Model Curriculum

1. IT COORDINATOR IN SCHOOL

SECTOR: ELECTRONICS
SUB-SECTOR: IT HARDWARE
OCCUPATION: E-LEARNING MANAGEMENT
REF ID: ELE/Q4701 VERSION 1.0
NSQF LEVEL: 4

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Certificate

CURRICULUM COMPLIANCE TO
QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARD

Is hereby issued by the

Electronics Sector Skills Council of India

For the

MODEL CURRICULUM

Complying to National Occupational Standards of

Job Role/Qualification Pack : IT Coordinator in School, QP No : ELE/Q4701 NSQF Level 4

Date of Issuance :   22nd May ,2017
Valid up to* :   21st May ,2018

*Valid up to the next QP Review Date or the date
mentioned above (whichever is earlier)

Authorized Signatory
(Electronics Sector Skills Council of India)

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IT COORDINATOR IN SCHOOL

CURRICULUM / SYLLABUS

This course encompasses 3 out of 3 National Occupational Standards (NOS) of "IT Coordinator in School" Qualification Pack issued by "Electronic Sector Skill Council".

Program Name	IT Coordinator in School		
Qualification Pack Name & Reference ID. ID	ELE/Q4701 VERSION 1.0		
Version No.	1.0	**Version Update Date**	
Pre-requisites to Training	Diploma		
Training Outcomes	**After completing this programme, participants will be able to:** • Understand the basics of e-learning • Install and operate the e-learning equipment • Up keeping of e-learning hardware equipment • Prepare content as requested • Assist teachers in training delivery • Interact with learning centre • Coordinate with teachers and students • Coordinate with customer care centre, repair centre, and technical helpdesk • Understand the daily work requirement and schedule • Interact with supervisor or superior • Achieve productivity and quality standards as per company's norms		

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	**Training Delivery Methods** **Theory Duration** (hh:mm) 40:00 **Practical Duration** (hh:mm) 40:00 **Corresponding NOS Code** 1. ELE/N4701 2. ELE/N4702 3. ELE/N4703	• Understand different training delivery methods • E-Learning • Classroom • Workshops • On-The-Job • Simulations • Mobile • Workbooks • Virtual ILT (VILT) • Interactive Whiteboard • Hands-on • Know the infrastructure requirements to deliver a training • Learning Management System • Assessment Engine • Classroom • Faculty • Books • E-Learning Module • Projector • Speakers • Printer • Computer • Whiteboard and markers • Design a learning curriculum process • Requirements • Research • Structure Development • Content Development • Quality Check and Editing • Release • Understand the concept of E-Learning and its delivery • Define E-Learning • Difference of E-Learning with other modes of training • Delivery method of E-Learning • Role of Learning Management System (LMS) in E-Learning Delivery • Understand the types of E-Learning available • Synchronous • Asynchronous • Know how you make E-Learning modules • Select an authoring tool • Know your audience • Research on the subject	• WHITE/ Black Board • Marker • Duster • Audio Visual Aids • Projector • Interactive white board • computer desktop or laptop • Printer • Projector • Speakers • Video camera • UPS • Cabinet • Call tracking system - any open source • Learning Management System (LMS)

		• Select or design an E-Learning Template
		• Create the E-Learning module
		• Know where to host the E-learning module (LMS)
		• Know different components of an E-Learning module, content, links, buttons etc.
		  • Video
		  • Audio
		  • Graphics
		  • Content
		  • Links
		  • Buttons
		  • Characters	

2	**Content Development**
	
	Theory Duration
	(hh:mm)
	40:00
	Practical Duration
	(hh:mm)
	40:00
	
	Corresponding NOS Code
	1. ELE/N4701
	2. ELE/N4702
	3. ELE/N4703
		• Create a session plan
		  • Understand different learning requirements
		  • Understand the need and audience requirement for creating content
		  • Know the content or instruction material
		• Make changes to the content based on a given requirement
		  • Edit reviews
		  • Technical reviews
		  • Collating the feedback
		  • Accepting or rejecting the feedback
		  • Integrating the feedback
		  • Releasing the next version
		• Resolve content related queries
		  • Collate the queries
		  • Categorize them into the different heads
		  • Answer the queries within the defined time
		  • Follow up with the people on the queries and gather their responses
		• Integrate feedback from teachers into the content
		  • Make changes to the content in case of any technical or language error
		  • Release the next version of the content
		  • Bridge the gap with the teachers
		• Assist teachers in understanding the curriculum design and the content
		  • Know the content
		  • Use the faculty guide to know the pedagogy
			• WHITE/ Black Board
			• Marker
			• Duster
			• Audio Visual Aids
			• Projector
			• Interactive white board
			• computer desktop or laptop
			• Printer
			• Projector
			• Speakers
			• Video camera
			• UPS
			• Cabinet
			• Call tracking system - any open source
			• Learning Management System (LMS)

		• Train the teachers in a classroom training • Explain them the pedagogy • Focus on the key highlights of the content	

3	**E-Learning Training Delivery**
	
	Theory Duration
	(hh:mm)
	40:00
	Practical Duration
	(hh:mm)
	40:00
	
	Corresponding NOS Code
	1. ELE/N4701
	2. ELE/N4702
	3. ELE/N4703
		• Install the required hardware and software
		• Operate and demonstrate all the e-learning related equipment
		    • LMS
		    • Plug-ins like Flash
		    • Captivate etc.
		• Assist teachers and students in working with hardware and software during the training sessions
		    • LMS
		    • Plug-ins like Flash
		    • Captivate etc.
		• Understand new E-Learning training delivery methods like Interactive Whiteboard
		    • Web Based Training (WBT)
		    • Mobile Learning (mLearning)
		    • Blended Learning
			• WHITE/ Black Board
			• Marker
			• Duster
			• Audio Visual Aids
			• Projector
			• Interactive white board
			• computer desktop or laptop
			• Printer
			• Projector
			• Speakers
			• Video camera
			• UPS
			• Cabinet
			• Interactive Whiteboard
			• Call tracking system - any open source
			• Learning Management System (LMS)

4	**Hardware and Software Requirements**
	
	Theory Duration
	(hh:mm)
	30:00
	Practical Duration
	(hh:mm)
	30:00
	
	Corresponding NOS Code
	1. ELE/N4701
	2. ELE/N4702
	3. ELE/N4703
		• Understand the basic hardware and software requirements for training delivery
		    • Know the plug-in requirements, such as Flash or .Net
		    • LMS client (if any)
		    • Web Browser
		• Install the basic hardware to deliver a training
		    • Video camera
		    • Speakers / Headphones
		• Update the hardware and software in the classrooms on regular basis
		    • LMS client
		    • Plug-ins, such as Flash or .Net
		• Troubleshoot an issue that occurs in training delivery
		    • Ticket logging process
		    • Helpdesk
		    • Ticket resolution and closure
		• Escalate an issue to helpdesk team
		    • Ticket logging process
		    • Helpdesk
		    • Ticket resolution and closure
		• Coordinate with the remote helpdesk team to resolve an issue
		    • Ticket logging process
			• WHITE/ Black Board
			• Marker
			• Duster
			• Audio Visual Aids
			• Projector
			• Interactive white board
			• computer desktop or laptop
			• Printer
			• Projector
			• Speakers
			• Video camera
			• UPS
			• Cabinet
			• E-Learning Materials - Motivational Videos
			• Computer with Essential Accessories and Software
			• Call tracking system - any open source
			• Learning Management System (LMS)

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		• Ensure smooth operation of hardware and software functioning throughout the training sessions • Replace the faulty hardware - Hardware replacement process - Vendor coordination - Updating the inventory • Make redundant systems available - Keeping an updated inventory - Replacing the faulty hardware with the redundant system - Logging a ticket for the hardware replacement • Assist teachers in understanding the hardware requirements for specific training delivery - Identify the requirements - Relate the hardware and its importance in training delivery • Train the teachers on basic hardware and software functions - Understand the basic IT components, such as laptop, PC and so on - Know their functions and uses	
5	**Coordinate with Others** **Theory Duration** (hh:mm) 30:00 **Practical Duration** (hh:mm) 30:00 **Corresponding NOS Code** 1. ELE/N4701 2. ELE/N4702 3. ELE/N4703	• Understand work requirements. - Know your job role - Know what is being assigned as a work requirements - Know the SLA and the deadlines - Complete the work - Report the completion of work • Report problems identified in the field. - Identify the problem - Know who to escalate the problem - Escalate the problem following a process • Deliver work of expected quality. - Understand the requirements - Confirm the requirements - Deliver as per the requirements - Gather feedback - Apply feedback • Communicate effectively - Correctness - Clarity - Conciseness - Completeness - Consideration - Concreteness - Courtesy • Understand building of team coordination.	• WHITE/ Black Board • Marker • Duster • Audio Visual Aids • Projector • Interactive white board • computer desktop or laptop • Printer • Projector • Speakers • Video camera • UPS • Cabinet • E-Learning Materials – Team Building Videos • Computer with Essential Accessories and Software

- Planning
- Organising
- Staffing
- Directing
- Communicating
- Motivating
- Leading
- Controlling
- Interact with supervisor or superior
  - Consider the supervisor a role model
  - Understand the requirements
  - Show a Positive and Professional Attitude
  - Maintain Regular Contact with Your Supervisors
  - Meet Agreed Deadlines
  - Use Your Supervisors' Advice and Feedback
  - Be Open and Honest
  - Understand Your Mutual Responsibilities and Expectations
  - Show Independence and an Ability to Manage Problems
- Coordinate with teachers and students
  - Clarity in Communication
  - Personalizing Communication with Emotions
  - Build Relationship
  - Document Every Communication
  - Use of Technology for Effective Communication between Teachers and Students
  - Feedbacks
- Coordinate with customer care centre and technical helpdesk
  - Report incident
  - Validate the incident
  - Log a ticket
  - Identify the symptom
  - Assign priority
  - Assign the incident to a person
  - Resolve the problem
  - Close the incident
- Coordinate with repair centre and spares centre
  - Raise a ticket to the repair centre
  - Raise a request for the replacement
  - Get the replacement done
  - Return the detective material
  - Provide feedback
- Achieve productivity and quality standards as per company's norms
  - Accountability

		• Follow up • Manage the workforce but avoid micromanagement • Encourage, motivate, reward, and recognize • Reach out to the employees • Demand realistic targets • Team work • Ensure that people enjoy their work • Break the monotony and rotate • Focus on actions, not on meetings • Use tools to raise productivity	
	Total Duration **Theory Duration 180:00** **Practical Duration 180:00**	**Unique Equipment Required:** Hardware: None Software: None	

Grand Total Course Duration: **360 Hours 00 Minutes**

*(This syllabus/ curriculum has been approved **Electronics Sector Skills Council of India***

Trainer Prerequisites for Job role: "IT Coordinator in School" mapped to Qualification Pack: "ELE/Q3101 Version1.0"

Sr. No.	Area	Details
1	Job Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack "ELE/Q4701 version1.0".
2	Personal Attributes	The job requires the individual to have: ability to build interpersonal relationships, willingness to learn, teaching orientation focussed on children. The individual must have positive attitude towards work to listen to diverse customers.
3	Minimum Educational Qualifications	Diploma
4a	Domain Certification	Certified for Job Role: "IT Coordinator in School " mapped to QP: "ELE/Q4701 version1.0". Minimum accepted score =80%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "SSC/1402". Minimum accepted score =80%
5	Experience	Not applicable

Annexure: Assessment Criteria

Assessment Criteria for IT Coordinator in School	
Job Role	**IT Coordinator in School**
Qualification Pack	**ELE/Q3101 version1.0**
Sector Skill Council	**Electronic**

Sr. No.	Guidelines for Assessment			
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 proportion of marks for Theory and Skills Practical for each PC.			
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.			
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre(as per assessment criteria below)			
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training canter based on this criteria			
5	To pass the Qualification Pack, every trainee should score a minimum of 60% in aggregate and 40% in each NOS			
6	The marks are allocated PC wise; however, every NOS will carry a weight age in the total marks allocated to the specific QP			

Assessable Outcome	Performance Criteria	Total Marks (300)	Out Of	Marks Allocation	
				Theory	Skills Practical
ELE/N4701 Manage computing and display systems					
Understanding work requirement	PC1. understand the number of classrooms to be attended and hardware to be maintained	100	3	1	2
	PC2. identify the persons to coordinate with for any assistance		3	1	2
	PC3. familiarise with latest computing and display products and technology		3	1	2
	PC4. understand the e-learning training delivery method		3	1	2
	PC5. operate different equipment used in training delivery such as interactive white board, computer desktop or laptop, printer, projector, speakers, video camera, UPS, cabinet		3	1	2
	PC6. assist in installation of hardware in the classrooms along with the installation technician		2	1	1
	PC7. install equipment at the correct place for enabling efficient teaching		3	1	2
	PC8. carry or store operation manuals, identification details of equipment such as serial numbers, warranty details, repair complaint procedure during installation		3	1	2
	PC9. operate and demonstrate all the e-learning related equipment		3	1	2

Installing and operating e-learning equipment	PC10. assist teachers and students in hardware operation during training session		3	1	2
	PC11. train students and teachers on use of interactive white board with touch features		3	1	2
	PC12. assist teachers in using e -content for teaching in the class		2	1	1
	PC13. effectively operate the equipment installed in classrooms		2	1	1
	PC14. resolve queries in machine operation		2	1	1
	PC15. achieve zero complaints from school / teachers on equipment functioning		2	1	1
Up keeping elearning hardware	PC16. maintain the equipment		5	2	3
	PC17. run antivirus and other relevant protective applications as scheduled		5	2	3
	PC18. check for malfunction of software and hardware as scheduled or required		5	2	3
	PC19. update latest versions of related software and antivirus software installed		5	2	3
	PC20. discourage use of pirated and unlicensed software and applications		5	2	3
	PC21. understand the hardware related concerns raised by the school		3	1	2
	PC22. analyse the concerns and trouble shoot or		3	1	2
	PC23. inform customer care centre and ask for complain reference number and turnaround time for repairing		3	1	2
	PC24. inform spares centre for any replacement required of module or equipment if troubleshooting does not resolve the problem		3	1	2
Coordinating with customer care centre or repair centre	PC25. arrange for alternative systems so that training delivery is not disrupted		2	1	1
	PC26. interact with remote technical helpdesk to take remote support for diagnosing problems in hardware		2	1	1
	PC27. explain the symptoms clearly, answer the queries		2	1	1
	PC28. take necessary action to resolve problems		2	1	1
Achieving productivity and quality	PC29. diagnose the problem in system accurately		4	2	2
	PC30. identify the solution accurately		4	2	2
	PC31. ensure there are no disruptions in teaching and training delivery due to hardware failure		3	1	2
	PC32. achieve 100% customer satisfaction		4	2	2
			100	**40**	**60**
ELE/N4702 Manage e-learning curriculum					
	PC1. understand e-learning application that the school is using	100	4	2	2

Understanding basics of e-learning	PC2. be informed on different training delivery methods available and the format of learning modules	4	2	2
	PC3. understand how modules of learning curriculum are designed in the application	5	2	3
	PC4. educate self on different subjects are sorted and presented in the application and how the contents, chapters are designed	4	2	2
	PC5. identify and recognise icons, links, buttons that are to be used and their purpose	4	2	2
	PC6. identify multimedia contents used in the training and their purpose	4	2	2
	PC7. understand how content can be taken from the syllabus for daily training	2	1	1
	PC8. prepare the content for training such as in presentation mode	3	1	2
	PC9. take necessary contents from different chapters relevant for training	3	1	2
	PC10. understand the time table for classes and schedule the work accordingly	3	1	2
	PC11. achieve smooth functioning of the e-learning training delivery mechanism	3	1	2
Preparing content	PC12. develop content appropriate for the curriculum	3	1	2
	PC13. resolve queries raised on the content and presentation on the application	2	1	1
	PC14. satisfy the teacher on the relevance of content prepared	2	1	1
	PC15. provide valid inputs for content and design modification based on teachers' feedback	2	1	1
	PC16. quickly resolve the content related concern to avoid disruption of classroom	2	1	1
Assisting teachers	PC17. coordinate with teachers for understanding their requirement	3	1	2
	PC18. help teachers in understanding the operation of hardware equipment	3	1	2
	PC19. assist teachers in familiarisation with content design	3	1	2
	PC20. assist teacher in use of computers such as switching to different screens as required, usage of links and icons	4	1	3
	PC21. assist teachers in gathering content for daily classroom training	4	1	3
	PC22. get external content from websites and pictures useful for their content	4	1	3
	PC23. resolve any queries from teachers on usage of application and hardware	4	2	2
	PC24. raise any concerns or queries to learning centre or content centre to get clarification on the content or usage of content	5	2	3
	PC25. add any additional contents whenever they are developed	5	2	3
Interacting with learning centre	PC26. understand any updates in the application and include them	5	2	3
	PC27. coordinate the content development to understand about the queries raised by teachers to resolve them	5	2	3

	PC28. suggest the content development team for modifications based on the suggestions received by principal, teachers and students		5	2	3
		TOTAL	100	40	60
ELE/N4703 Coordinate with others to perform the work					
Interacting with superior	PC1. understand work requirements		10	4	6
	PC2. understand the targets, performance indicators and incentives		10	4	6
Coordinating with teachers and students	PC3. assist in operation of e -learning hardware and application		5	2	3
	PC4. assist in preparing content for training delivery		5	2	3
	PC5. understand any queries on the e -learning tools		5	2	3
	PC6. assist students on proper usage and operation of hardware and system		5	2	3
Coordinating with customer care centre and technical	PC7. identify and register complain on system problems in time	**100**	10	4	6
	PC8. get technical assistance to diagnose unresolved problems in time		10	4	6
Coordinating with repairs and spares centres	PC9. get replacement for faulty module or equipment		10	4	6
	PC10. ensure faster repairing of component and no delay in training delivery		10	4	6
	PC11. meet 100% targets given on training and maintenance		5	2	3
Achieving targets	PC12. complete a task efficiently and effectively		5	2	3
	PC13. ensure smooth run of processes and anticipate bottlenecks		5	2	3
	PC14. Ensure zero disruptions or delays in training delivery		5	2	3
		TOTAL	100	40	60