

## Qualification Pack



# General Fitness Trainer

QP Code: SPF/Q1107

Version: 3.0

NSQF Level: 4

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## Qualification Pack

### Contents

SPF/Q1107:General Fitness Trainer.....	3
Brief Job Description .....	3
Personal Attributes .....	3
Applicable National Occupational Standards (NOS).....	3
<i>Qualification Pack (QP) Parameters .....</i>	<i>4</i>
SPF/N1120: Prepare gym area for workout.....	5
SPF/N1121: Guide and monitor clients.....	10
SPF/N1122: Maintain health and safety Standards .....	15
SPF/N1169: Improve workplace resource usage .....	19
DGT/VSQ/N0102: Employability Skills (60 Hours) .....	23

## Qualification Pack

### SPF/Q1107: General Fitness Trainer

#### Brief Job Description

A General Fitness Trainer provides support and guidance during workout sessions. They oversee the gym floor, respond to inquiries, and ensure that all equipment is used safely and maintained properly.

#### Personal Attributes

Individuals should possess the passion for fitness and be physically fit. They should be self motivated and energetic individuals.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [SPF/N1120: Prepare gym area for workout](#)
2. [SPF/N1121: Guide and monitor clients](#)
3. [SPF/N1122: Maintain health and safety measure](#)
4. [SPF/N1169: Improve workplace resource usage](#)
5. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

## Qualification Pack

### Qualification Pack (QP) Parameters

<b>Sector</b>	Sports
<b>Sub-Sector</b>	Sports Coaching and Fitness
<b>Occupation</b>	Sports Coaching
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	15
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3423.0101
<b>Minimum Educational Qualification &amp; Experience</b>	12th grade Pass with 1 Year of experience in fitness industry OR 10th grade pass with 3 Years of experience in fitness industry OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience relevant
<b>Minimum Level of Education for Working in School</b>	
<b>Pre-Requisite License or Workout</b>	NA
<b>Minimum Job Entry Age</b>	18 years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	27/08/2027
<b>NSQC Approval Date</b>	27/08/2024
<b>Version</b>	3.0
<b>Reference Code on NQR</b>	QG-04-SP-02948-2024-V2-SPEFLSC
<b>NQR Version</b>	3

## Qualification Pack

### SPF/N1120: Prepare gym area for workout

#### Description

This unit is about preparing the gym area and equipment for workout

#### Scope

The scope covers the following

- Inspect the workout area
- Inspect the equipment
- Enhance client experience

#### Elements and Performance Criteria

##### *Inspect the workout area*

To be competent, the user/individual on the job must be able to:

PC1. inspect the gym premises for any potential hazards.

PC2. ensure all workout stations are in order

PC3. ensure there are no oil and grease spills on the floors of the workout area

PC4. inspect if there are enough provisions for lighting and ventilation in the workout area

PC5. check if the standard instructions on equipment usage are available near each workout area

PC6. ensure drinking water cans are refilled on time

PC7. ensure first aid kit is well stocked

PC8. suggest improvements to make the gym layout more inclusive (e.g. shift the squat rack, weight rack to a more open, visible space)

PC9. ensure posters and other pictorial depictions cater to women clientele as well

##### *Inspect the equipment*

To be competent, the user/individual on the job must be able to:

PC10. ensure the labels on the weights are easily visible

PC11. start all electrical equipment like treadmill, bikes, etc. and check if the readings are accurate

PC12. check if all mechanical equipment are well oiled, assembled properly and the cables are strong enough to carry weights

PC13. report any issues related to workout equipment and activity area to the concerned personnel or appropriate authority

PC14. ensure enough weights and equipment are available even during peak hours

PC15. ensure the electric machinery and equipment are in working condition

PC16. Ensure the gym equipment and furniture are arranged in a visually appealing and functional manner

## Qualification Pack

### *Enhance client experience*

To be competent, the user/individual on the job must be able to:

PC17. Ensure seating areas are provided for resting between workouts or waiting for classes

PC18. Ensure that locker rooms are well-equipped with clean and functional lockers, benches, and shower facilities

PC19. Offer amenities for members' convenience

PC20. Maintain a comfortable temperature throughout the gym area

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

KU1. sport, fitness and recreation industry risk-management standards

KU2. risk-assessment principles and methodology

KU3. risk-evaluation criteria

KU4. hazards associated with specific activities and equipment

KU5. types of exercise equipment used by the organization

KU6. names and functions of equipment, components and materials

KU7. the purpose of tags and logs of use for equipment

KU8. usage, lifecycle, storage of the gym equipment and machineries

KU9. roles and responsibilities of all individuals, teams involved in the organization

KU10. gym rules and policies on usage of exercise facility for the subscribed and guest users

KU11. escalation matrix for reporting problems

KU12. the importance of providing excellent customer service to gym members

KU13. the importance of an organized and accessible gym layout to enhance the user experience

KU14. the selection criteria for gym equipment, including factors such as quality, durability, functionality, and user safety

### **Generic Skills (GS)**

User/individual on the job needs to know how to:

GS1: read and understand all usage and safety manuals for exercise equipment

GS2: report faults

GS3: follow instructions

GS4: document and summarize maintenance reports

GS5: prioritize tasks and manage time efficiently to complete preparations for the gym area

GS6: communicate with gym staff and members to coordinate activities

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inspect the workout area</i>	<b>18</b>	<b>45</b>	-	-
PC1. inspect the gym premises for any potential hazards.	2	5	-	-
PC2. ensure all workout stations are in order	2	5	-	-
PC3. ensure there are no oil and grease spills on the floors of the workout area	2	5	-	-
PC4. inspect if there are enough provisions for lighting and ventilation in the workout area	2	5	-	-
PC5. check if the standard instructions on equipment usage are available near each workout area	2	5	-	-
PC6. ensure drinking water cans are refilled on time	2	5	-	-
PC7. ensure first aid kit is well stocked	2	5	-	-
PC8. suggest improvements to make the gym layout more inclusive (e.g. shift the squat rack, weight rack to a more open, visible space)	2	5	-	-
PC9. ensure posters and other pictorial depictions cater to women clientele as well	2	5	-	-
<i>Inspect the equipment</i>	<b>20</b>	<b>35</b>	-	-
PC10. ensure the labels on the weights are easily visible	3	5	-	-
PC11. start all electrical equipment like treadmill, bikes, etc. and check if the readings are accurate	2	5	-	-
PC12. check if all mechanical equipment are well oiled, assembled properly and the cables are strong enough to carry weights	3	5	-	-
PC13. report any issues related to workout equipment and activity area to the concerned personnel or appropriate authority	3	5	-	-
PC14. ensure enough weights and equipment are available even during peak hours	3	5	-	-
PC15. ensure the electric machinery and equipment are in working condition	3	5	-	-
PC16. Ensure the gym equipment and furniture are arranged in a visually appealing and functional manner	3	5	-	-

## Qualification Pack

<i>Enhance client experience</i>	12	20	-	-
PC17: Ensure seating areas are provided for resting between workouts or waiting for classes	3	5	-	-
PC18. Ensure that locker rooms are well-equipped with clean and functional lockers, benches, and shower facilities	3	5	-	-
PC19. Offer amenities for members' convenience	3	5	-	-
PC20. Maintain a comfortable temperature throughout the gym area	3	5	-	-
<b>NOS Total</b>	<b>50</b>	<b>100</b>		



## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	SPF/N1120
NOS Name	Prepare gym area for workout
Sector	Sports
Sub-Sector	Sports Coaching and Fitness
Occupation	Sports Coaching
NSQF Level	4
Credits	4
Version	3.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQ Clearance Date	27/08/2024

## Qualification Pack

### SPF/N1121: Guide and monitor clients

#### Description

This unit is about guiding and helping clients during workout

#### Scope

The scope covers the following:

- Assist clients during workout
- Work effectively with others
- Facilitate client motivation and goal-setting

#### Elements and Performance Criteria

##### *Assist clients during workout*

To be competent, the user/individual on the job must be able to:

- PC1. guide clients on using appropriate clothing, footwear, etc. for the workout
- PC2. help clients identify equipment and machines required for their specific workout
- PC3. ensure clients understand the benefits and limitations of free weights, assembled equipment and machines
- PC4. ensure the clients understand the types of workouts, their benefits and common injuries
- PC5. guide clients on effective warm up, stretching and cool down exercises
- PC6. ensure clients use weights and machines as per their capacity
- PC7. inform the clients about the timing, repetition, and intensity of each exercise
- PC8. provide support to clients in handling heavy weights
- PC9. assist and encourage participation of women in various fitness activities e.g. weight training
- PC10. ensure the clients understand the correct posture, and techniques to make exercise effective and injury free
- PC11. provide feedback to the clients on their workout session
- PC12. apply spotting techniques to enhance clients' performance and avoid injury

##### *Work effectively with others*

To be competent, the user/individual on the job must be able to:

- PC13. interact (verbal, non-verbal and written) with everyone in a gender, disability, and culturally sensitive manner
- PC14. ensure women, particularly, feel welcomed, comfortable, and safe
- PC15. ensure personal space of all clients is maintained
- PC16. apply conflict management techniques to maintain positive interaction
- PC17. identify and report inappropriate behavior (e.g. sexual harassment) to appropriate authority
- PC18. address conscious and unconscious gendered bias of self and others (e.g. women should not lift heavy weights, men do not do aerobics etc.)

##### *Facilitate client motivation and goal-setting*

To be competent, the user/individual on the job must be able to:

- PC19. educate clients about the principles of fitness and exercise physiology
- PC20. educate clients about the principles of fitness and exercise physiology
- PC21. guide clients about the importance of goal-setting

## Qualification Pack

PC22. provide strategies for overcoming obstacles to maintain motivation and momentum

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** various muscle building and fat burning techniques
- KU2.** anatomy and physiology in relation to fitness
- KU3.** training combinations for athletes, regular and occasional users
- KU4.** appropriate use of equipment in compliance with the equipment operating manual
- KU5.** organizational procedure for accidents, safety
- KU6.** types of exercise equipment used by the organization
- KU7.** usage, lifecycle, storage of the gym equipment and machineries
- KU8.** equipment testing to enable the safe use of all equipment
- KU9.** types of exercise to develop different components of fitness like strength, power, stamina, etc.
- KU10.** fundamental principles of technical analysis to enable accurate and prompt corrections to workout technique
- KU11.** importance of gender and its related concepts such as gender roles, gender equality, gender power relations etc.
- KU12.** types of unacceptable behavior
- KU13.** POSH (Prevention of Sexual Harassment) Act
- KU14.** factors affecting group dynamics and conflict resolution strategies to enable constructive engagement of clients
- KU15.** emergency response teams aligned to organization
- KU16.** latest research and best practices in exercise science and injury prevention
- KU17.** verbal cues and tactile feedback to guide clients in adjusting their posture
- KU18.** good posture for injury prevention, muscle activation, and overall exercise effectiveness

### Generic Skills (GS)

The user/ individual on the job needs to know and understand how to:

- GS1.** analyze the needs, expectation and limitation of clients
- GS2.** comprehend all usage and safety manuals for exercise equipment
- GS3.** remain updated about developments in fitness and nutrition
- GS4.** read and comprehend the organisational policies and procedures
- GS5.** communicate in a clear and polite manner
- GS6.** manage the time of clients and facility schedules
- GS7.** respond promptly and effectively to any accidents or emergencies
- GS8.** offer ongoing support and encouragement to clients
- GS9.** foster a positive and empowering environment

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b><i>Assist clients during workout</i></b>	<b>24</b>	<b>47</b>	-	-
PC1: guide clients on using appropriate clothing, footwear, etc. for the workout	2	4	-	-
PC2: help clients identify equipment and machines required for their specific workout	2	4	-	-
PC3: ensure clients understand the benefits and limitations of free weights, assembled equipment and machines	2	4	-	-
PC4: ensure the clients understand the types of workouts, their benefits and common injuries	2	4	-	-
PC5: guide clients on effective warm-up, stretching and cool-down exercises	2	4	-	-
PC6: ensure clients use weights and machines as per their capacity	2	4	-	-
PC7: inform the clients about the timing, repetition, and intensity of each exercise	2	4	-	-
PC8: provide support to clients in handling heavyweights	2	4	-	-
PC9: assist and encourage participation of women in various fitness activities e.g. weight training	2	4	-	-
PC10: ensure the clients understand the correct posture, and techniques to make exercise effective and injury free	2	4	-	-
PC11: provide feedback to the clients on their workout session	2	4	-	-
PC12: apply spotting techniques to enhance clients' performance and avoid injury	2	4	-	-
<b><i>Work effectively with others</i></b>	<b>14</b>	<b>30</b>	-	-
PC13: interact (verbal, non-verbal and written) with everyone in a gender, disability, and culturally sensitive manner	2	4	-	-
PC14: ensure women, particularly, feel welcomed, comfortable, and safe	2	4	-	-
PC15: ensure personal space of all clients is maintained	2	4	-	-
PC16: apply conflict management techniques to maintain positive interaction	2	5	-	-
PC17: identify and report inappropriate behavior (e.g. sexual harassment) to appropriate authority	3	6	-	-
PC18: address conscious and unconscious gendered bias of self and others (e.g. women should not lift heavy weights, men do not do aerobics etc.)	3	6	-	-
<b><i>Facilitate client motivation and goal-setting</i></b>	<b>12</b>	<b>24</b>	-	-

## Qualification Pack

PC19. Educate clients about the principles of fitness and exercise physiology	3	6	-	-
PC20. Collaborate with clients to establish clear, achievable fitness goals	3	6	-	-
PC21. guide clients about the importance of goal-setting	3	6	-	-
PC22. provide strategies for overcoming obstacles to maintain motivation and momentum	3	6	-	-
<b>NOS Total</b>	<b>50</b>	<b>100</b>	-	-

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## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	SPF/N1121
NOS Name	Guide and monitor clients
Sector	Sports
Sub-Sector	Sports Coaching and Fitness
Occupation	Sports Coaching
NSQF Level	4
Credits	6
Version	3.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### SPF/N1122: Maintain health and safety Standards

#### Description

This unit is about understanding how to observe and supervise the clients during workout sessions

#### Scope

This unit covers the following

- Maintain hygiene and sanitation
- Maintain safety

#### Elements and Performance Criteria

##### *Maintain hygiene and sanitation*

To be competent, the user/individual on the job must be able to:

- PC1: ensure personal hygiene
- PC2: ensure equipment, gym area, restrooms etc. are sanitized before and after the usage
- PC3: guide others about hygiene and sanitation workplace requirements
- PC4: check availability of running water, hand wash and alcohol-based sanitizers
- PC5: ensure everyone (self, clients, assistants etc.) clean hands with soap or alcohol-based sanitizer, before and after the workout
- PC6: ensure that clients who are ill do not attend the workout session
- PC7: conduct routine hygiene and sanitation checks of gym area and equipment
- PC8: report advanced hygiene and sanitation issues to appropriate authority

##### *Maintain safety*

To be competent, the user/individual on the job must be able to:

- PC9: advise clients of the facility's emergency procedures
- PC10: ensure clients adhere to safety guidelines
- PC11: provide first aid for minor injuries and refer severe injuries to qualified medical practitioner
- PC12: perform Cardiopulmonary Resuscitation (CPR) when required

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1: emergency response procedures
- KU2: how to assess physical injuries
- KU3: administration of basic first aid including CPR
- KU4: anatomy and physiology
- KU5: the effect of various exercises according to physical characteristics of a person

#### Generic Skills (GS)

## Qualification Pack

The user/ individual on the job needs to know and understand how to:

- GS1: read and comprehend all usage and safety manuals for exercise equipment
- GS2: remain updated about developments in fitness and nutrition
- GS3: communicate in a clear and polite manner
- GS4: discuss sensitive health issues with clients in an open and understanding manner
- GS5: assess the emergency situations



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>Maintain hygiene and sanitation</b>	<b>18</b>	<b>46</b>		
PC1: ensure personal hygiene	2	6	-	-
PC2: ensure equipment, gym area, restrooms etc. are sanitized before and after the usage	2	6	-	-
PC3: guide others about hygiene and sanitation workplace requirements	2	6	-	-
PC4: check availability of running water, hand wash and alcohol-based sanitizers	2	6	-	-
PC5: ensure everyone (self, clients, assistants etc.) clean hands with soap or alcohol-based sanitizer, before and after the workout	2	5	-	-
PC6: ensure that clients who are ill do not attend the workout session	2	5	-	-
PC7: conduct routine hygiene and sanitation checks of gym area and equipment	3	6	-	-
PC8: report advanced hygiene and sanitation issues to appropriate authority	3	6	-	-
<b>Maintain Safety</b>	<b>12</b>	<b>24</b>		
PC9: advise clients of the facility's emergency procedures	3	6		
PC10: ensure clients adhere to safety guidelines	3	6	-	-
PC11: provide first aid for minor injuries and refer severe injuries to qualified medical practitioner	3	6	-	-
PC12: perform Cardiopulmonary Resuscitation (CPR) when required	3	6	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>		

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	SPF/N1122
NOS Name	Maintain health and safety measures
Sector	Sports
Sub-Sector	Sports Coaching and Fitness
Occupation	Sports Coaching
NSQF Level	4
Credits	2
Version	3.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQF Clearance Date	27/08/2024

## Qualification Pack

### SPF/N1169: Improve workplace resource usage

#### Description

This unit is about increasing efficiencies and maximizing the use of materials, particularly resources, energy, and trash, in workplace operations.

#### Scope

This unit covers the following

- conservation procedures for materials
- power conservation methods
- waste management/recycling procedures

#### Elements and Performance Criteria

##### *conservation procedures for materials*

To be competent, the user/individual on the job must be able to:

- PC1: determine ways to optimize usage of material including water in various tasks/activities/processes
- PC2: examine various tasks/activities/processes for spills/leaks
- PC3: eliminate spills/leaks and escalate to appropriate authorities if they cannot be corrected
- PC4: conduct routine cleaning of tools, machines, and equipment

##### *power conservation practices*

To be competent, the user/individual on the job must be able to:

- PC5: determine ways to optimize usage of electricity/energy in various tasks/activities/processes
- PC6: ensure if the equipment/machine is functioning normally before commencing work and rectify wherever required
- PC7: report equipment malfunctions (fumes/sparks/emission/vibration/noise) and lapses in maintenance
- PC8: ensure that all electrical equipment and appliances are correctly connected and turned off when not in use

##### *waste management/recycling procedures*

To be competent, the user/individual on the job must be able to:

- PC9: determine recyclable and non-recyclable, and hazardous waste generated
- PC10: separate waste into different categories
- PC11: discard non-recyclable waste appropriately
- PC12: store recyclable and reusable materials in a designated spot

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1: potential hazards, risks and threats based on the nature of work
- KU2: layout of the workstation and electrical and thermal equipment used
- KU3: organization's procedures for minimizing waste
- KU4: efficient and inefficient utilization of material and water
- KU5: ways of efficiently managing material and water in the process
- KU6: basics of electricity and prevalent energy efficient devices
- KU7: ways to recognize common electrical problems
- KU8: common practices of conserving electricity
- KU9: usage of different colours of dustbins
- KU10: categorization of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU11: waste management and methods of waste disposal
- KU12: common sources of pollution and ways to minimize it

### Generic Skills (GS)

The user/ individual on the job needs to know and understand how to

- GS1: record data on waste disposal at workplace
- GS2: complete statutory documents relevant to safety and hygiene
- GS3: read Standard Operating Practices (SOP) documents
- GS4: communicate with colleagues on the significance of greening of jobs
- GS5: make timely decisions for efficient utilization of resources
- GS6: complete tasks efficiently and accurately within stipulated time
- GS7: work with supervisors/team members to carry out work related tasks
- GS8: identify cause and effect of greening of jobs

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>conservation procedures for materials</i>	<b>4</b>	<b>12</b>	-	-
PC1. determine ways to optimize usage of material including water in various tasks/activities/processes	1	3	-	-
PC2. examine various tasks/activities/processes for spills/leaks	1	3	-	-
PC3. eliminate spills/leaks and escalate to appropriate authorities if they cannot be corrected	1	3	-	-
PC4. conduct routine cleaning of tools, machines, and equipment	1	3	-	-
<i>power conservation practices</i>	<b>8</b>	<b>10</b>	-	-
PC5. determine ways to optimize usage of electricity/energy in various tasks/activities/processes	2	3	-	-
PC6. ensure if the equipment/machine is functioning normally before commencing work and rectify wherever required	2	2	-	-
PC7. report equipment malfunctions (fumes/sparks/emission/vibration/noise) and lapses in maintenance)	2	2	-	-
PC8. ensure that all electrical equipment and appliances are correctly connected and turned off when not in use	2	2	-	-
<i>waste management/recycling procedures</i>	<b>8</b>	<b>8</b>	-	-
PC9. determine recyclable and non-recyclable, and hazardous waste generated	2	2	-	-
PC10. separate waste into different categories	2	2	-	-
PC11. discard non-recyclable waste appropriately	2	2	-	-
PC12. store recyclable and reusable materials in a designated spot	2	2	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>		

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	SPF/N1169
NOS Name	Improve workplace resource usage
Sector	Sports
Sub-Sector	Sports Coaching and Fitness
Occupation	Sports Coaching
NSQF Level	3
Credits	
Version	1.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

## Qualification Pack

### DGT/VSQ/N0102: Employability Skills (60 Hours)

#### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

#### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

To be competent, the user/individual on the job must be able to:

- PC1. identify employability skills required for jobs in various industries
- PC2. identify and explore learning and employability portals

##### *Constitutional values – Citizenship*

To be competent, the user/individual on the job must be able to:

- PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4. follow environmentally sustainable practices

## Qualification Pack

### *Becoming a Professional in the 21st Century*

To be competent, the user/individual on the job must be able to:

PC5. recognize the significance of 21st Century Skills for employment

PC6. 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

### *Basic English Skills*

To be competent, the user/individual on the job must be able to:

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

To be competent, the user/individual on the job must be able to:

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

### *Communication Skills*

To be competent, the user/individual on the job must be able to:

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

### *Diversity & Inclusion*

To be competent, the user/individual on the job must be able to:

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

To be competent, the user/individual on the job must be able to:

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

To be competent, the user/individual on the job must be able to:

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e-mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

### *Entrepreneurship*

To be competent, the user/individual on the job must be able to:

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place



## Qualification Pack

and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

To be competent, the user/individual on the job must be able to:

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

To be competent, the user/individual on the job must be able to:

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

## Qualification Pack

### Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and write different types of documents/instructions/correspondence GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all

GS4. how to work in a virtual mode

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>Introduction to Employability Skills</b>	1	1		
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
PC2. identify and explore learning and employability portals				
<b>Constitutional values - Citizenship</b>	1	1	-	-
PC3. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
PC4. follow environmentally sustainable practices				
<b>Becoming a Professional in the 21st Century</b>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment				
PC6. explain 21st Century Skills such as SelfAwareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc	-	-	-	-
<b>Basic English Skills</b>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone				
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English				
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<b>Career Development &amp; Goal Setting</b>	1	2		
PC10. understand the difference between job and career				
PC11. prepare a career development plan with short- and long-term goals, based on aptitude				
<b>Communication Skills</b>	2	2		
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-		
PC13. work collaboratively with others in a team	-	-	-	-
<b>Diversity &amp; Inclusion</b>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>Financial and Legal Literacy</b>	2	3		
PC16. select financial institutions, products and	-	-	-	-

## Qualification Pack

services as per requirement				
PC17. carry out offline and online financial transactions, safely and securely	-	-		
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-		
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation				
<b>Essential Digital Skills</b>	<b>3</b>	<b>4</b>		
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-		
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-		
PC22. use basic features of word processor, spreadsheets, and presentations				
<b>Entrepreneurship</b>	<b>2</b>	<b>3</b>		
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-		
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-		
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity				
<b>Customer Service</b>	<b>1</b>	<b>2</b>		
PC26. identify different types of customers	-	-		
PC27. identify and respond to customer requests and needs in a professional manner.	-	-		
PC28. follow appropriate hygiene and grooming standards	-	-		
<b>Getting ready for apprenticeship &amp; Jobs</b>	<b>2</b>	<b>3</b>		
PC29. create a professional Curriculum vitae (Résumé)	-	-		
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-		
PC31. apply to identified job openings using offline /online methods as per requirement	-	-		
PC32. answer questions politely, with clarity and confidence, during recruitment and selection				
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements				
<b>NOS TOTAL</b>	<b>20</b>	<b>30</b>	<b>-</b>	<b>-</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

### Assessment Guidelines and Assessment Weightage

#### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. 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.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/workout center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ workout center based on these criteria.
6. To pass the Qualification Pack assessment, every clients should score a minimum of 70% of % aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the clients may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Minimum Passing % at NOS Level: 70

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

## Qualification Pack

### Assessment Weightage

#### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
1. SPF/N1120: Prepare gym area for workout	50	100	-	-	150	30
2. SPF/N1121: Guide and monitor clients	50	100	-	-	150	30
3. SPF/N1122: Maintain health and safety measures	30	70	-	-	100	20
4. SPF/N1169: Improve workplace resource usage	20	30	-	-	50	10
5. DGT/VSQ/N0102. Employability Skills (60 Hours)	20	30			50	10
<b>Total</b>	<b>170</b>	<b>330</b>			<b>500</b>	<b>100</b>

## Qualification Pack

### Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Workout

## Qualification Pack

### Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, workout and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.



## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual need in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication-related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Gym uses must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.