7	28		
PC9: record the maintenance schedule of equipment and machinery as per the manufacturer's instructions	1	4		
PC10: isolate any unsafe equipment and machinery	1	4		
PC11: conduct regular safety checks of the equipment and machines	1	4		

PC12: report any issues related to workout equipment and activity area to the concerned personnel or appropriate authority	1	4		
PC13: provide first aid for minor injuries and refer severe injuries to qualified medical practitioner	1	4		
PC14: conduct random checks of the security camera footages	1	4		
PC15: conduct briefings everyday with the team and set/ reset expectations for coming week	1	4		
<i>Maintain hygiene and sanitation standards of the fitness centre</i>	8	32		
PC16: ensure personal hygiene	1	4		
PC17: ensure equipment, work area, restrooms etc. are sanitized before and after sessions	1	4		
PC18: educate others about hygiene and sanitation regulatory at workplace requirements	1	4		
PC19: check availability of running water, hand wash and alcohol-based sanitizers at work area	1	4		
PC20: ensure everyone (self, customers, assistants etc.) clean hands before and after session	1	4		
PC21: ensure that customers who are ill do not attend the sessions	1	4		
PC22: conduct routine hygiene and sanitation checks of work area and equipment	1	4		
PC23: report advanced hygiene and sanitation issues to appropriate authority	1	4		
NOS Total	26	94		

SPF/N1132: Manage team and customers

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage and lead a team	12	24		
PC1: assess the strength and weakness of team members	1	2		
PC2: communicate the task guidelines effectively	1	2		
PC3: ensure tasks are assigned to the team members based on competence and expertise	1	2		
PC4: plan and allocate the available personnel to maximize the efficiency	1	2		
PC5: ensure the task goals are met	1	2		
PC6: evaluate when to intervene and assist the team	1	2		
PC7: provide clear feedback to the team	1	2		
PC8: recognize exemplary employees	1	2		
PC9: ensure implementation of plans for personnel development	1	2		
PC10: promote a safe, interactive and supportive work climate	1	2		
PC11: ensure fair and unbiased appraisal	1	2		

PC12: model and promote ethical practices	1	2		
<i>Conflict Management</i>	9	18		
PC13: recognize the signs, stages and causes of conflict	1	2		
PC14: promote self and contextual awareness to deal with various situations	1	2		
PC15: identify and confirm factors relevant to the issue	1	2		
PC16: evaluate appropriate strategies against organisational procedures and legal requirements	1	2		
PC17: treat all points of view and parties with respect	1	2		
PC18: apply negotiation techniques to maintain positive interaction	1	2		
PC19: seek assistance where necessary	1	2		
PC20: resolve situation in consultation with conflicting parties	1	2		
PC21: maintain records as per organisational procedures	1	2		
<i>Work effectively with others</i>	4	8		
PC22: interact (verbal, non-verbal and written) with clients in a gender, disability, and culturally sensitive manner	1	2		
PC23: promote a safe and interactive environment	1	2		
PC24: identify and report inappropriate behaviour (e.g. sexual harassment) to appropriate authority	1	2		
PC25: encourage team members to develop empathy, respect, and a collaborative attitude	1	2		
<i>Manage customer relationship</i>	10	15		
PC26: understand customer's requirement carefully to suggest relevant services	1	2		

PC27: set realistic service and facilities expectations with the customers	1	2		
PC28: promote professional relationship with customers	1	2		
PC29: ensure all employees are courteous with customers	1	2		
PC30: ensure all the customers are attended to without prejudices with respect to cultural and social differences	1	2		
PC31: create customer feedback form	1	1		
PC32: analyze customer feedback and complaints to review customer service experience	1	1		
PC33: address customer dissatisfaction promptly and effectively	1	1		
PC34: maintain a repository of customer complaints, issues and action taken	1	1		
PC35: create personal and mass communication channels to keep customers updated	1	1		
NOS Total	35	65		

SGJ/N1702: Optimize resource utilization at workplace

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Material conservation practices</i>	4	8		
PC1. identify ways to optimize usage of material including water in various tasks/activities/processes	1	2	-	-
PC2. check for spills/leakages in various tasks/activities/processes	1	2	-	-
PC3. plug spills/leakages and escalate to appropriate authority if unable to rectify	1	2	-	-
PC4. carry out routine cleaning of tools, machines and equipment	1	2	-	-
<i>Energy/electricity conservation practices</i>	4	8		

PC5. identify ways to optimize usage of electricity/energy in various tasks/activities/processes	1	2	-	-
PC6. check if the equipment/machine is functioning normally before commencing work and rectify wherever required	1	2	-	-
PC7. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment	1	2	-	-
PC8. ensure electrical equipment and appliances are properly connected and turned off when not in use	1	2	-	-
<i>Effective waste management/recycling practices</i>	5	10		
PC9. identify recyclable and non-recyclable, and hazardous waste generated	1	2	-	-
PC10. segregate waste into different categories	1	2	-	-
PC11. dispose non-recyclable waste appropriately	1	2	-	-
PC12. deposit recyclable and reusable material at identified location	1	2		
PC13. follow processes specified for disposal of hazardous waste	1	2	-	-
NOS TOTAL	13	26	-	-

DGT/VSQ/N0104 : Employability Skills (120 Hours)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-

PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values – Citizenship</i>	2	1	-	-
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress	-	-	-	-
PC5. follow personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC6. follow and promote environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	3	-	-
PC7. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC8. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
PC9. adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC10. use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts	-	-	-	-
PC11. speak over the phone in English, in an audible manner, using appropriate greetings, opening, and closing statements both on personal and work front	-	-	-	-
PC12. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC13. write short messages, notes, letters, e-mails etc., using accurate English	-	-	-	-

<i>Career Development & Goal Setting</i>	1	2	-	-
PC14. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC15. prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	2	3	-	-
PC16. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC17. use active listening techniques for effective communication	-	-	-	-
PC18. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC19. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC20. ensure personal behaviour, conduct, and use appropriate communication by taking gender into consideration	-	-	-	-
PC21. empathize with a PwD and aid a PwD, if asked	-	-	-	-
PC22. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC23. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC24. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

PC25. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC26. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	2	3	-	-
PC27. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC28. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC29. display responsible online behaviour while using various social media platforms	-	-	-	-
PC30. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC31. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC32. utilize virtual collaboration tools to work effectively	-	-	-	-
Entrepreneurship	2	3	-	-
PC33. identify different types of Entrepreneurship and Enterprises	-	-	-	-
PC34. use research and networking skills to identify and assess opportunities for potential business	-	-	-	-
PC35. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC36. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	1	2	-	-

PC37. identify different types of customers	-	-	-	-
PC38. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC39. use appropriate tools to collect customer feedback	-	-	-	-
PC40. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	2	4	-	-
PC41. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC42. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC43. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC44. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC45. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Annexure: Assessment Strategy

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

Mention the detailed assessment strategy in the provided template.

<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:

- Check the Assessment location, date and time
- 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.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

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

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Automotive Service Assistant Technician) will be assessed separately.
2. The candidate must score 60% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
 -
4. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers
 - Understand the working of various tools and equipment

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf