CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body

National Institute of Electronics and Information Technology (NIELIT)
NIELIT Bhawan, Plot No 3, PSP Pocket, Sector-8, Dwarka, New Delhi-77

Name and contact details of individual dealing with the submission

Name: Shri J. Mohan Koli
Position in the organisation: Deputy Director
Address if different from above: Same as above
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E-mail address: jmohan@nielit.gov.in

List of documents submitted in support of the Qualifications File

Annexure I - Detailed Curriculum

    A   Syllabus
    B   Indicative list of hardware and software to conduct the training and Trainer's qualification

Distribution of training duration into theory/practical/OJT component-

Training duration		
Theory in Hours	Practical in Hours	Total in Hours
32	48	80

Year-wise students registered

For Exam July 2016 - June 2017		For Exam July 2017 - June 2018		For Exam July 2018 - June 2019	
Enrolled	**Certified**	**Enrolled**	**Certified**	**Enrolled**	**Certified**
787128	376645	1092132	506605	1901620	837244

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Annexure II - Industry Validation

1. Govt of Agartala, Department of Industries and Commerce vide no F/No, 2(14)/DIT/ Estt/2003/vol-IV/533-623 dated 13th Feb 2017 recognize CCC of NIELIT is a mandatory qualification for recruitment and Promotion

2. Govt of Gujarat, General Administration Department, circular No PARACH/172003-672(!)-G-2 dated 11th Aug 2003 stated that CCC of NIELITis one of the compulsory criteria for recruitment and Promotion of class 1 to class 2.

3. Mizoram Govt vide no RNI No 27009/1973 Dated 6th Oct 2016 notified that the CCC of NIELIT is a minimum educational requirement for computer Proficiency for all Group A, B, C posts.

4. Govt of Rajasthan, Department of Personnel, vide No F 7(2) DOP/A II/2006 Pt I Jaipur dated 14th March 2016 notified that the Certificate course on Computer Concepts (CCC) of NIELIT is one of the educational qualifications required for the post of Clerk Grade-II and Stenographer.

5. Chandigarh Administration, Department of Personnel, vide No.28/69-IH(7)-2016/1728 dated 27th Jan 2016 mentioned that ICT courses of NIELIT (CCC is one of them) are mandatory for all fresh candidates and promotions of all posts in Chandigarh Administration.

6. Administration of Daman and Diu, Department of Personnel & Administrative Reforms, vide No 1-1-87-CS/PF/1759 included CCC of NIELIT in the required ICT skills for Direct Recruitment for Group B and C posts.

7. Special Secretary, Finance, UP Govt vide no 1976/10-54(M) 2008 TC dated 22 Nov 2011, made certificate of CCC mandatory for the Clerical Staff.

8. Electricity Service Commission, UP Power Corporation Ltd, Lucknow vide Advt no 3-bca/2011 made certificate of CCC mandatory for the post of Technician Grade 2.

9. Ministry of Finance, Department of Expenditure, Govt of India vide No A-34012/2306/2006/Computer Exam/MF CGA (E) /95 dated 4th Sept 2006 made CCC of NIELIT a qualifying exam for the recruitment of Junior Account Officer.

10. General Administration Department, Sachivalaya, Gandhinagar (Govt of Gujarat) vide No. GS/39/2005/CRR/102003/672 (i) /Part-II/G-2 dated 26th Dec 2005 mentioned that CCC of NIELIT is compulsory for all the posts except Class IV.

11. UP Govt vide No 13/EM/87/=4/2005 dated 26th Aug 2005 mentioned that CCC of NIELIT is one of the mandatory recruitment criteria for the post of Stenographer-I & II.

12. Govt of Tripura, Department of Industries and Commerce (Information Technology) vide no FNo.2(14)/DIT/Estt/2003/Vol-IV/533 -623 dated 18th Feb 2017 notified that the Certificate course on Computer Concepts (CCC) of NIELIT is a mandatory requirement of Promotions and Recruitment.

13. Department of Medical Education and Research, Chandigarh Administration mentioned in their advertisement that the ICT skills from NIELIT is an essential requirement for the post of staff nurse.

14. Govt of Mizoram, Department of Personnel and Administrative Reforms vide notification No A.11013/1/2013-P&AR(GSW) Dated 29th Sept2016 mentioned that, CCC certificate from the NIELIT is required for recruitment and Promotion of candidates in Group A, B, C posts.

15. Govt of Manipur, Department of Science & Technology vide No 3/34/2018(Appt) DST dated 16th Aug 2018 notified that intended candidate should have passed CCC from NIELIT in addition to other qualifications for the post of LDC.

16. Govt of Manipur, General Administration Department vide notification dated 22nd June 2016, stated that CCC of NIELIT is an essential qualification for the post of Office Assistant.

17. An Administration Rules and Regulation Revision Advisory Committee (ARRRAC), Shillong, Meghalaya recommended CCC of NIELIT for the recruitment of Group B posts through MPSC/DSC.

18. Arunachal Pradesh Gazette Notification No. DIT/S&T/118/2009/243 dated 5th May 2014 recognised NIELIT courses for the purpose of employment and for capacity building and made compulsory CCC of NIELIT for the Direct Recruitment for the post with PB-2 or above scale –UDC and Stenographer

19. CSC e-governance India Limited mentioned CCC of NIELIT is a mandatory qualification for the post of District Manager in Rajasthan, in their advertisement dated 21st Dec 2017 and 5th Feb 2018.

20. High Court of Judicature at Allahabad (The Uttar Pradesh Fast Track Court/ Additional Court & Contractual ICT Posts Recruitment -2017) vide No. 01/Class-III/Class-IV & Contractual ICT/2017 advertised various Class III posts like Personal Assistant, Reader, Munsarim, Suit Clerk, Misc. Clerk, where CCC of NIELIT is one of the mandatory qualifications.

21. High Court of Judicature at Allahabad (Uttar Pradesh Civil Court Staff Centralised Recruitment 2016-17) advertised various Category 'C' Cadre posts like Stenographer Grade III, Junior Assistant, Paid Apprentices etc where CCC of NIELIT is one of the mandatory qualifications

22. Cantonment Board, Lucknow Mentioned CCC of NIELIT is a Mandatory Qualification for the post of Junior Clerk in their Employment Notice.

Annexure III - Accreditation Norms

SUMMARY

1	Qualification Title	COURSE ON COMPUTER CONCEPTS (CCC)
2	Qualification Code, if any	NIELIT/IT/L3/002
3	NCO code and occupation	4131.06- Computer Operator 4132.01, 4132.02- M/c Operator, 4113.35- Data Entry Operator, 2432.0201, 3322.1702- Social Media Operator and digital Marketing 4113.10- Clerical operator, 4113.20, 4113.30-Data Processing/M/c supervisor

4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	Short-term This course is designed to impart a basic level IT Literacy for the common man. This programme has essentially been conceived with an idea of giving an opportunity to the common man to attain computer literacy and to equip a person to use computers for professional as well as day to day use. It provides theoretical background as well as in-depth knowledge of Software/ packages. After completing this course the incumbent will be digitally literate and will be able to - Acquire confidence in using computers in Office and General Life; - identify the basic components of computers and terminology; - understand file management; - Create documents using word processor, spreadsheet & presentation software; - Understand computer networks, and browse the internet, content search, email and collaborate with peers; - Use of e-Governance applications; and can use computer to improve existing skills and learn new skills - Use Social Networking platform - Use of internet for Digital Financial services - Develop knowledge about Future skills - The module on the financial literacy will enable the individuals to

		understand the various financial services and be aware of the various schemes of Government.
5	**Body/bodies which will award the qualification**	Examination Wing, NIELIT HQs National Institute of Electronics and Information Technology (NIELIT) NIELIT Bhawan, Plot No 3, PSP Pocket, Sector-8, Dwarka, New Delhi-110077
6	**Body which will accredit providers to offer courses leading to the qualification**	NIELIT Headquarters, National Institute of Electronics and Information Technology (NIELIT) NIELIT Bhawan, Plot No 3, PSP Pocket, Sector-8, Dwarka, New Delhi-110077
7	**Whether accreditation/ affiliation norms are already in place or not, if applicable (if yes, attach a copy)**	Yes, Given in Annexure III
8	**Occupation(s) to which the qualification gives access**	Computer Operator, Data Entry Operator, Social Media Operator
9	**Job description of the occupation**	- Monitor and control computer and peripherals to integrate and other equipment to process business, scientific, engineering, and other data according to operating instructions. Will be responsible to monitor and respond to operating and error messages. - A Data Entry Operator is usually responsible for entering data into computer databases, manage and maintain effective record keeping. In addition, may be responsible for organizing files. - A Social Media Operator manages social media inquiries and feedback and helps to maintain a good interaction with the audience or customers. It is their job to make sure that all inquiries in Facebook, Twitter, LinkedIn, and other social media sites are being accommodated.
10	**Licensing requirements**	

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11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	NA
12	Level of the qualification in the NSQF	3
13	Anticipated volume of training/learning required to complete the qualification	80 Hours
14	Indicative list of training tools required to deliver this qualification	Given in Annexure I B
15	Entry requirements and/or recommendations and minimum age	➢ No minimum qualification is required for applying and appearing for the examination in Course on Computer Concepts [CCC]. ➢ Candidates sponsored by NIELIT approved Institutes permitted to conduct CCC Course - irrespective of any educational qualifications. ➢ Candidates sponsored by Government recognized Schools/Colleges having obtained a Unique Identity number from NIELIT for conducting CCC - irrespective of any educational qualifications. ➢ Direct Applicants (without essentially undergoing the Accredited Course or without being sponsored by a Govt. recognised School/College) -irrespective of any educational qualification.
16	Progression from the qualification (Please show Professional and academic progression)	**Academic Progression** Students can go for Expert Computer Course (ECC). **Professional** Data entry operator -> Sr Data entry Operator->Clerk Computer Operator-> Technician Social Media Operator-> Social Media Specialist
17	Arrangements for the Recognition of Prior learning (RPL)	NIL
18	International comparability	Not known
19	Date of planned Review of the	Normally 3-4 years

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qualification

20.	Formal structure of the Qualification			
	Mandatory components			
	Title of Component and Identification Code/NOSs/Learning outcomes	Estimated size (learning hours)		Level
		Theory	Practical	
1	**Introduction to Computer**	3	3	
2	**Introduction to Operating System**	3	4	
3	**Word Processing**	4	8	3
4	**Spreadsheets**	4	8	
5	**Presentation**	4	8	
6	**Introduction to Internet and WWW**	3	4	
7	**E-mail, Social Networking and e-Governance Services**	3	6	
8	**Digital Financial Tools and Applications**	4	4	
9	**Overview of Future skills & Cyber Security**	4	3	
	Sub Total	32	48	
	Total (Theory and Practical)	80		

SECTION 1
ASSESSMENT

21	**Body/Bodies which will carry out assessment:** **Examination Wing, NIELIT Headquarters,** National Institute of Electronics and Information Technology (NIELIT) NIELIT Bhawan, Plot No 3, PSP Pocket, Sector-8, Dwarka, New Delhi-77
22	**How will RPL assessment be managed and who will carry it out?** NIL

23	**Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.**
	The emphasis is on the practical demonstration of skills & knowledge based on the performance criteria. Online examination (Multiple choice and true/false type questions) will be conducted to assess the knowledge gained by assessed. Duration of exam will be 90 minutes and maximum marks would be 100. Exam will cover all units.
	Pass percentage
	To qualify for a pass, a candidate must have obtained at least 50% marks in the online exam.
	The marks will be translated into grades, while communicating results to the candidates. No rounding takes place in the calculation of grades. The gradation structure is as given below -
	Pass percentage Grade
	Failed (<50) F
	50%-54% D
	55%-64% C
	65%-74% B
	75%-84% A
	85% and over S.
	The assessment results are backed by following evidences.
	1. In case of candidates trained by institutes authorized by NIELIT, the In-charge / Head of the Training Centre forwards the assessment request submitted by the assessed, on completion of training.
	2. In case of direct candidate, the assessed himself/herself need to submit the assessment request.
	3. The assessor assigns roll number on accepting the assessment request of the assessed.
	4. The assessor verifies the authenticity of the assessed by checking the admit card which is generated based on the information submitted by assessed along with assessment request and also from any one valid Photo ID card issued by the Central/Government.
	5. The attendance sheet bears the details of assessed including photograph. Signature of the assessed is obtained on the attendance sheet based on which presence of candidate in assessment process is confirmed.
	6. The invigilator during the assessment checks the identity of the candidate from the photo of the candidate which is displayed on the monitor during the assessment process.
	7. The performance of the assessed is tabulated using automated process.

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24. Assessment evidences – Course on Computer Concepts (CCC)

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
1. Introduction to Computer- Knowledge will be assessed during practical hours and theory paper on computer, history of computer, h/w, s/w, applications of software, Utility s/w, Open source s/w, Mobile Apps, latest IT gadgets, and their applications	• Identify computers, IT gadgets and explain their evolution and applications. • Identify various input, output and hardware components of a computer and storage devices. • Working with various types of software, utilities used for computer and mobile apps. • Use of Mobile apps. • Use of latest IT gadgets.
2. Introduction to Operating System - Will be familiar with the basics of Operating system, Operating Systems for Desktop, Laptop, Mobile Phone and Tablets. Operating System Setting, adding/removing of Mouse, Printer etc. and creation & management of Files, Folders etc.	• handling of computer. • will be able to change various system properties like Changing System Date and Time, Changing Display Properties, Add or Remove Component, Changing Mouse Properties, Adding or removing Printers with computer • Well acquainted with Operating System and its applications for both desktop and mobile devices. • able to identify various desktop screen components • able to add and remove new program and features, manage files and folders. • Well versed with printing • Various types of file extensions
3. Word Processing Familiar with the basics of word like Title Bar, Menu Bar, Toolbars & Sidebar etc. Document creation, opening, saving closing, page Setup, print Preview, printing of Documents etc. Creation of PDF file and Saving a Document as PDF file. Text Creation and manipulation, Formatting the Text, Table Manipulation, Mail Merge etc	• Usage of Word Processing, details of word processing screen. • Opening, saving and printing a document including pdf files. • Document creation, formatting of text, paragraph and whole document. • Inserting Header and Footer in the document. • Finding text in a word document and correcting spellings. • Able to insert and manipulate tables, enhancing table using borders and shading features. • Can prepare copies of a document, labels etc

	for sending various recipients using Mail Merge. • Specific document can be given for creation and for further changes like insertion/deletion of table, row/column etc.
4. Spreadsheet Familiar with Spreadsheet Processing, their usage, elements of Spread Sheet, Creating of Spread Sheet, saving, opening, closing, page setup, concept of cell address. Manipulation of Cells & Sheet, Formulas, Functions and Charts	• Use of Spreadsheet Processing and details of Spreadsheet screen. • Opening, saving and printing a Spreadsheet. • creation of Spreadsheet, inserting and editing data in cells, sorting and filtering of data. • Inserting and deleting rows/columns. • Use of basic formulas and functions. • Use of Graph or chart and insertion in the document. • Can represent chart to the information in a pictorial form • can be asked to create, save and edit and for cell manipulations.
5. Presentation Creation of presentation, use of Template, inserting & Editing Text on Slides Inserting and Deleting Slides, saving a Presentation, Inserting Table, Pictures, Objects, Resizing and Scaling an Object, Creating & using Master Slide. Presentation of Slides- Slide Show, Transition and Slide Timings, Providing Aesthetics to Slides & Printing	• Create Presentation. • Can insert and delete slides. • Opening/saving and manipulating a presentation. Manipulating slides to enhance the look of the slides as well as whole presentation by inserting a picture, objects, multimedia formatting etc. • Can insert table, an Excel worksheet, Adding Clip Art Pictures etc. • Various enhancing features like text, colour, line styles etc available in the package can also be checked. • Various views like slide show with transition effects and slide timings/automatic etc can be assessed. • Printing of presentation in various formats like normal, handout etc. can be asked. • will be able to Add Movie and Sound, Headers and Footers.
6. Introduction to Internet and WWW Basic of Computer Networks- LAN, WAN, Network Topology, Concept of Internet & WWW, Applications of Internet, Website Address and URL, Familiar with IP Address, ISP and Role of ISP, Internet Protocol, Modes of Connecting Internet (Hotspot, Wi- Fi, LAN Cable, Broadband, USB Tethering), Identifying and uses of	• What are the various types of networks and topologies? • Use of the Internet and various browsers available to access the Internet. • Connect to the Internet using various modes of connections/devices available. • Preparation of Computer for Internet Access ISPs and examples, (Broadband/ Dialup/ WiFi) Internet Access Techniques. • Able to Configure the Web Browser • Able to Search, save and print of particular information from the web. • Device identification on local network as well

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IP/MAC/IMEI of various devices. Introduction of Popular Web Browsers, exploring the Internet.	as on Internet for both Desktop and Mobile Devices • Can search Information on the Internet on various topics. • Can download and print web pages

7.E-mail, Social Networking and e-Governance Services
 	
Familiar with the Structure of E-mail, Opening Email account, Creating and Sending a new E-mail, Replying, Forwarding, Searching emails, attaching files and signature with email Social Networking & e-Commerce- Facebook, Twitter, LinkedIn, Instagram, Instant Messaging (WhatsApp, Facebook Messenger, Telegram. Introduction to Blogs, Basics of E-commerce, Netiquettes, Overview of e-Governance Services like Railway Reservation, Passport, Hospital, Accessing e-Governance Services on Mobile Using "UMANG APP", Digital Locker etc.
	• Can create, configure email account, compose an email, reply an email and send the email along with attachments.
	• Can add signature with the email.
	• Should able to handle SPAM, Address book, spell check etc.
	• Can work with Social Networking, instant Messaging and Blogs.
	• Can work with various e-Governance Services like can make
	   - Railway reservation, can fine train check availability of berths in the desired train etc
	   - Use of the Digital Locker and will be able to store documents in Digital Locker
	   - Can access other sites like for hospital/doctor, School, Passport sites etc
	• e-Commerce and Mobile Apps.
	• Internet etiquettes can be checked.

7. Digital Financial Tools and Applications Familiar and can use Digital Financial Tools, Understanding OTP and QR Code, UPI, AEPS, USSD, Use of Card [Credit / Debit], eWallet, PoS [Point of Sale], Internet Banking, National Electronic Fund Transfer (NEFT), RTGS, IMPS, Online Bill Payment etc	• Use of Digital Financial Tools. • Use of Internet for Banking services. • Can access Internet banking ability on mobile. • Fund transfer using NEFT, IMPs, RTGS. • Use of eWallet and other sites like Paytm, Phonepe etc.
8. Overview of Future Skills & Cyber Security Aware with Futureskills, IoT, Big Data Analytics, Cloud Computing, Virtual Reality, Artificial Intelligence, Social	• Importance of Cyber security. • will be able to secure their PC and Mobile devices by using basic security features. • Importance of IoT • Acquaintance /aware with 3D printing, Additive Manufacturing, Blockchain etc

& Mobile, Blockchain Technology, 3D Printing/ Additive Manufacturing, Robotics Process Automation, Need of Cyber Security, Securing PC, Securing Smart Phone.	• Save data on cloud.
Means of assessment	Given at Sr. No 23
Pass/Fail	Given at Sr. No 23

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SECTION 2
25. EVIDENCE OF LEVEL

Option A

Title/Name of the Qualification: COURSE ON COMPUTER CONCEPTS (CCC)		Level: 3	
NSQF Domain	**Outcomes of Qualification**	**How outcomes relate to NSQF Level Descriptors**	**NSQF Level**
Process	Their job is to use computers for professional as well as in day to day use like in banks, Insurance and in other financial institution	person may carry put a job which may require limited range of activities routine and predictable	3
Professional knowledge	After acquiring knowledge in various software like word, excel, power point, and use of Internet, one can apply this knowledge in employment and for day to day working.	Basic facts, process and Principle applied in trade of employment	3
Professional skill	They can use computer to prepare document, charts, graph or presentation. They can also use internet for digital financial services and improve existing skills and learn new skills.	recall and demonstrate practical skill, routine and repetitive in narrow range of application	3

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Core skill	Individuals may Communicate Written (through email also) and orally, with minimum required clarity. Will have skills of basic arithmetic and algebraic formulas, skills of personal internet and mobile banking,	Communication written and oral, with minimum required clarity, skill of basic arithmetic and algebraic principles, personal banking, basic understanding of social and natural environment	3
Responsibility	They are able to work in computer individually and work within defined limit.	Under close supervision Some Responsibility for own work within defined limit.	3

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SECTION 3
EVIDENCE OF NEED

26	What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?	
	Basis	**In case of other Awarding Bodies (Institutes under Central Ministries and states departments)**
	Need of the qualification	This qualification is running by the NIELIT for last few decades and passed out candidates are engaged in various Govt jobs and it is recognised by various state government for recruitment.
	Industry Relevance	-Enrolment and certified details of last 3 years are given. -The job role defined for the qualification is as per the National Qualification of Occupation 2015 which is developed by Employment Directorate under the ministry of Labour and Employment in collaboration with different industry partners and as per ILO guidelines. This justifies the qualification is very much relevance for industry.
	Usage of the qualification	With this qualification, a candidate is confident to use computer in various fields like one can create document on computer or can generate chart/graphs or can create presentation and use of other social networking site and other sites for day to day use.
	Estimated uptake	NIELIT is having 43 centres and 900+ accredited centres spread all over India and approx.800000 candidates per year appear in this course.

27	Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences
	This qualification is run by National Institute of Electronics & Information Technology (NIELIT). It is an Autonomous Scientific Society under the administrative control of Ministry of Electronics & Information Technology (MoE&IT), Government of India

28	**What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification** As the understanding and adoption models of QPs evolve in the industry and across its sub-sectors, we foresee consolidation of qualification packs as a natural progression. The Qualification does not exist as per information available in public domain.
29	**What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here** The Qualification is monitored and reviewed periodically, normally, every 3-4 years. Syllabus Committee of Academic wing of NILEIT reviews and updates the curriculum of this qualification in consultation with industries, Academia and other stakeholders on a regular basis by conducting committee meetings, taking feedbacks from the employers etc. The following data is used 1. Results of assessments 2. Employer feedback will be sought post-placement 3. Student feedbacks 4. Workshops and seminar for reviewing the qualifications 5. Industry Requirements 6. Consultation/ Tie-up with Industries or Expert for review of the Curriculum

SECTION 4
EVIDENCE OF PROGRESSION

30	**What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?** *Show the career map here to reflect the clear progression*
	
	 This qualification a very basic course on computer, gives support to the existing qualification and will give in depth knowledge of computer.
	
	 A successful candidate will get a certificate from NIELIT, which gives the following options of progression to the candidate
	
	      - Computer Operator,
	      - Data Entry Operator,
	      - Social Media Operator
	
	 For many Govt Jobs, COURSE ON COMPUTER Concepts (CCC) is a mandatory requirement.