

Summary report of Associate Network Engineer Course

(UGC Approved)

Year 2018-19 & 2019-20

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Course Outcomes:

- Ability to handle basic IT service requests.
- Coordinate and manage service requests.
- Demonstrate methods to resolve common incidents related to account maintenance / access problems networking, connectivity problems, hardware problem.
- Carry out installation / configuration of infrastructure applications.
- Manage work to meet requirements.
- Work effectively with colleagues.
- Maintain a healthy, safe and secure working environment.
- Provide data/information in standard formats.
- Develop knowledge, skill and competence.

Syllabus



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 should have acquired the listed knowledge and skills.

- Collate existing documents, language standards, templates related to service requests.
- Examine the methods to handle common service requests.
- Categorize and prioritize service requests from customers with justifiable resolution time.
- Demonstrate working on the various validation steps related to application management, installation, security hardening, etc.
- Design incident management process flow from 1st level till escalation level coordinating with specialist support groups.
- Demonstrate process knowledge on hardware and software utilities for raising escalation and fetching data.
- Analyse technicalities of service requests to identify the nature of incidents.
- Demonstrate error mitigation techniques related to access management, application installation, network installation, etc.
- Demonstrate application of source coding standards, ticketing tools and other IT related technologies.
- Explain the purpose and use of data configuration.
- Examine the outcome of rule-based analysis of the data/information for database management.
- Demonstrate effective work planning principles.
- Recognize the importance of using time and resources effectively.
- Describe how to maintain a health, safe and secure environment at workplace.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration (In Hours)	Practical Duration (In Hours)	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration (In Hours)
SSC/N0202 Deal directly with IT service requests/incidents NOS Version No. 2 NSQF Level 3	94:00	236:00	00:00	00:00	330:00



Module 1: Concept of service requests/ incidents	15:00	36:00	00:00	00:00	51:00
Module 2: Monitoring and validation of Service Requests	12:00	36:00	00:00	00:00	48:00
Module 3: Technical Specifications related to Service Requests	15:00	33:00	00:00	00:00	48:00
Module 4: Deal directly with IT service requests/incidents	14:00	33:00	00:00	00:00	47:00
Module 5: Technical skills for handling Incidents	12:00	33:00	00:00	00:00	45:00
Module 6: Process of Database Management	14:00	33:00	00:00	00:00	47:00
Module 7: Skills for Incident Management	12:00	32:00	00:00	00:00	44:00
Employability Skill 60 Hours	24:00	36:00	00:00	00:00	60:00
Module 08: Introduction to Employability Skills	00:30	01:00	00:00	00:00	01:30
Module 09: Constitutional values - Citizenship	00:30	01:00	00:00	00:00	01:30
Module 10: Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02:30
Module 11: Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 12: Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 13: Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 14: Diversity & Inclusion	01:00	01:30	00:00	00:00	02:30
Module 15: Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 16: Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 17: Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 18: Customer Service	02:00	03:00	00:00	00:00	05:00
Module 19: Getting ready for apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
OJT	00:00	00:00	60:00	00:00	60:00
Total Duration	118:00	272:00	60:00	00:00	450:00



Module Details

Module 1: Concept of Service Requests/Incidents

Mapped to SSC/N0202, v2.0

Training Outcomes:

- Collate existing documents, language standards, templates related to service requests.
- Examine the methods to handle common service requests.

Duration: 15:00(In Hours)	Duration: 36:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List general policies, procedures, and processes for dealing with basic IT service requests or incidents. • Discuss the guidelines for categorizing and prioritizing service requests. 	<ul style="list-style-type: none"> • Evaluate the nature and types of service requests. • Demonstrate methods to resolve common incidents related to account maintenance/ access problems networking, connectivity problems, hardware problems. • Demonstrate key operating principles for incidents related to operating system, installation/ configuration problems.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools CRM application/LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	



Module 2: Monitoring and Validation of Service Requests

Mapped to SSC/N0202, v2.0

Training Outcomes:

- Categorize and prioritize service requests from customers with justifiable resolution time.
- Demonstrate working on the various validation steps related to application management, installation, security hardening, etc.

Duration: 12:00(In Hours)	Duration: 36:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Collate service requests/incidents using technical tools and procedures. • Discuss the variety of service requests. • Identify solutions/workarounds for service requests/incidents. 	<ul style="list-style-type: none"> • Monitor automated alerts and customer service requests through IT systems. • Validate automated alerts to ensure they are genuine incidents and report for alerts that are false. • Demonstrate the process flow for rule-based transactions for validated incidents.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools CRM application/LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	



Module 3: Technical Specifications related to Service Requests

Mapped to SSC/N0202, v2.0

Training Outcomes:

- Design incident management process flow from 1st level till escalation level coordinating with specialist support groups.
- Demonstrate process knowledge on hardware and software utilities for raising escalation and fetching data.

Duration: 15:00(In Hours)	Duration: 33:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify latest changes and procedures in the field of expertise pertaining to service level escalations. • List the organization's tools and processes for incident management and escalation support. 	<ul style="list-style-type: none"> • Demonstrate proper process knowledge related to the functioning of technologies related to hardware devices (e.g., laptops, desktops, Blackberries, routers, switches, LAN cables, RAM, mother board, server, RAID, blade server, storage media, printers, other peripherals and drivers), operating systems (e.g., Windows, UNIX, Macintosh), networks (e.g., LAN, WAN, VPN, IP, wireless, network devices). • Analyse the correct level of escalation required for remote troubleshooting tools (e.g., PC Anywhere, DameWare, WebEx, Live Meeting, Radmin), productivity tools (e.g., MS Office), IT service management tools, etc.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools CRM application/LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	



Module 4: Deal Directly with IT Service Requests/Incidents

Mapped to SSC/N0202, v2.0

Training Outcomes:

- Analyse technicalities of service requests to identify the nature of incidents
- Demonstrate error mitigation techniques related to access management, application installation, network installation, etc.

Duration: 14:00(In Hours)	Duration: 33:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the guidelines and standard scripts to resolve service requests/incidents within your level of competence and authority. • Discuss technicalities of service requests/incidents outside the level of competence and authority with experts. 	<ul style="list-style-type: none"> • Design suitability of solutions/ workarounds, for handling direct service requests. • Demonstrate error mitigation techniques related to access management, application installation, network installation, etc. • Construct a documented resolution of service requests/incidents accurately. • Create a confirmation process to capture that service requests/incidents have been resolved.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools CRM application/LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	



Module 5: Technical Skills for Handling Incidents

Mapped to SSC/N0202, v2.0

Training Outcomes:

- Demonstrate application of source coding standards, ticketing tools and other IT related technologies.
- Explain the purpose and use of data configuration.

Duration: 12:00(In Hours)	Duration: 33:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss how to store and retrieve information related to service requests. • List the latest changes, procedures, and practices in incident management process. 	<ul style="list-style-type: none"> • Evaluate the mechanism of source coding standards, ticketing tools and utilities/tools for handling service requests. • Deploy information technology effectively to input and/or extract data. • Identify methods and importance of data configuration for disseminating relevant information.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools CRM application/LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	



Module 6: Process of Database Management

Mapped to SSC/N0202, v2.0

Training Outcomes:

- Examine the outcome of rule-based analysis of the data/information for database management.
- Discuss the purpose and specifics of CRM database.

Duration: 14:00(In Hours)	Duration: 33:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Design the appropriate data/information that needs to be provided, the formats in which it should be provided. • Discuss the purpose and specifics of CRM database for extracting information. 	<ul style="list-style-type: none"> • Examine outcome of rule-based analysis of data/information for database management. • Compile documentation of the data/information into requisite formats. • Deliver complete, accurate and up-to-date data/information for review. • Perform validation and updating of data into database, once approved.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools CRM application/LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	



Module 7: Skills for Incident Management

Mapped to SSC/N0202, v2.0

Training Outcomes:

- Demonstrate application of source coding standards, ticketing tools, rule-based analysis, and other IT related technologies.
- Organize 1st level and 2nd level incident management support program to evaluate outcomes.

Duration: 12:00(In Hours)	Duration: 32:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify the various types of IT components related to incident management, like servers, storage, network, databases, applications, etc. • Identify the process flow chart of a service desk team. 	<ul style="list-style-type: none"> • Construct a demo incident management process flow with any disruption of IT services. • Create cross support group process for coordination of a service request. • Organize 1st level and 2nd level incident management support program to evaluate possible outcomes.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools CRM application/LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	



Module 8: Introduction to Employability Skills

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Discuss the Employability Skills required for jobs in various industries
- List different learning and employability related GOI and private portals and their usage

Duration: 1.5 Hours (0.5 Theory + 1 Practical)

Module 9: Constitutional values - Citizenship

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
- Show how to practice different environmentally sustainable practices

Duration: 1.5 Hours (0.5 Theory + 1 Practical)

Module 10: Becoming a Professional in the 21st Century

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Discuss importance of relevant 21st century skills.
- Exhibit 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
- Describe the benefits of continuous learning

Duration: 2.5 Hours (1 Theory + 1.5 Practical)

Module 11: Basic English Skills

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
- Read and interpret text written in basic English
- Write a short note/paragraph / letter/e -mail using basic English

Duration: 10 Hours (4 Theory + 6 Practical)

Module 12: Career Development and Goal Setting

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Create a career development plan with well-defined short- and long-term goals

Duration: 2 Hours (1 Theory + 1 Practical)

Module 13: Communication skills

Mapped to NOS 60 Hours (Version No. 1)



Key Learning Outcomes:

- Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
- Explain the importance of active listening for effective communication
- Discuss the significance of working collaboratively with others in a team

Duration: 5 Hours (2 Theory + 3 Practical)

Module 14: Diversity and Inclusion

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
- Discuss the significance of escalating sexual harassment issues as per POSH

Duration: 2.5 Hours (1 Theory+ 1.5 Practical)

Module 15: Financial and Digital Literacy

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Outline the importance of selecting the right financial institution, product, and service
- Demonstrate how to carry out offline and online financial transactions, safely and securely

Duration: 5 Hours (2 Theory+ 3 Practical)

Module 16: Essential Digital Skills

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Describe the role of digital technology in today's life
- Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
- Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely
- Create sample word documents, excel sheets and presentations using basic features
- utilize virtual collaboration tools to work effectively

Duration: 10 Hours (4 Theory+ 6 Practical)

Module 17: Entrepreneurship

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Explain the types of entrepreneurship and enterprises
- Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
- Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
- Create a sample business plan, for the selected business opportunity

Duration: 7 Hours (3 Theory+ 4 Practical)



Module 18: Customer Service

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Describe the significance of analysing different types and needs of customers
- Explain the significance of identifying customer needs and responding to them in a professional manner.
- Discuss the significance of maintaining hygiene and dressing appropriately

Duration: 5 Hours (2 Theory+ 3 Practical)

Module 19: Getting Ready for Apprenticeship and Jobs

Mapped to NOS 60 Hours (Version No. 1)

Key Learning Outcomes:

- Create a professional Curriculum Vitae (CV)
- Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
- Discuss the significance of maintaining hygiene and confidence during an interview
- Perform a mock interview
- List the steps for searching and registering for apprenticeship opportunities

Duration: 8 Hours (3 Theory+ 5 Practical)



Model Curriculum

Infrastructure Engineer

SECTOR: IT-ITES
SUB-SECTOR: IT SERVICES
OCCUPATION: INFRASTRUCTURE MANAGEMENT SERVICES (IMS)
REFERENCE ID: SSC/Q0801 Version 1.0
NSQF LEVEL: 5





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**IT - ITeS SSC
NASSCOM**



**N-S-D-C
National
Skill Development
Corporation**
Transforming the skill landscape

Certificate

**CURRICULUM COMPLIANCE TO
QUALIFICATION PACK – NATIONAL OCCUPATIONAL
STANDARDS**

is hereby issued by the

IT-ITeS SECTOR SKILL COUNCIL NASSCOM

for

MODEL CURRICULUM

Complying to National Occupational Standards of

Job Role/ Qualification Pack: **Infrastructure Engineer** QP No. '**SSC/Q0801 NSQF Level 5**'

Date of Issuance: April 1, 2018
Valid up to*: April 1, 2019
*Valid up to the next review date of the Qualification Pack



Dr Sandhya Chintala
Authorised Signatory
(IT- ITeS SECTOR SKILLS COUNCIL NASSCOM)



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Infrastructure Engineer

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of an Infrastructure Engineer in the IT-ITeS Sector/Industry and aims at building the following key competencies amongst the learner.

Program Name	Infrastructure Engineer		
Qualification Pack Name & Reference ID.	SSC/Q0801 Version 1.0		
Version No.	1.0	Version Update Date	12/10/2018
Pre-requisites to Training	3 year technical diploma or any Undergraduate Degree		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Deal remotely with basic IT service requests/incidents. • Deal directly with IT service requests/incidents. • Carry out installation/configuration of infrastructure applications. • Manage work to meet requirements. • Work effectively with colleagues. • Maintain a healthy, safe and secure working environment. • Provide data/information in standard formats. • Develop knowledge, skills and competence. 		



This course encompasses all 8 of 8 National Occupational Standards (NOS) of “Infrastructure Engineer” Qualification Pack issued by “IT-ITeS Sector Skills Council NASSCOM.”

Sr. No	Module	Key Learning Outcomes	Equipment Required
1.	<p>Deal remotely with basic IT service requests/incidents</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 38:00</p> <p>Corresponding NOS Code SSC/N0101</p>	<ul style="list-style-type: none"> • Confirm to customers that you have received the service requests/incidents. • Express your concern for any difficulties caused and your commitment to resolving them. • Obtain sufficient information from customers to understand the nature of the problems and perform initial diagnosis. • Record and categorize service requests/incidents accurately using your organization’s incident management tool. • Support customers remotely to test potential solutions. • Prioritize service requests/incidents according to organizational guidelines. • Provide customers with a justifiable estimate of resolution time, in case of no immediate solution. • Refer problems to appropriate people, where helpdesk cannot resolve the problem. • Obtain advice/guidance from appropriate people where problems are outside your area of competence. • Monitor problems to keep customers informed about progress and any delays in resolving problems. • Obtain confirmation from customers that problems have been resolved. • Record the resolution of problems accurately using your organization’s incident management tool. • Comply with relevant standards, policies, procedures and guidelines when dealing with basic IT service requests/incidents. 	<ul style="list-style-type: none"> • Access to desktop / laptop; • PC with intranet, internet access and MS-Office • Lab with provision for internet, email, word processor and presentation software • LMS tool to enable blog posts or discussion board, Instant messenger, chat and email tools to enable mock exercises • CRM application, such as Siebel, Zoho, Social networking tool
2.	<p>Deal directly with IT service requests/incidents</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 38:00</p> <p>Corresponding NOS Code SSC/N0202</p>	<ul style="list-style-type: none"> • Monitor systems to identify promptly automated alerts and customer service requests. • Validate automated alerts to ensure they are genuine incidents. • Acknowledge service requests/incidents using your organization’s tools and procedures. • Record service requests in prescribed formats. • Obtain sufficient information from customers to identify accurately the nature of service requests. • Analyse automated alerts to identify the nature of incidents. • Access your organization’s knowledge base to identify solutions/workarounds for service requests/incidents. • Evaluate the suitability of solutions/ workarounds, where available. • Use your organization’s guidelines and standard scripts to resolve service requests/incidents within your level of competence and authority. • Refer service requests/incidents outside your level of competence and authority to appropriate people. 	<ul style="list-style-type: none"> • Access to desktop / laptop • PC with intranet, internet access • Microphone/voice system • Presentation tools for learning activities-email, intranet • CRM application, such as Siebel, Zoho/Social networking tool

Sr. No	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • Obtain help or advice from appropriate people, where necessary. • Obtain confirmation from customers that service requests/incidents have been resolved. • Record the resolution of service requests/incidents accurately using your organization's tools and procedures. • Comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when dealing directly with IT service requests/incidents. 	
3.	Carry out installation/ configuration of infrastructure applications Theory Duration (hh:mm) 30:00 Practical Duration (hh:mm) 70:00 Corresponding NOS Code SSC/N0305	<ul style="list-style-type: none"> • Acknowledge service requests for installation/ configuration of basic applications using your organization's tools and procedures. • Record the service request in the organisation prescribed format • Obtain sufficient information from customers to identify accurately the nature of service requests. • Access your organization's knowledge base to identify procedures/guidelines/ checklists for installation/configuration of basic applications. • Use your organization's procedures/guidelines /checklists to install/configure applications within your level of competence and authority. • Refer service requests for installation/ configuration outside your level of competence /authority to appropriate people. • Obtain help or advice from appropriate people, where necessary. • Obtain confirmation from customers that service requests have been fulfilled, to their satisfaction. • Record the completion of service requests accurately using your organization's tools and procedures. • Comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when carrying out basic application installation/ configuration. 	<ul style="list-style-type: none"> • PC with intranet, internet access and MS-Office • Presentation tools for learning activities-email, intranet • For IT Lab sessions: Computer Lab with 1:1 PC:trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools • CRM application, such as Siebel, Zoho, Social networking tool
4.	Manage your work to meet requirements Theory Duration (hh:mm) 12:00 Practical Duration (hh:mm) 38:00 Corresponding NOS Code SSC/N9001	<ul style="list-style-type: none"> • Agree to your work requirements with appropriate people. • Keep your immediate work area clean and tidy. • Utilize your time effectively. • Use resources correctly and efficiently. • Treat confidential information correctly. • Work in line with your organization's policies and procedures. • Work within the limits of your job role. • Obtain guidance from appropriate people, where necessary. • Ensure your work meets the agreed requirements. 	<ul style="list-style-type: none"> • Whiteboard and Markers • LCD Projector and Laptop for presentations • Training organization's confidentiality policy
5.	Work effectively with colleagues	<ul style="list-style-type: none"> • Communicate with colleagues clearly, concisely and accurately. 	<ul style="list-style-type: none"> • Whiteboard and Markers


Sr. No	Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 40:00</p> <p>Corresponding NOS Code SSC/N9002</p>	<ul style="list-style-type: none"> • Work with colleagues to integrate your work effectively with theirs. • Pass on essential information to colleagues in line with organizational requirements. • Treat people with courtesy, politeness, and kindness, reflecting respect for colleagues. • Carry out commitments you have made to colleagues. • Inform colleagues in advance if unable to meet deadlines indicating the reasons. • Resolve any conflicts with colleagues amicably. • Follow the organization's policies and procedures for working with colleagues. 	<ul style="list-style-type: none"> • LCD Projector and Laptop for presentations • Provision to write emails and send in the lab • Lab with provision for internet, email, word processor and presentation software • Chart paper, markers, picture magazines and old newspapers
6.	<p>Maintain a healthy, safe and secure working environment</p> <p>Theory Duration (hh:mm) 07:00</p> <p>Practical Duration (hh:mm) 18:00</p> <p>Corresponding NOS Code SSC/N9003</p>	<ul style="list-style-type: none"> • Comply with your organization's current health, safety and security policies and procedures. • Report any identified breaches in health, safety, and security policies and procedures to the designated person. • Post identification, correct any hazards that you can deal with safely, competently and within the limits of your authority. • Report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected. • Follow your organization's emergency procedures promptly, calmly, and efficiently. • Recommend opportunities for improving health, safety, and security to the designated person. • Complete any health and safety records legibly and accurately. 	<ul style="list-style-type: none"> • Whiteboard and Markers • LCD Projector and Laptop for presentations • The training organization's current health, safety and security policies and procedures • Provision for online research in the Lab • A sample health and safety policy document • Emergency broadcast system and mock emergency signage in the appropriate areas of the training institute
7.	<p>Provide data/information in standard formats</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 38:00</p> <p>Corresponding NOS Code SSC/N9004</p>	<ul style="list-style-type: none"> • Agree with appropriate people the data/information you need to provide as per prescribed formats in the given time. • Obtain the data/information from reliable sources. • Check that the data/information is accurate, complete and up-to-date. • Obtain advice or guidance from appropriate people where there are problems with the data/information. • Carry out rule-based analysis of the data/information, if required. • Insert the data/information into the agreed formats. • Check the accuracy of your work, involving colleagues where required. • Report any unresolved anomalies in the data/information to appropriate people. 	<ul style="list-style-type: none"> • Whiteboard and Markers • LCD Projector and Laptop for presentations • Provision for online research in the lab

Sr. No	Module	Key Learning Outcomes	Equipment Required
8.	Develop your knowledge, skills and competence Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 20:00 Corresponding NOS Code SSC/N9005	<ul style="list-style-type: none"> • Provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time. • Obtain advice and guidance from appropriate people to develop your knowledge, skills and competence. • Assess your current knowledge and skills required for the job role. • Plan learning and development activities to enhance your skills and competencies. • Identify avenues for self-development. • Create plans for self-development. 	<ul style="list-style-type: none"> • Whiteboard and Markers • LCD Projector and Laptop for presentations • Soft copy of QP-NOS • Provision for online access to all students in the lab
	Total Duration: Theory Duration 100:00 Practical Duration 300:00	Unique Equipment Required: <ul style="list-style-type: none"> • Whiteboard and Markers, LCD Projector and Laptop for presentations, Chart paper • Lab equipped with the following: PCs/Laptops and Internet with WiFi (Min 2 Mbps Dedicated), provision for email, word processor and presentation software. • A sample health and safety policy document, Emergency broadcast system and mock emergency signage in the appropriate areas of the training institute • Supporting software / applications for projecting audio, video, recording, • Microphone / voice system for lecture and class activities • Handy Camera, Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets • Assessment and Test Tools for day to day online Tests and Assessments Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.	

Grand Total Course Duration: **400 Hours 0 Minutes**

(This syllabus/ curriculum has been approved [IT-ITeS Sector Skills Council NASSCOM.](#))

Diploma Course - Associate Network Engineer Brochure



अभ्यासक्रम :

- BACHLOR OF FARM EQUIPMENT
- BACHLOR OF VEHICLE TESTING
- BACHLOR OF ENGINE TESTING
- BACHLOR OF RETAIL MANAGEMENT
- DIPLOMA IN AUTOMOTIVE SERVICE TECHNICIAN 2 & 3 WHEELER
- DIPLOMA IN ASSOCIATE COMPUTER NETWORK ENGINEER

शैक्षणिक पात्रता :

- या अभ्यासक्रमांमध्ये प्रवेश घेण्याकरिता १२ वर्ग किमान ४५% उत्तीर्ण असावा.
- १२ वी कला, वाणिज्य व विज्ञान या शाखेचा उत्तीर्ण असावा.
- आय.टी.आय. मधील १० वी नंतरचा २ वर्षांचा अभ्यासक्रम उत्तीर्ण असावा.
- १२ वी (MCVC) उत्तीर्ण विद्यार्थी या अभ्यासक्रमास पात्र आहेत.

प्रवेश क्षमता :
एक अभ्यासक्रमाकरिता - ५० विद्यार्थी.

संत गाडगे बाबा अमरावती विद्यापीठ, अमरावती
संलग्नित

**सहकार महर्षी स्व.भास्करराव शिंगणे
कला महाविद्यालय व कला, विज्ञान कनिष्ठ महाविद्यालय,
खामगांव, जि.बुलडाणा.**



वॅचरल ऑफ व्होकेशन (बी.व्होक) पदवी अभ्यासक्रम

DEPARTMENT OF VOCATION TECHNOLOGY

- ▶ BACHLOR OF FARM EQUIPMENT
- ▶ BACHLOR OF VEHICLE TESTING
- ▶ BACHLOR OF ENGINE TESTING

DEPARTMENT OF MANAGEMENT

- ▶ BACHLOR OF RETAIL MANAGEMENT

सहकार महर्षी भास्करराव शिंगणे महाविद्यालयांमध्ये शिकत असलेल्या बी.ए. भाग २ चे विद्यार्थ्यांकरिता एक वर्षीय अभ्यासक्रम

- ▶ DIPLOMA IN AUTOMOTIVE SERVICE TECHNICIAN 2 & 3 WHEELER
- ▶ DIPLOMA IN ASSOCIATE COMPUTER NETWORK ENGINEER



प्रवेशासंबंधी माहितीसाठी संपर्क : शेलोडी रोड, खामगांव, भणखेडनी : ४४२५४४/४४२५४५

एनेट्यासंबंधी माहितीसाठी संपर्क : शेलोडी रोड, खामगांव, अमरावती : ४४२५४४/४४२५४५

सहकार महर्षी स्व. भास्करराव शिंगणे स्मृती शिक्षण व आरोग्य प्रसारक मंडळ, खामगांव या संस्थेद्वारे खामगांव येथे सहकार महर्षी स्व. भास्करराव शिंगणे कला महाविद्यालय सन २००० मध्ये सुरु करण्यात झाले. महाराष्ट्र शासनमान्य असून संत गाडगे बाबा अमरावती विद्यापीठ, अमरावती या विद्यापीठाशी संलग्नित आहे. २०१२ मध्ये विद्यापीठ अनुदान आयोग, दिल्ली यांनी मान्यता दिली असून २ (F) व १२ (B) ची नोंदणी करून महाविद्यालयाला विविध शैक्षणिक लाभ मिळत आहे.

व्यावसायिक अभ्यासक्रम

सद्यस्थितीमध्ये भारतामध्ये २३० लक्ष तंत्रज्ञांची आवश्यकता असून ग्रामीण भागातील विद्यार्थ्यांचे स्किल डेव्हलपमेंट (कौशल्य विकास) निर्माण करून केंद्र शासनाने रोजगार निर्मिती करण्याच्या दृष्टीने या अभ्यासक्रमाची आखणी केलेली आहे.

बुलडाणा जिल्ह्यातील युवकांना रोजगार मिळण्याचे दृष्टीने सहकार महर्षी स्व. भास्करराव शिंगणे कला महाविद्यालयांमध्ये विद्यापीठ अनुदान आयोगाकडून रोजगार निर्मिती होणाऱ्या अॅटोमोबाईल, रिटेल मॅनेजमेंट, कॉम्प्युटर या क्षेत्रातील तीन वर्षीय पदवी अभ्यासक्रम व एक वर्षीय डिप्लोमा अभ्यासक्रम मंजूर करण्यात आले आहे.

DEPARTMENT OF AUTOMOBILE

महाविद्यालयांमध्ये व्हेईकल टेस्टिंग, इंजीन टेस्टिंग, फार्म इक्सपुपमेंट अॅन्ड मशीनरी हे तीन वर्षीय पदवी अभ्यासक्रम व अॅटोमोटीव्ह सर्व्हिस टेक्नीशियन २ व ३ व्हीलर एक वर्षीय डिप्लोमा अभ्यासक्रम असून आधुनिक पध्दतीने वर्कशॉप ची उभारणी करण्यात आलेली आहे. वर्कशॉप मध्ये ट्रॅक्टर, फोर व्हीलर, थ्री व्हीलर व दु व्हीलर यांच्या संपूर्ण घटकंचे तंत्रज्ञान दिले जाते. संपूर्ण गाडीची जोडणी, सर्व्हिसिंग,

दुरुस्ती आदीबाबत अत्याधुनिक मशीनरी येथे उपलब्ध आहे.

अभ्यासक्रम सुरु असतांना बुधनी येथील केंद्र शासनाच्या ट्रेनिंग सेंटरमध्ये ट्रेनिंग देण्यात येते. अभ्यासक्रम पूर्ण झाल्यानंतर Project work व Apprenticeship राहणार आहे. या पदवी अभ्यासक्रमांनंतर M.Voc., M.B.A. पदवी घेण्यास पात्र राहिल.


हा पदवी अभ्यासक्रम पूर्ण केल्यानंतर विविध कंपन्यांमध्ये नोकरी करण्याकरिता Placement चे आयोजन करण्यात येते.

DEPARTMENT OF MANAGEMENT

रिटेल मॅनेजमेंट हा तीन वर्षीय अभ्यासक्रम असून वाणिज्य पदवी समकक्ष अभ्यासक्रम आहे. या अभ्यासक्रमांमध्ये संगणक प्रात्यक्षिकांद्वारे ज्ञान प्राप्त होणार असून रिटेल स्टोअर मॅनेजर, व्होलसेल मॅनेजर, सेल्स मॅनेजर, रिटेल मॅनेजर, रिटेल एरीया मॅनेजर, सप्लाय चैन डिस्ट्रीब्युटर, कस्टमर केअर सुपरवाईझर, मार्केटींग एक्झिक्यूटिव्ह या पदावर नियुक्ती होते. ही पदवी घेतल्यानंतर एम.बी.ए. करण्यास पात्र राहिल.

DEPARTMENT OF COMPUTER ASSOCIATE NETWORK

हा एक वर्षीय डिप्लोमा अभ्यासक्रम असून Associate Network Engineer यांचे अभ्यासक्रम शिकविण्यात येईल. महाविद्यालयांमध्ये ५० संगणक असलेली स्वतंत्र प्रयोगशाळा असून त्याद्वारे कुशल तज्ञ निर्माण करण्यात येणार आहे. विविध कंपन्यांमध्ये या Associate Network Engineer पदावर नियुक्ती करण्याकरिता Placement चे आयोजन करण्यात येणार आहे.





**SANT GADGE BABA
AMRAVATI UNIVERSITY**
AMRAVATI - 444602
(M.S.)

☎ : 2662206, 2662207, 2662208, 2662249, 2662358.
website : www.sgbau.ac.in

FAX NO. 0721-2660949, 2662135

NO.SGBAU/8/C- 349 /2019
Date:-15 /05/2019

AUTHORIZATION CERTIFICATE


Sahakar Maharshi Late Bhaskarrao Shingane Arts Mahavidyalaya, Khamgaon, Distt. Buldana affiliated to Sant Gadge Baba Amravati University and included under Section 2(f) &/or 12(B) of UGC is hereby authorized to run the programmes: Diploma in Automotive Service Technician 2 & 3 Wheeler and Diploma in Associate Network Engineer subject to following conditions-

- 1) The college /institute shall run the scheme as per the guideline of UGC
- 2)The College/institution shall follow Maharashtra Public Universities Act,2016,Statutes,Ordinance & Regulations etc. applicable in this regard.
- 3)The authorization is issued by the approval of Academic Council of the University.

The authorization is granted to-

Scheme/Programme	Courses/ Subjects	Duration	Validity Period
1.	2.	3.	4.
Community College	1)Automotive Service Technician 2 & 3 Wheeler	2 year	2018-2019
	2) Associate Network Engineer	2 year	2018-2019

The university authorizes the college /institute to award the Certificate/Diploma/ Advance Diploma of above mentioned programme/s under its own name and seal with the name of University.


Dy. Registrar (Coll.)
Sant Gadge Baba
Amravati University, Amravati

Sahakar Maharshi Late Bhaskarrao Shingne
Arts college, Khamgaon
Associate Network Engineer
2018-19

Sr. No.	Student Name	Remarks
1	Ashwini Prakashsing Tomar	
2	Dipali Sudhakar Wankhade	
3	Dnyaneshwar Praksh Bharsakale	
4	Durga Gajanan Tandulkar	
5	Durga Pandurang Mamankar	
6	Jaydeep Ganpat Jadhao	
7	Kalyanee Subhash Aare	
8	Komal Gajanan Suryawanshi	
9	Kuldeep Umraosing Chavan	
10	Madhuri Jaysing Pawar	
11	Mayuri Shriram Thak	
12	Merry Daniyal Gawande	
13	Monika Mohan Ingle	
14	Monika Vishnu Ghope	
15	Nikita Sanjay Aamale	
16	Nitin Nagorao Gawai	
17	Pallavi Puranji Damodar	
18	Pallavi Shesharao More	
19	Poonam Bharatsing Tomar	
20	Pratibha Laxman Ingle	
21	Pravind Bajirao Hivarale	
22	Priyanka Ganesh Nile	
23	Puja Tulshiram Chopade	
24	Punam Baburao Ingle	
25	Purva Dipak Shembade	
26	Radha Bhimraj Banait	
27	Rajesh Janardhan Wankhade	
28	Rajeshri Shrikrushna Hingne	
29	Rajkumar Namdeo Wakode	
30	Rita Mahadeo More	
31	Roshna Mangalsing Nikam	
32	Rupali Ramdas Patil	
33	Rupesh Abhimanyu Paturkar	
34	Sameer Sudhakar Hake	
35	Sandip Ramesh Mankar	
36	Shalini Pralhad Gole	
37	Shalu Ravindra Bhosale	
38	Shital Baliram Gawande	



39	Shital Kailas Kolhe	
✓ 40	Shital Rameshwar Suradkar	
✓ 41	Shubhangi Dnyaneshwar Bhise	
✓ 42	Smita Belappa Kautkar	
✓ 43	Snehalata Mohan Bharti	
✓ 44	Sukeshani Parasram Gawai	
✓ 45	Swati Ajabsing Tomar	
✓ 46	Swati Nimbaji Pagare	
✓ 47	Umesh Ramesh Digole	
✓ 48	Vaibhav Bhaskar Dhore	
49	Vaibhav Gajanan Bajole	
✓ 50	Vishal Bhagwan Pahunkar	



Successful Candidates ANE Certificate Level – 4

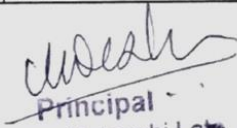
Sahakar Maharshi Late Bhaskarrao Shingne
Arts College, Khamgaon, Dist. Buldhana

Associate Network Engineer

Level-4 (Help Desk Attendant)

Successful Candidates Session 2018-19

Sr. No.	Candidate Name	Assessment Date	Certificate
1	Ashwini Prakashsing Tomar	9/9/2019, 10 Jan 2020	Silver, Gold
2	Dipali Sudhakar Wankhade	10-Jan-20	Bronze
3	Durga Gajanan Tandulkar	10-May-19	Silver
4	Durga Pandurang Mamankar	9-Sep-19	Gold
5	Jaydeep Ganpat Jadhao	10-May-19	Bronze
6	Kalyanee Subhash Aare	9-Sep-19	Gold
7	Komal Gajanan Suryawanshi	9-Sep-19	Silver
8	Kuldeep Umraosing Chavan	10-May-19	Bronze
9	Madhuri Jaysing Pawar	9-Sep-19	Silver
10	Mayuri Shriram Thak	9-Sep-19	Silver
11	Merry Daniyal Gawande	9-Sep-19	Gold
12	Monika Mohan Ingle	9-Sep-19	Gold
13	Nikita Sanjay Amale	9-Sep-19	Gold
14	Nitin Nagorao Gawai	9-Sep-19	Silver
15	Poonam Bharatsing Tomar	9-Sep-19	Gold
16	Pratibha Laxman Ingle	9-Sep-19	Gold
17	Puja Tulshiram Chopade	9-Sep-19	Gold
18	Punam Baburao Ingle	9-Sep-19	Silver
19	Purva Dipak Shembade	9-Sep-19	Silver
20	Radha Bhimraj Banait	10-Jan-20	Silver
21	Rajkumar Namdeo Wakode	9-Sep-19	Gold
22	Rupali Ramdas Patil	10-Jan-20	Bronze
23	Sameer Sudhakar Hake	9-Sep-19	Gold
24	Shalu Ravindra Bhosale	10-Jan-20	Bronze
25	Shital Rameshwar Suradkar	9-Sep-19	Silver
26	Shubhangi Dnyaneshwar Bhise	9-Sep-19	Silver
27	Smita Belappa Kautkar	9-Sep-19	Bronze
28	Snehalata Mohan Bharti	9-Sep-19	Bronze
29	Swati Ajabsing Tomar	9-Sep-19	Silver
30	Swati Nimbaji Pagare	9-Sep-19	Silver
31	Vishal Bhagwan Paturkar	9-Sep-19	Silver


Principal
Sahakar Maharshi Late
Bhaskarrao Shingne Arts College
Khamgaon Dist. Buldhana

Sahakar Maharshi late Bhaskarrao Shingne Arts College, Khamgaon
Associate Network Engineer
2019-2020
List of Students

Sr No.	Student Name	Aadhar Number
1	Adale Radha Manohar	595517808383
2	Chavhan Arti Devrao	853139367806
3	Jadhao Arti Rahul	604180419329
4	Hingane Sandhya Purushottam	860653824268
5	Hingane Vaishnavi Dnyandev	366010801695
6	Hingane Vaishnavi Vitthal	272661897045
7	Hingane Mukta Ramesh	933907779585
8	Hiwarkar Poonam Dnyaneshwar	316759869083
9	Ingle Kranti Baliram	657378128645
10	Ingle Pooja Mahadev	891050936139
11	Jadhao Poonam Ganesh	878230854916
12	Jadhao Nilam Vijay	688545712697
13	Jadhao Shraddha Yuvraj	248230098298
14	Malwande Poonam Gajanan	387055484039
15	Nimkarde Pratima Rambhau	345582757836
16	Shirsat Arti Gajanan	924684073992
17	Sultane Vaishnavi Kailas	567420305438
18	Surwade Bhawana Narendra	398307892519
19	Wagh Sarika Prakash	500487293741
20	Punekar Samruddhi Ganesh	938654883801
21	Rajput Pooja Sanjaysing	281182195141
22	Sardar Bharti Ramdhan	583245943070
23	Sardar Nalini Dnyaneshwar	900986804678
24	Shinde Priyanka Sadashiv	619232680073
25	Dandale Vaishanvi Gajanan	683816924755
26	Deshmukh Gayatri Rajendra	454993794509
27	Devare Vrishali Rajendrasing	773682818319
28	Gawai Indira Tejrao	820282903755
29	Hingane Vaishali Govardhan	654347056836
30	Awachar Shubhangi Chandrakant	379753285927



Mish
Principal
Sahakar Maharshi Late
Bhaskarrao Shingne Arts College
Khamgaon Dist. Buldana

Sahakar Maharshi late Bhaskarrao Shingne Arts College, Khamgaon
Associate Network Engineer
2019-2020
Result

Sr No.	Student Name	Result
1	Adale Radha Manohar	A
2	Chavhan Arti Devrao	A
3	Jadhao Arti Rahul	A
4	Hingane Sandhya Purushottam	A
5	Hingane Vaishnavi Dnyandev	A
6	Hingane Vaishnavi Vitthal	A
7	Hingane Mukta Ramesh	A
8	Hiwarkar Poonam Dnyaneshwar	A
9	Ingle Kranti Baliram	A
10	Ingle Pooja Mahadev	B
11	Jadhao Poonam Ganesh	A
12	Jadhao Nilam Vijay	B
13	Jadhao Shraddha Yuvraj	A
14	Malwande Poonam Gajanan	A
15	Nimkarde Pratima Rambhau	A
16	Shirsat Arti Gajanan	A
17	Sultane Vaishnavi Kailas	A
18	Surwade Bhawana Narendra	A
19	Wagh Sarika Prakash	B
20	Punekar Samruddhi Ganesh	A
21	Rajput Pooja Sanjaysing	A
22	Sardar Bharti Ramdhan	A
23	Sardar Nalini Dnyaneshwar	B
24	Shinde Priyanka Sadashiv	B
25	Dandale Vaishanvi Gajanan	A
26	Deshmukh Gayatri Rajendra	A
27	Devare Vrishali Rajendrasing	A
28	Gawai Indira Tejrao	A
29	Hingane Vaishali Govardhan	A
30	Awachar Shubhangi Chandrakant	A



M. D. Patil

Principal
Sahakar Maharshi Late
Bhaskarrao Shingne Arts College
Khamgaon Dist. Buldana

**Certificate
2018-19**

	<h2 style="margin: 0;">CERTIFICATE</h2> <p style="margin: 5px 0;">This is to certify that</p> <p style="margin: 5px 0;">Mrs. Durga Pandurang D/O Pandurang Mamankar</p> <p style="margin: 5px 0;">has successfully cleared the assessment for the role of</p> <p style="margin: 5px 0;">Domestic IT Helpdesk Attendant (QP No. -SSC/Q0110)</p> <p style="margin: 5px 0;">conforming to National Skill Qualifications Framework Level 4</p>	<h1 style="margin: 0;">GOLD</h1>
 <p style="font-size: 8px;">Date of Issuance: 22/02/2020 Valid with reference</p>	 Pravin Rao <small>(Chairman, IT-ITeS Sector Skill Council NASSCOM)</small>	

		
<h2 style="margin: 0;">Certificate</h2>		
<p>CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS</p> <p>is hereby issued by the</p> <p>IT-ITeS SECTOR SKILL COUNCIL NASSCOM</p> <p>for</p> <p>MODEL CURRICULUM</p> <p>Complying to National Occupational Standards of</p> <p>Job Role/ Qualification Pack: <u>Infrastructure Engineer</u> QP No. ' <u>SSC/Qo8o1</u> <u>NSQF Level 5'</u></p>		
<p>Date of Issuance: April 1, 2018 Valid up to*: April 1, 2019 <small>*Valid up to the next review date of the Qualification Pack</small></p>	 Dr Sandhya Chintala Authorised Signatory (IT- ITeS SECTOR SKILLS COUNCIL NASSCOM)	

2019-20



SAHAKAR MAHARSHI LATE BHASKARRAO
SHINGNE ARTS COLLEGE, KHAMGAON

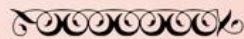
Certificate

This is certify that

Mr/Ms _____

has successfully cleared the assessment for the
job role of Infrastructure Engineer
(QP No.SSC/Q0801) Level-5

Principal



**Any other
MoU with NASSCOM**

Agreement

Between

SAHAKAR MAHARSHI L. BHASKARRAO SHINGNE ARTS COLLEGE

And

NASSCOM / IT-ITES SECTOR SKILLS COUNCIL NASSCOM

For

**Assessments and Certification on NSQF Levels/Qualification Packs (QP) and
National Occupational Standards (NOS) under the
BVoc Project**

This Agreement has been made and agreed upon between the Parties mentioned below, signed on the 1st day of the month of April, year 2019.

BETWEEN

National Association of Software and Service Companies (NASSCOM) having its head office at the NASSCOM Plots 7-10, Sector 126, Noida, UP – 201301, India (hereinafter called "NASSCOM"), represented by its Vice President / Executive Director IT-ITeS Sector Skills Council NASSCOM, which expression shall, where the context so admits, be deemed to include its successors, executors and administrators of the ONE PART

AND

Sahakar Maharshi L. Bhaskarrao Shingne Arts College represented by the Principal (hereinafter referred to as "Second Party") which expression shall unless repugnant to the context or meaning thereof, include its successor in office, legal representatives and permitted assigns of the SECOND PART



Background and Purpose

Sahakar Maharshi L. Bhaskarrao Shingne Arts College has been established in the state of Maharashtra to carry forward the skill development initiatives in a co-ordinated manner.

Whereas **IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)** the skill standard setting body of the IT-BPM Industry which is an integral part of NASSCOM is the education & skill development initiative of NASSCOM; works with its industry members and select academic and skill development institutions to help improve the quality and quantity of the employable workforce available to this industry.

NASSCOM/SSC NASSCOM and **Sahakar Maharshi L. Bhaskarrao Shingne Arts College** and will hence forth be referred to independently as the 'First Party' and 'Second Party' respectively and collectively as the 'Parties'.

THIS AGREEMENT WITNESSED AND THE PARTIES HERETO AGREE TO AS FOLLOWS:

A. Objective

This Agreement is for collaboration on the conduct of Assessments and Certification at NSQF Level (National Skills Qualification Framework) or on Qualification Packs (QP) and National Occupational Standards (NOS) for **Sahakar Maharshi L. Bhaskarrao Shingne Arts College/Second Party** sponsored trainees

1. The **Objective** of this agreement is to improve employability skills of the trainees of the Second Party by their adoption of the NSQF Level or National Occupational Standards (NOS), Assessments and Certifications developed by NSDC through its Sector Skill Councils. Under this Agreement, First Party will ensure timely completion of training assessment & its certification. of trainees, trained by Second Party.
2. Currently 2 NSQF Level or QP / NOS based Assessments to be conducted by the Assessment Bodies of the First Party, has been enclosed as **Annexure 1**. Going forward more QPs for conduct of assessment will be added in consultation with the First Party.



B. Role and Responsibilities of Second Party

The **Second Party** is the implementing organization and will be responsible for activities such as:

1. **Assessment & Certification of Second Party candidates:** The Second Party will permit the First Party to conduct assessments and certify its candidates as per the respective NSQF Level or QP / NOS under the First Party, through Assessment Agencies empanelled by the First Party.
2. **Nodal Officers/ Coordinators:** The Second Party will designate and recommend a Nodal Officer/ Coordinators at Headquarters Level who will be responsible for overseeing/coordinating the program from Second Party
3. **Payment Schedule to Sector Skill Councils:** The Second Party shall make 100% advance payment of assessment cost to NASSCOM/SSC NASSCOM i.e. the First Party for all the batches for which the First Party shall have given acceptance against requisition and the First Party shall give an acknowledgement of advance payment.
 - a. Assessment cost shall be paid on the basis of registered/scheduled number of candidates (this covers those passed, failed and also covers absentees on the day of the assessment as well) subject to a minimum batch-size, which is 30 candidates per batch. The cost for an assessment and the subsequent certification will be as per the norms of NSDC & NASSCOM/SSC NASSCOM/First Party and currently is at INR. 800/-exclusive of taxes. All taxes applicable to the Second Party (College/TP) have to be addressed by the Second Party (College/TP) over and above INR 800/-.
 - b. If a batch is not assessed due to Force Majeure or if informed by the Second Party at least 10 working days in advance to the date of the scheduled assessment or due to any other reason agreed upon by both the Parties, then the assessment will be carried out for the whole batch at a mutually convenient date. This communication between the Parties, until the integration between the Second Party Portal and SDMS is complete would be sent via E-Mail.
 - c. If a batch assessment is cancelled on the scheduled day of assessment due to 'Malpractice' as indicated in Annexure-II or lack of infrastructure as indicated in Annexure-II, the assessment cost of INR 800/- per candidate is not refundable.

Re -assessment of such candidates as indicated in the above para in Point 'C' will attract an assessment fee of INR 800/- exclusive of taxes, once again.



4. **MIS:** Generate MIS. The Second Party will appoint a dedicated operator for the same who will be responsible to coordinate the technical operations with the First Party.

C. Role & Responsibility of the First Party

1. **Single Point of Contact (SPoC):** The First Party will designate and recommend a SPoC who will be responsible for the overall assessment related activities from the First Party.
2. **Student Assessment and Certification:** The First Party will organize the timely assessment and certification of training through 'Assessment Agencies', certified and approved by the First Party. The First Party will issue a certificate to the successful candidate along with the Second Party only via NSDC's SDMS (Skill Development Management System).

D. The following process followed for Assessments and Certification will be the responsibility of the Second Party:

1. Second Party uploads its batch information on NSDC's SDMS Portal listing all details including the batch end date as required by NSDC's SDMS.
2. The Second Party allocates the QP trained batches to the First Party to get the assessments conducted through the First Party Assessment Provider. Until the integration between the Second Party Portal and SDMS is complete, all this information would be communicated via E-Mail on Excel sheets.
3. All candidate details have to be provide on the Excel sheet in the prescribed format relevant to the data necessary for NSDC's SDMS (Skill Development Management System).The Second Party will be responsible for the accuracy of the all details provided on the Excel sheet and on SDMS.
4. The Second Party will transfer the requisite assessment fees via the prescribed Payment Gateway to the First Party, as mentioned in Clause B, Sub clause (3) of this Agreement along with the necessary details of the candidates for which the assessment fee is being forwarded.
5. The Second Party will be responsible for the availability of the assessment infrastructure as indicated in Annexure –II
6. The Second Party will make all efforts to avoid any malpractice at its assessment centres.



E. The following process for Assessments and Certification will be the responsibility of the First Party:

1. The First Party will get updates of new batch/s already registered on SDMS, to be assessed. The First Party will be responsible for allocating an Assessment Agency which is empanelled with it for Assessment. Certification, will be carried out via NSDC's SDMS only as per NSDC's norms. The First party via its Assessment Provider will be responsible for the fair and proper conduct of the QP assessment. Any issue/s that arise regarding this will be amicably discussed between the First Party and the Second Party and resolved thereof.
2. First Party to ensure that only registered batches on SDMS or on the Second Party portal will be assessed. Communication /request for the assessment date must be made at least 3 weeks before the batch assessment /training end date, at the Training Centre of the Second Party. However in case of malpractice or non-compliance of attendance by trainees at the test centre for an assessment, the full assessment amount has to be paid and any re-assessment will attract a new fee.
3. The First Party shall provide a statement of payments received along with requisite the requisite invoice for the same.
4. The First Party designated Assessment Provider's proctor/invigator /assessor will check the credentials of the candidates as per the established First Party norms and conditions; details of infrastructure and logistics required are included as Annexure-II to this Agreement. The following document will be checked to authenticate candidate identity at the Test Center; ID proof- as mentioned in Annexure -II will also be provided by the Second Party.
5. The Second Party will make all arrangements at the centre such as raw material, lab facilities, infrastructure setup for the proctor to conduct the online assessment. Information about such arrangements will be provided to the Second Party by The First Party Assessment Provider; details of infrastructure and logistics required are included as Annexure -II to this Agreement.
6. Assessment for the complete batch will be done as per the norms of the First Party in terms of number of minimum and maximum number of candidates. Candidates will be assessed on the assessment criteria and Question Banks set by the First Party as per the respective QP concerned.



7. The results of the batches will be declared by the First Party on the Second Party portal or in soft copy in an Excel sheet (if NSDC's SDMS is not ready), within 10 days of assessment by the Second Party Assessment Provider.
8. Secured certificates, will be generated through Pitney Bowes for successful candidates and the First Party will aim to forward the same in 10 days of declaration of the result and shared with the Second Party.

F. Other covenants

1. The use of the name, logo and/or the official emblem of the Parties concerned on any publication, document and/or paper concerning the mission/project under this Agreement is permissible, only post approval in writing, as explicit permission from the Party concerned.
2. Any difference or dispute between the Parties concerning the interpretation and/or implementation and/or application of any of the provisions of this Agreement shall be settled amicably through mutual consultation or negotiation/s between the Parties, without reference to any third Party. Any other aspects not covered in this MoU, relevant to this program, and disputes etc arising about any aspect of the MoU shall be settled through mutual consultation and agreement, by the Parties to this MoU. In case a settlement is not arrived at, all disputes or differences arising between the parties in relation to the interpretation, meaning or effect of this agreement, or to any breach thereof and remain unresolved after the intervention of the representatives of the parties, shall be referred to arbitration under the aegis of the Indian Council of Arbitration at New Delhi (ICA). The Rules of the ICA shall govern the arbitral proceedings between the parties. The arbitration proceedings shall be conducted in English and the venue for the arbitration proceedings shall be New Delhi.
3. This Agreement will come into effect when signed by both the Parties concerned. This Agreement shall remain valid only for the effective period of the UGC BVoc program or one year from the date of signing, whichever is earlier and come into effect only from the date of its signing, and can be extended on mutually acceptable terms and conditions.
4. This Agreement may be changed at any time by mutual agreement of the Parties concerned in writing. It shall be reviewed three months before the expiry of the 'Agreement' or at a time mutually agreed upon by the Parties concerned for a possible renewal.

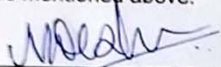


5. Any other matter not included in this Agreement which is necessary for the smooth functioning of the mission/project/ scheme shall be finalized between the Second Party and the First Party on mutually agreeable terms and conditions.
6. The Agreement or any part thereof may be amended at any time during its tenure only by the consent, in writing, of the Parties concerned.

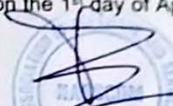

G. Termination

1. Either party to this Agreement may terminate this Agreement with 30 days prior written notice to the other party. On termination of this Agreement both parties shall discontinue using the marks and rights arising or accruing from the terms of this Agreement.
2. The termination of this Agreement shall be without prejudice to the accrued rights and obligations of the Parties and all such accrued rights and obligations shall remain in full force and effect and be enforceable notwithstanding such expiry or termination.

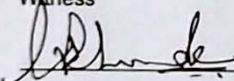
Both the Parties have set their hand in the presence of the witness on the 1st day of April, year 2019, as mentioned above.



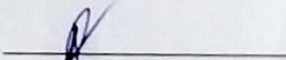
Name: Dr. Nilima Deshmukh
 Second Party **Principal**
Sankar Maharshi Late
Bhaskarrao Shingne Arts College
Khamgaon Dist. Buldana
 Designation: Principal
 State: Maharashtra
 Project Name: B.Voc
 Dated: April 1, 2019

Dr Sandhya Chintala
 First Party
 Executive Director,
 IT-ITeS Sector Skills Council
 NASSCOM & VP NASSCOM

Witness


Name: G. S. Rakhonde
 Second Party
 Designation: Asst. Professor
 State: Maharashtra
 Project Name: B.Voc

Witness


Name: Ishvinder Singh
 First Party
 Designation: National Lead –
 Training & Efficacy
 IT-ITeS Sector Skills Council
 NASSCOM

