**GOVERNMENT OF INDIA**
**MINISTRY OF SOCIAL JUSTICE AND EMPOWERMENT**
**DEPARTMENT OF SOCIAL JUSTICE AND EMPOWERMENT**

# PM-SPECIAL
# [TRAINING OF GERIATRIC CARE GIVERS]

### Scheme Guideline (revised w.e.f. 2024-25)

**6th Floor, A- Wing, Shastri Bhawan, New Delhi- 110001**

# 1. MAIN FEATURES

The Ministry of Social Justice & Empowerment (MoSJ&E) is committed to the welfare of Senior Citizens. There has been a steady rise in the population of senior citizens in India. The main focus of the programme is to bridge the gap in supply and increasing demand in the field of geriatric caregivers so as to provide more professional services to the senior citizens and also to create a cadre of professional care givers in the field of geriatrics.

**1.2** With the above in mind, a National Action Plan for the preparation of sufficient trained manpower of geriatric caregivers named "Training of Geriatric Caregivers (GCs)" was approved.

**1.3** The scheme would be implemented by Department of Social Justice & Empowerment (DoSJ&E) with the help of National Institute of Social Defence (NISD). Broadly, the Department will do the following:

a) Oversee the procedure for empanelment of training institutions for providing training

b) Receipt of applications and its examination for recommending the institute for empanelment under the scheme

c) Concurrent monitoring

d) Coordination with other stakeholders such as MSDE, NSDC etc. for effective implementation and SIDH

e) Conduct periodical review and suggest changes to improve the scheme and also suggest inclusion of more courses in the scheme.

# 2. OBJECTIVE OF THE SCHEME

The main objective of the scheme is to bridge the gap in supply and increasing demand in the field of geriatric caregivers so as to provide more professional services to the senior citizens and also to create a cadre of professional caregivers in the field of geriatric. The programme will ensure sufficient availability of dedicated, professionally trained manpower of geriatric caregivers who can attend to diverse and dynamic needs of elderly population relating to recreation, holistic well-being

through Naturopathy, alternative medical practices including Ayurveda,Yoga, Unani, Siddha and Homeopathy, physiotherapy, normal and emergent and crisis related medical conditions including Dementia, Paralysis, Prostate, Parkinson, Alzheimer, Depression, religious and spiritual handholding, overall management of patients and families dealing with terminal illness and death etc.

## 3. CATEGORIZATION OF COURSE:

3.1    Trainees will be trained only in five courses given below:

| S. No. | Sector | Name of job role | QP-ID | NSQF Level | Duration (in Hrs.) |
|---|---|---|---|---|---|
| 1. | Health | Geriatric Caregiver (Institutional & Home Care)* | HSS/Q6002 | 4 | 480 |
| 2. | Domestic | Elderly Caretaker (Non-Clinical)* | DWC/Q0801 | 3 | 360 |
| 3. | | Elderly Care Companion | DWC/Q0802 | 4 | 450 |
| 4. | Beauty & Wellness | Wellness Therapist for Elderly | BWS/Q0308 | 4 | 570 |

*Courses having on job training

3.2    The courses shall have an emphasis on physical, mental and overall well-being of the elderly with a multi-disciplinary approach. As the trained GCs are likely to cater to diverse needs of elderly population, which will be multi-disciplinary and dynamic in nature, the course curriculum for prospective GCs may only be indicative. It is proposed that the course curriculum for the prospective job roles for GC may have few of the following topics:

(a)    Basic understanding and empathy towards the process of ageing and its requirements

(b)    Skills for anthropogenic measurement for record keeping and

medication purposes

(c) Ethics in healthcare, privacy, confidentiality, consent, medico-legal concept

(d) Assisting in re-creational activities like gardening, walking, hobbies, indoor games etc.

(e) Preparing capable elderly population for creative and gainful activities including employment.

(f) Alternative healthcare systems including ayurveda, yoga, unani, siddha and homeopathy

(g) Creative and productive use of latest electronic gadgets including TV, mobiles etc. Basics of emergency and disaster care and life support skills

(h) Knowledge of computer and information technology

(i) Mental health issues/concerns in elderly

(j) Nutrition including assistance in grooming the patient before, during and after food

(k) Assistance in grooming the patient before, during and after bath including fall prevention

(l) Care of patient including oral, nasal, auditory, visual, skin, genitalia, hair, artificial denture etc.

(m) Assisting patient in maintaining normal elimination

(n) Dealing patients with chronic and terminal illness including Parkinson, dementia, depression, Alzheimer.

## 4. ELIGIBLITY CRITERIA

4.1 The scheme is applicable to all citizens of India who fulfills the following conditions:

(i) Minimum age as specified in the respective job role but must be less than 40 years of age;

(ii) Minimum education qualification as per required job roles;

(iii) Should have a valid Aadhar card;

(iv) Should not be indulged in any substance abuse;

(v) Should have documentary proof of age, education and residence;

4.2    The eligible candidates will be required to register on Skill India Digital Hub (SIDH). Profile verification shall be done through mobile-based OTP (e-KYC).

# 5.    ADMINISTRATIVE STRUCTURE

A Project Appraisal Committee (PAC) shall be constituted under the Chairpersonship of the Joint Secretary (Sr.C)/Additional Secretary (Sr.C) in DoSJE for overseeing the regular functioning of the scheme, making recommendation to Hon'ble Minister, SJE for any policy or operational changes for improving the implementation of the scheme, reviewing and approving of proposals i.e. empanelment of training institutions in accordance with the guidelines. The detailed composition of the Project Appraisal Committee (PAC) is at **Annexure 1**.

# 6.    TRAINING INSTITUTES(TIs)

Any organization, legally established as a society, trust, proprietorship, Company/Limited Liability Partnership (LLP)/Government Institute/Organization, etc., can be a training provider under the scheme. Preference may be given to Government Institutions and those with permanent vocational infrastructure.

# 7.    SELECTION OF TRAINING INSTITUTES (TIs)

7.1    A transparent selection process would be followed by PAC while selecting the Training Institutes for delivery of skill training. These may include Government and/or Private Institutes including Hospitals, Medical Colleges, Nursing Homes, Nursing Colleges etc. Preference would be given to the Government Institutions having good record in Geriatric caregivers for providing skilling under the scheme.

7.2    DoSJE will approve the target allocation methodology under the Scheme keeping in mind the demand in that area, mandatory

provision of 'On the Job Training' in the course structure, if available, collaboration with Hospitals / Nursing Homes / Day Care Centres / Critical Care Homes / Geriatric Care Service providers / Yoga Centres etc.

**7.3** Target allocation methodology will be reviewed periodically based on need and requirement, to cater to the scheme's implementation dynamic requirements.

**7.4** A concurrent monitoring mechanism shall be put in place to periodically monitor the progress of training centres.

**7.5** Sub-contracting, sub-letting, franchisee arrangement of any kind for the targets allocated is not allowed for any Training Provider. Also, key staff such as Centre managers and Trainers should be on the payrolls of the Training Provider.

**7.6** Training providers will be subjected to periodic performance reviews based on which the targets will be systematically and periodically released.

## 8. CENTRE ACCEDITATION AND AFFILIATION

**8.1** The scheme will be run through an end-to-end IT system that covers the entire ecosystem of the training programmes. Skill India Digital Hub (SIDH) is a platform which will bring whole of government approach to skilling. As a unified registry framework, it shall enable smooth transition from education to skilling and future opportunities. SIDH will form the backbone for implementation of the scheme by providing end-to-end digitalization of training lifecycle.

**8.2** All Training Centres shall be required to qualify the accreditation and affiliation norms prescribed by the Awarding Bodies and to be onboarded on Skill India Digital Hub (SIDH) before inception of the training.

**8.3** A multilayered information / counselling eco-system where relevant information regarding the job roles, livelihood opportunities post training, career progression profiles,

information on training centres including the rating of the centres and options for registration shall be made available to all the trainees.

**8.4** Quarterly progress report, geo-tagging, audit etc. will be carried out. Penalty including blacklisting, may be imposed against the Training Providers in case of discrepancy and non-compliance to scheme guideline (please refer Annexure-II for penalty matrix).

## 9.    ATTENDANCE

**9.1** Daily attendance on entry and exit through Aadhaar Enabled Biometric Attendance System (AEBAS) for the candidate and the trainer to be ensured during the training and assessment.

**9.3** Payment to Training Institutes shall be linked to attendance of trainees.

**9.4** Apart from the above, a Hard Copy of the Attendance Register shall be maintained in each classroom of the TCs, *inter alia,* mentioning the Batch Name, Batch ID, Important Dates, Name of the Candidates, and other relevant information.

**9.5** More than 70% of biometric attendance is required for each candidate to appear in the assessment in all types of training.

## 10.    ON THE JOB TRAINING

**10.1** OJT will be applicable in all such Job Roles as mandated by NCVET. The approved qualification pack shall guide the duration of OJT.

**10.2** It shall be the responsibility of the Training Provider to arrange for establishments and tie up with them to offer OJT to candidates.

**10.3** Basic details of the establishment to be uploaded on SIDH by the Training Provider before the commencement of OJT. All establishments are also to indicate the intake capacity for OJT.

**10.4** The establishments offering OJT will give a certificate at the end of OJT indicating the duration and attendance of the candidate. The same may be uploaded on SIDH either by the establishment/TP.

**10.5** It shall be the responsibility of the Training Provider to physically visit the establishment during OJT at least twice to ensure that all candidates are undertaking the same.

**10.6** It will be the responsibility of the TP to ensure attendance of the candidates.

**10.7** The final assessment of the candidates will be carried out after completion of OJT, and it shall be the responsibility of the training provider to ensure the presence of all eligible candidates for the assessment after completion of OJT.

**10.8** In addition to the existing provisions on Skill India Digital Hub (SIDH), details of the OJT, including Start Date and End Date, name of the establishment and copy of the OJT certificate issued by the establishment, will be available.

## 11. PAYMENT TO TRAINING PROVIDERS

11.1 Training Provider will be paid 50% of the applicable base hour cost per candidate as determined under PMKVY 4.0 scheme of MSDE for successfully organizing the OJT. The Training Provider shall be responsible for the following:

(a) Identifying establishments willing to offer OJT.

(b) Upload details of establishment on the SIDH prior to OJT.

(c) Make necessary arrangements for candidates to undertake OJT.

(d) Undertake monitoring and ensure attendance of candidates during OJT.

(e) There will be no separate assessment of OJT. Candidate will undergo assessment for entire course after

completion of OJT as per the scheme guidelines.

## 12. ASSESSMENT / CERTIFICATION OF CANDIDATES

**12.1** Assessment of candidates will be done as per NCVET/MSDE Guidelines.

**12.2** To ensure quality, skill training shall be delivered through certified trainers only. The trainers and assessors must be certified by Awarding Bodies through a training and assessment program outlined in the Training of Trainers (ToT) and Training of Assessor (ToA) guidelines notified by NCVET/MSDE, as amended from time to time.

**12.3** Use of digital content to supplement classroom training shall be encouraged, as specified by guidelines of NCVET.

**12.4** 70% attendance is necessary to be eligible to appear in the assessments.

**12.5** The skill assessment is the prime responsibility of the Training Institutes and is to be conducted by empaneled Assessment Agencies (AAs).

**12.6** It shall be the responsibility of the Training Partner to make sure that the equipment specified by the Awarding Body is available for assessment, and the assessor should check the same.

**12.7** Candidate feedback form available in regional languages will be collected towards the end of the final assessment.

**12.8** Assessment fee shall be provided under the scheme. Certificate shall be made available to the candidates in physical and digital form, along with corresponding 'credits' as per National Credit Framework of MSDE.

**12.9** Every candidate will be offered one chance of re-assessment (free of cost), under the scheme, to be borne from the scheme.

## 13. PLACEMENT AND POST TRAINING SUPPORT

**13.1** Post placement verification of the trainees shall be done by the NISD. NISD shall also be responsible for concurrent and continuous monitoring and supervision of the training.

**13.2** A grievance redressal mechanism for Applicant, Training Provider and Assessors shall be set up with DoSJE / NISD for a time bound resolution of grievances.

## 14. FUNDING AND DISBURSEMENT

**14.1** The fund disbursement to Training Institutes will be as per the Common Cost Norms as notified by MSDE, as amended from time to time.

**14.2** Course specific raw materials will be provided by the Training Institute to candidates and there shall be no payment to TIs.

**14.3** One percent (1%) of the total scheme budget will be earmarked towards administrative expenditure for NISD administration charge which *inter alia* includes conducting of Seminars, Field Visits and other supporting activities (except media and publicity).

**14.4** The funds for Training program will be released to the TI(s) as per the following schedule:

| S. No. | Tranches | Released (in %) | Milestones |
|--------|----------|-----------------|------------|
| 1 | Tranche 1 | 50% | On batch achieving 70% Aadhaar Enabled Biometric System (AEBAS) attendance fourice and 40% of the training is over against the candidate whose attendance is atleast 70%. |
| 2 | Tranche 2 | 50% | On completion of Assessment and uploading of results including placement data. |
| | **TOTAL** | **100%** | |

## 15. MONITORING

**15.1** The DoSJE / NISD will directly monitor all training programmes. This will include participation either directly or through their representatives in the PAC meetings, review of PAC meeting minutes having details of the trainees, e-based and direct surveillance of the training programmes etc.

**15.2** In addition to this, from time to time, provision of inviting PMU team/NSSO/NISD/Officials of DoSJE to visit the ongoing training site for inspection, instant information on WhatsApp Groups for different activities, monitoring of daily AEBAS attendance system through SID Portal to see the progress of training on real time basis. On the basis of surprise inspections undertaken by officials, if the performance of the training institutes is found to be unsatisfactory, the TIs will be asked to clarify their position / clarification within a period of 7 days. If the reply of TI is found unsatisfactory, DoSJE will have full right to cancel the all-allocated training programmes to TI and process of blacklisting will be initiated.

**15.3** Non adherence of compliance standards as indicated in the annexure-II (Penalty matrix) may invite penal action which may lead to cancellation of batch in case of level of penalty is 'High'.

**15.4** Training institutions/partners to submit Progress reports including placement data to NISD after completion of the course.

## 16. MISCELLANEOUS

**16.1** The training Centre must provide Facilitator Manual (for trainers) and participant handbook / study material (for learners) as part of the training cost at the start of the skilling program.

**16.2** The mode of training shall be 100% classroom-based approach where both theory and practical shall be conducted physically at the affiliated Training Centre.

**16.3** The batch size will not be more than 50 trainees for theoretical

classes and 25 trainees for practical classes.

**16.4** Apprenticeship shall be promoted for the certified candidates. Training linked to captive placements (training and placement within the same industry) will be promoted under the scheme.

**16.5** Trainees through Training Institutes will be encouraged to participate in Rozgar Melas for placement.

**16.6** All the training centre need to brand their respective centres with collaterals for promotional activities in accordance with the branding guidelines issued.

**16.7** Placement to trainees offered by respective Training Institutes shall be one of the major considerations for their ranking.

**16.8** Training Institute must have tie-ups with respective agencies / companies / hospitals for proper placement of certified trainees.

**16.9** **Awareness Generation**: DoSJE will launch a sustained media campaign for Geriatric Care Giver training awareness program to reach out to potential candidates.

**16.10** The decision of DoSJE shall be final in all matters relating to eligibility, acceptance or rejection of application, mode of selection of TIs, allotment of targets to TIs etc.

**16.11** DoSJE, if required, may make necessary amendments in the Scheme Guidelines, as and when required, with the approval of Hon'ble Minister of Social Justice and Empowerment.

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## Composition of Project Appraisal Committee (PAC)

The composition of Project Appraisal Committee (PAC) shall be as under:

1. Joint Secretary/Addl. Secretary (Sr.C) – **Chairperson**

2. Director, NISD – Member

3. Dy. Secretary / Director (IFD), DoSJE – Member

4. A special invitee from any relevant Ministry as nominated by Chairperson

5. Dy. Secretary/Director (Sr.C) – Member

6. Under Secretary (Sr.C) – Member Secretary

The proposed committee will oversee the regular functioning of the scheme, making recommendation to Hon'ble Minister, SJE for any policy or operational changes for improving the implementation of the scheme, reviewing and approving of proposals i.e. empanelment of training institutions in accordance with the guidelines.

## Compliance Standard and Level of Penalty

| Sl. No. | Compliance Standards | Level of Penalty |
|---|---|---|
| 1 | Non-Existence of The Training Center | High |
| 2 | Subletting of Centre (franchise model not allowed under the scheme guideline) | High |
| 3 | Fake Enrolments / Ghost candidates | High |
| 4 | Non-Availability of required infrastructure/tools and equipment for each job role during the period of training/while batch is in progress | High |
| 5 | Mass enrolments | High |
| 6 | (a)  Center was closed at the time of visit<br>(b)  Training not being conducted at the time of visit<br>(While batch is in progress and the TP fails to justify the reason for not conducting training) | High |
| 7 | Training Center found indulging in unethical practices such as offering/demanding undue favours in cash or in kind to a stakeholder like Assessor, in order to influence the outcome of assessment OR with any other malafide intention affecting the outcome of the training | High |
| 8 | Intimidating assessor to conduct assessment at a place other than authorized by Skill India Digital | High |
| 9 | Non-Availability of SSC Certified Trainers at the Center | Medium |
| 10 | Non-Distribution of Induction Kits to the trainees | Medium |
| 11 | Non-Distribution of Handbook to the trainees | Medium |
| 12 | Non-Usage of AEBAS for recording Trainees and Trainers Attendance | Medium |
| 13 | Any other candidates are admitted at the Training Centre | Medium |
| 14 | Any other offence not listed above | High/ Medium/ Low to be decided by DoSJE |

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