



Model Curriculum

QP Name: Medical Value Travel Coordinator

QP Code: HSS/Q6301

Version: 1.0

NSQF Level: 5.5

Model Curriculum Version: 1.0

Healthcare Sector Skill Council || Healthcare Sector Skill Council, 520, DLF Tower A, 5th Floor, Jasola District Centre,
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Training Parameters

Sector	Healthcare
Sub-Sector	Healthcare
Occupation	Healthcare Management
Country	India
NSQF Level	5.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221
Minimum Educational Qualification and Experience	Graduate
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21
Last Reviewed On	06/02/2026
Next Review Date	06/02/2029
NSQC Approval Date	06/02/2026
QP Version	1.0
Model Curriculum Creation Date	06/02/2026
Model Curriculum Valid Up to Date	06/02/2029
Model Curriculum Version	1.0
Minimum Duration of the Course	540
Maximum Duration of the Course	540

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.

- Describe the function of the healthcare delivery system, including Ayush.
- Demonstrate the knowledge of the body's basic structure and function.
- Describe the principles and concepts of Medical or wellness tourism.
- Understand the job responsibilities of a Medical /Wellness Travel Coordinator.
- Demonstrate the skills required for coordinating the role of medical/wellness tourism
- Discuss Telemedicine and its role in pre- and post-operative consultation.
- Describe Health Insurance Portability.
- Demonstrate skills required to liaise with stakeholders for medical/wellness tourism.
- Describe accreditation and credentialing Bodies relevant to health & wellness tourism.
- Understand the guidelines and processes related to infection control policies and procedures.
- Maintain interpersonal relationships with others.

Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Training Duration
HSS/N6301: Assess the client's requirements and act accordingly	20:00	20:00	50:00	00:00	90:00
Module 1: Introduction to Medical, Wellness Tourism	20:00	20:00	50:00	00:00	90:00

HSS/N6302: Coordinate medical and wellness tourism requirements for medical travel and its process	10:00	20:00	30:00	00:00	60:00
Module 2: Medical, Wellness tourism process	10:00	20:00	30:00	00:00	60:00
HSS/N6303: Liaison with stakeholders for medical tourism management	30:00	30:00	120:00	00:00	180:00
Module 3: Liaison with stakeholders for medical and wellness tourism	30:00	30:00	120:00	00:00	180:00
HSS/N6304: Risk Assessment and Analysis	15:00	30:00	60:00	00:00	105:00
Module 4: Risk Assessment and Analysis	15:00	25:00	50:00	00:00	90:00
HSS/9625: Maintain interpersonal relationships with colleagues and others	15:00	25:00	50:00	00:00	90:00
Module 5: Maintain interpersonal relationships with colleagues and others	05:00	05:00	05:00	00:00	15:00
HSS/N9624: Maintain a safe and secure working environment	05:00	05:00	05:00	00:00	15:00
Module 6: Safety, emergency medical response and first aid	05:00	10:00	00:00	00:00	15:00
HSS/N9618 :Infection control policies and procedures	05:00	10:00	15:00	00:00	30:00
Module 7: Infection control policies and procedures	05:00	10:00	15:00	00:00	30:00
Total duration	90:00	120:00	270:00	00:00	480:00
Module 8: Employability Skill: DGT/VSQ/N0102 (60 Hours)	60:00	00:00	00:00	00:00	60:00

Total Duration	150:00	120:00	270:00	00:00	540:00
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Module Details

Module 1: Introduction to Medical Wellness Tourism

Mapped to: HSS/N6301

Terminal Outcomes:

- Describe the basic structure and function of the healthcare delivery system, including Ayush and wellness.
- Demonstrate medical, wellness tourism and terminology related to the same.

Duration: 20:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the healthcare system in India at the primary, secondary, and tertiary levels. • Distinguish between private, public, and healthcare systems. • Describe Medical, Wellness Tourism and its significance in India. • Discuss Medical, wellness Tourism Destinations in India, like Corporate Hospital, Ayush sector and Wellness, etc. • Describe the travel value chain system. • Describe the terminology related to medical tourism and wellness tourism. • List the professionals involved at the healthcare facility along with their scope of work. • Describe the history and growth of the medical tourism industry and its types. • Discuss the scope of services related to Medical, wellness tourism-related destinations. • Discuss Medical, Wellness tourism globally and its nature and scope. 	<ul style="list-style-type: none"> • Prepare a note on the basic structure and function of the healthcare delivery system. • Preparing a report on the basic structure and function of the Tourism Industry • Write a note on the differences between medical and wellness tourism • Search and make a list of Medical and wellness tourist destinations.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Visit different organisations related to tourism like wellness centres and hotels and hospitals.	

Module 2: Medical, Wellness tourism process

Mapped to: HSS/N6302

Terminal Outcomes:

- Demonstrate sustainable tourism and develop specialised packaging.
- Discuss regulatory compliance for the travellers in the host and the guest country.

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain medical or wellness needs. • Understand the concept of alternative and complementary medicine. • Discuss factors that motivate patients to travel for medical purposes. • Discuss the need to partner with healthcare and wellness providers for facilitating travel. • Explain Destination research and its selection. • Discuss planning and logistics related to medical tourism. • Discuss various Traditional Therapies under Ayush. • Discuss visa and travel Assistance along with lodging and boarding facilities. • Coordinate for accommodation, communication and translation if required. • Explain cost estimation related to medical tourism. • Discuss regulatory compliance for the traveller in the host and the guest country. • Discuss logistic and operational needs for medical or wellness travel. • Describe the need for a facilitator for the language barrier in the guest country. • Explain medical credentials, insurance needs and communication facilities. • Discuss for Recovery and support need required. 	<ul style="list-style-type: none"> • Prepare a chart related to the planning procedure of medical tourism. • Prepare a chart explaining logistic services etc. • Prepare a flow chart related to end to end travel package. • Based on research, prepare a budget for tourism.
Classroom Aids:	
Charts, Models, Video presentations, Flip Charts, White-Board/Smart Board, Marker, Duster, and AV Aids for Understanding Tourism, medical tourism and wellness tourism.	
Tools, Equipment and Other Requirements	
Charts and Posters on tourism, logistics, communication, maps regarding the destination and itinerary for the trip	

Module 3: Liaison with stakeholders for medical, wellness

tourism

Mapped to: HSS/N6303

Terminal Outcomes:

- Discuss communication between clients, professionals, and providers along with conflict-resolution expertise.

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Coordinate telemedicine services and assist with virtual patient management. • Discuss Health insurance in detail for Travel tourism • Explain the concept of alternative and complementary medicine. • Identify key stakeholders like the central ministry, state government, and health industry etc. • Discuss services and scope of travel and hospitality Industry related to medical /wellness travel. • Describe marketing, promotion, and quality assurance • Coordinate for facilities, accommodations, and transportation. • Discuss conflicts or issues that may arise during the tourism process. • Identify the client's medical condition, treatment needs, and expectations. • Mention accurate and detailed information about procedures, risks, benefits, and expected outcomes. • Explain legal and regulatory frameworks in both the home country and destination country regarding medical tourism. 	<ul style="list-style-type: none"> • Prepare a note on the planning procedure of medical tourism. • Prepare a chart explaining logistic services etc. • Prepare a flow chart related to accommodation, planning and transportation. • In a role play, demonstrate the type of tourism and its facilitation process.
Classroom Aids:	
Charts, Models, Video presentations, Flip Charts, White-Board/Smart Board, Marker, Duster, AV Aids for Understanding Tourism, medical tourism and wellness tourism.	
Tools, Equipment and Other Requirements	
Sample formats of reports and hospital/ clinic/healthcare organization documents	

Module 4: Risk Assessment and Analysis

Mapped to: HSS/N6304

Terminal Outcomes:

- Demonstrate communication between clients, professionals, and providers along with conflict-resolution expertise.

Duration: 15:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain about Risk Identification, Analysis, Treatment and Control relevant to health and wellness tourism • Describe Crisis Management and Tourism Sustainable Development. • Understand about Potential hazards of medical travel include: <ul style="list-style-type: none"> ➤ Accepting high risk patients ➤ Risks during travel (such as long flights) ➤ Medical complications ➤ Clients with insufficient funds to cover extra costs ➤ Litigation due to malpractice ➤ Exposure to infectious diseases at the destination ➤ Political and safety issues at the destination • Discuss risk management & contract guidelines with clients • Demonstrate to identify possible risk scenarios. • Discuss legal and regulatory frameworks in both the home country and destination country regarding medical tourism. • Understand risks related to health at the destination. • Discuss risks related to long travel to access a health facility. • Discuss about destination-related risks • Explain about Medico-legal risks. 	<ul style="list-style-type: none"> • Prepare a note on how to handle high-risk patients, Risks during travel (such as long flights), and medical complications. • Prepare a list of the legal and regulatory framework in both the home country and the destination. • List down the various medico-legal risks.
Classroom Aids:	
Charts, Models, Video presentations, Flip Charts, White-Board/Smart Board, Marker, Duster, AV Aids for Understanding Tourism, Medical Tourism and Wellness Tourism.	
Tools, Equipment and Other Requirements	
Sample formats of reports and hospital/ clinic/healthcare organization documents	

Module 5: Maintain interpersonal relationships with colleagues and others

Mapped to: HSS/9625

Terminal Outcomes:

- Discuss the importance of maintaining professional relationships with co-workers in the organization.

Duration: 05:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of effective communication with patients, relatives and colleagues without using jargons and colloquial terms • Apply effective communication methods using appropriate terminology as per policies and procedures in the role play. • Describe the attributes of a team player. • Apply confidentiality and privacy practices related to patient information • Apply skills of teamwork, prioritization of work and time management during daily activities. • Apply basic reading and writing skills. • Apply grammar and composition. • Apply problem-solving and decision-making skills within the scope of work. • Demonstrate an effective patient-centric approach in medical service. • Describe the importance for ensuring fulfilment of commitments. • Explain the organisation’s policies and procedures. • Discuss one’s role in the Health and Wellness team 	<ul style="list-style-type: none"> • Apply appropriate and timely. • communication between inter and intra departments. • Maintain confidentiality and privacy. • Maintain a positive work friendly milieu. • Demonstrate one’s role in the Health and wellness team. • Build and maintain the necessary collaborative relationships with co-workers at all levels that impact the donation process. • Case studies portraying effective networking among team members
Classroom Aids:	
Charts, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Sample formats of reports and hospital/ clinic/healthcare organization documents	

Module 6: Maintain a safe and secure working environment

Mapped to: HSS/N9624

Terminal Outcomes:

- Perform Basic Life Support or basic first aid in medical emergencies, as and when required.
- Respond to institutional emergencies appropriately.

Duration: 05:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the basics of first aid. • List the precautions to be taken for personal safety. • Discuss how to perform Basic Life Support(BLS). • Explain the use of protective devices such as restraints and safety devices. • Identify precautions to be taken for self-safety. • Explain disaster management techniques to deal with institutional emergencies. • Discuss the escalation matrix for referral and management of common emergencies. 	<ul style="list-style-type: none"> • Create a chart depicting different types of protective devices such as restraints and safety devices. • Create a flow chart depicting common emergencies and its referral mechanism.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Crash cart trolley, first aid box, CPR nursing manikin, Ambu bag with mask adult, torch, physical restraints, fire extinguisher	

Module 7: Infection control policies and procedures

Mapped to: HSS/N9618

Terminal Outcomes:

- Develop techniques of self-hygiene.
- Apply infection control policies and procedures during daily activities.

Duration: 05:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the concept of healthy living. • Describe the importance of infection control and prevention. • List strategies for preventing transmission of pathogenic organisms. • Describe the nosocomial infections. • Explain the importance of incident reporting. • Explain the concept of immunization. • Describe the hand hygiene guidelines and procedures used in healthcare-settings. • Explain the importance of using Personal Protective Equipment (PPE). • List the types of PPE. • Describe the process of wearing and removing each of the PPE. • Explain various vaccinations against common infectious diseases. 	<ul style="list-style-type: none"> • Prepare a chart on types of Nosocomial Infections and ways to prevent. • Demonstrate the steps of spill management. • Create a sample toolkit for HAZMAT • Demonstrate the procedures of hand hygiene using soap and water. • Demonstrate the procedures of hand hygiene using hand sanitiser. • Demonstrate wearing, removing, and discarding of PPE.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Hypochlorite solution, chlorhexidine, alcohol swab. Apron, lab coat, gloves, mask, cap, shoes, safety goggles and spectacles, towels, cotton, isopropyl alcohol, Disposable cartridges and syringes, Spill Kit	

Module 8: Employability Skills (60 hours)

Mapped to DGT/VSQ/N0102 : Employability Skills (60 Hours)

Mandatory Duration: 60:00			
Location: On-Site			
S.No.	Module Name	Key Learning Outcomes	Duration (hours)
1.	Introduction to Employability Skills	<ul style="list-style-type: none"> Outline the importance of Employability Skills for the current job market and future of work. List different learning and employability related GOI and private portals and their usage. Research and prepare a note on different industries, trends, required skills and the available opportunities. 	3
2.	Constitutional values - Citizenship	<ul style="list-style-type: none"> 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. Demonstrate how to practice different environmentally sustainable practices. 	1.5
3.	Becoming a Professional in the 21st Century	<ul style="list-style-type: none"> Discuss relevant 21st century skills required for employment. Highlight the importance of practicing 21st century skills like Self-Awareness, Behavior 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. Create a pathway for adopting a continuous learning mindset for personal and professional development. 	5
4.	Basic English Skills	<ul style="list-style-type: none"> Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone. Read and understand text written in basic English. Write a short note/paragraph / letter/e -mail using correct basic English. 	10
5.	Career Development & Goal Setting	<ul style="list-style-type: none"> Create a career development plan. Identify well-defined short- and long-term goals. 	4
6.	Communication Skills	<ul style="list-style-type: none"> Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette. Write a brief note/paragraph on a familiar topic. Explain the importance of communication etiquette including active listening for effective communication. Role play a situation on how to work collaboratively with others in a team. 	10
7.	Diversity & Inclusion	<ul style="list-style-type: none"> Demonstrate how to behave, communicate, and conduct appropriately with all genders and PwD. Discuss the significance of escalating sexual harassment issues as per POSH act. 	2.5

8.	Financial and Legal Literacy	<ul style="list-style-type: none"> Discuss various financial institutions, products, and services. 	10
		<ul style="list-style-type: none"> Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement. Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions. Calculate income and expenditure for budgeting Discuss the legal rights, laws, and aids. 	
9.	Essential Digital Skills	<ul style="list-style-type: none"> Describe the role of digital technology in day-to-day life and the workplace. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely. Demonstrate how to connect devices securely to internet using different means. Follow the dos and don'ts of cyber security to protect against cyber-crimes. Discuss the significance of displaying responsible online behavior while using various social media platforms. Create an e-mail id and follow e-mail etiquette to exchange e-mails. Show how to create documents, spreadsheets and presentations using appropriate applications. Utilize virtual collaboration tools to work effectively. 	20
10.	Entrepreneurship	<ul style="list-style-type: none"> 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. 	7
11	Customer Service	<ul style="list-style-type: none"> Classify different types of customers. Demonstrate how to identify customer needs and respond to them in a professional manner Discuss various tools used to collect customer feedback. Discuss the significance of maintaining hygiene and dressing appropriately. 	9
12	Getting Ready for Apprenticeship & Jobs	<ul style="list-style-type: none"> Draft a professional Curriculum Vitae (CV). Use various offline and online job search sources to find and apply for jobs. Discuss the significance of maintaining hygiene and dressing appropriately for an interview. Role play a mock interview. List the steps for searching and registering for apprenticeship opportunities 	8

LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS

S No.	Name of the Equipment	Quantity
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1.	Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below)	As required
2.	UPS	As required
3.	Scanner cum Printer	As required
4.	Computer Tables	As required
5.	Computer Chairs	As required
6.	LCD Projector	As required
7.	White Board 1200mm x 900mm	As required
<i>Note: Above Tools & Equipment not required, if Computer LAB is available in the institute.</i>		

On-the-Job Training

Mandatory Duration: 270 :00	Recommended Duration: 00:00
Location: On-Site	
<ul style="list-style-type: none"> • Support In the procedure of medical and wellness tourism. • Support the client to follow on all the responsibilities for coordinating medical travel • Demonstrate various lists, documents and necessary credentials for the travel. • Demonstrate the diet, activities, restrictions and follow-up treatment plan to the client during and post travel. • Understand the physical and metaphysical concepts of medical tourism. • Planning of pre-procedure and travel plans. • Demonstrate through a role play about Potential hazards of medical travel • Record the observations during the procedure. • Support in the basics of first aid. • List the precautions to be taken for personal safety and medico-legal conduct • In a role play prepare a task list related to planning medical tourism in India. • Emphasize in the process of the report of any incident. • Understand the benefits of medical value tourism. • Communicate about disaster management techniques in case needed. • Communicate with the patient regarding any problem related to the procedure. • Demonstrate the type of tourism in an elaborate manner 	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduation	With experience of Medical/Wellness tourism	2		0		NA
Postgraduation	With experience of Medical/Wellness tourism	1		0		NA

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Medical Value Travel Coordinator” mapped to the Qualification Pack: “HSS/Q6301” with minimum score of 80%.	Recommended that the Trainer is certified for the Job Role: “Trainer (VET and Skills)”, mapped to the Qualification “MEP/Q2601, v2.0” with minimum score of 80%.

Assessors Requirements

Assessor Certification						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduation	With experience of Medical/wellness tourism	3				NA
						NA
Postgraduation	With experience of Medical/wellness tourism	2				

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Medical Value Travel Coordinator" mapped to the Qualification Pack: "HSS/Q6301 " with minimum score of 80%.	Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack "MEP/Q2601, v2.0" with minimum score of 80%.

Annexure: Assessment Strategy

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

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

Mention the detailed assessment strategy in the provided template.

<1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

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

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from the assessment location
- Centre photographs with signboards and scheme-specific branding

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a the competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File (QF) is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or

	technology.
Skill India Digital Hub (SIDH)	Skill India Digital Hub (SIDH) is specially designed and developed to skill, reskill and upskill Indian individuals through an online training platform, API-based trusted skill credentials, payment and discovery layers for jobs and entrepreneurial opportunities
Vocational Training Provider (VTP)	A Vocational Training Provider (VTP) is an organization that offers training in a specific trade or skill.
Training Centre (TC)	A Training Centre (TC) is a training set up where learners undergo skills training related to a specific task or role.

Acronyms and Abbreviations

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure