National Initiative for School Heads’ and Teachers’ Holistic Advancement (NISHTHA)

NISHTHA 3.0 (FLN)

An Integrated Training Programme for Teachers and School Heads at Pre-primary and Primary Stage of Education

STANDARD OPERATING PROCEDURE (SOP) FOR TECHNICAL TEAM

SEPTEMBER 2021
National Initiative for School Heads' and Teachers' Holistic Advancement

NISHTHA 3.0 (FLN)

Teachers truly shape the future of our children - and, therefore, the future of our nation. It is because of this noblest role that the teacher in India was the most respected member of society (NEP-2020)

Do you want to be part of it?
Join NISHTHA Courses

How to undertake NISHTHA Course on DIKSHA?

**Step 1**
Install DIKSHA App/
Access DIKSHA Portal

**Step 2**
Register in DIKSHA with
Email ID/
Mobile number

**Step 3**
Access the course using
course link
or QR code
(Link shared
by your state/organization)

**Step 4**
Access Course Resources
* Watch videos
* Read the text
* Do activities

**Step 5**
Attempt Quiz,
score 70% (maximum 3 attempts)
and get certified

For further information:
https://ciet.nic.in/nishthaonline.php?&ln=en

NISHTHA Portal & Mobile App
Mobile Application | Website

DIKSHA Portal & Mobile App
Website | Mobile Application

For further queries: course.helpdesk@ciet.nic.in
National Initiative for School Heads’ and Teachers’ Holistic Advancement (NISHTHA) 
An Integrated Training Programme for Teachers and School Heads at Pre-primary and primary Stage of Education

Standard Operating Procedure (SOP) for Technical Team

National Council of Educational Research and Training 
Sri Aurobindo Marg, New Delhi - 110016
Objectives of the course

NISHTHA (FLN) aims at achieving the major objectives of FLN based on the recommendations of NEP 2020 as follow

- To ensure an inclusive classroom environment by incorporating play, discovery, and activity-based pedagogies, linking it to the daily life situations of the children and formal inclusion of children’s home languages.

- To enable children to become motivated, independent and engaged readers and writers with comprehension possessing sustainable reading and writing skills.

- To make children understand the reasoning in the domains of number, measurement and shapes; and enable them to become independent in problem solving by way of numeracy and spatial understanding skills.

- To ensure availability and effective usage of high-quality and culturally responsive teaching learning material in children’s familiar/home/mother language(s).

- To focus on continuous capacity building of teachers, head teachers, academic resource persons and education administrators.

- To actively engage with all stakeholders i.e., Teachers, Parents, Students and Community, policy makers for building a strong foundation of lifelong learning.

- To ensure assessment ‘as, of and for’ learning through portfolios, group and collaborative work, project work, quizzes, role plays, games, oral presentations, short tests, etc.

- To ensure tracking of learning levels of all students.
Table of contents

- INTRODUCTION ..................................................................................................................01

- PHASES OF COURSE LAUNCH

PHASE 1 : Pre Launch

1. Setting up your Tenant .................................................................................................02
2. Scheduling of Courses .................................................................................................04
3. Course Creation ..............................................................................................................05
4. Certificate Customization .............................................................................................11
5. Teacher Onboarding .....................................................................................................12
6. Creation of a Support System for Teachers ..................................................................23
7. Outreach and Communication Planning ........................................................................27
8. Overall Readiness Check ..............................................................................................29

PHASE 2 : Launch

1. Creation of Batch for the Course ..................................................................................30
2. Attachment of Certificate .............................................................................................31
3. Enable Discussion Forum for the Batch .......................................................................32
4. Add Banner under the State tenant .............................................................................34
5. Launch Communication and Announcement ................................................................35

PHASE 3 : Post Launch

1. Data Consumption .........................................................................................................36
2. Sustained Outreach .......................................................................................................39

Annexures

Disclaimer: DIKSHA platform is undergoing continuous upgradation to provide enhanced experience to users. As a result there will be amendments done to the platform at frequent intervals, which will have some impact on the user experience. As and when these changes are implemented in the system it will be informed to all stakeholders, by releasing an "Addendum" to this document, or adding it in this version and giving details of the additions / amendments in the version control sheet.
Features of Online Courses

- Explanatory and Demonstration Videos
- Text Resources
- Interactive and Reflective Activities
- Additional Resources
- Quiz for Assessment
- Digital Certification
Introduction:

DIKSHA is an initiative of the National Council of Educational Research and Training (Ministry of Education, Govt of India). The online platform of DIKSHA offers engaging learning material for both teachers and students, and is available in the form of Portal and Mobile App.

Continuous Professional Development of teachers is an extremely important element of the school education ecosystem and DIKSHA serves as one of the best platforms to disseminate teacher training. The ease of developing courses and ‘anytime anywhere’ access makes DIKSHA one of the most used platforms by Teachers for self-development, across India.

The platform has technical capabilities to create, host and share a variety of content. The platform serves as a central repository of all digital resources designed and pooled by creators across the nation, which is accessed by everyone. Digital resources include text, image, audio, video and interactive content. The types of format can be MP4, PDF, ePub, WebM and H5P.

Creation of a course has been made very easy by developing an online framework for uploading digital content, designing assessments, structuring the table to contents, stitching all resources into a course and receiving data on course consumption.

The courses development & implementation approach includes three phases - prelaunch, launch and post launch, with each phase having a defined set of activities to handle. The chart shown below gives an overview of the sequence activities including the insight on which activities can be carried out in parallel.
PHASE 1 : Pre-launch

1. Setting up your Tenant (Creating Users IDs / credentials for your tenant to launch courses on DIKSHA)

<table>
<thead>
<tr>
<th>What will be needed to get this step done?</th>
<th>The State / UT has their tenant created on DIKSHA with updated taxonomy</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will be the outcome of this step?</td>
<td>The necessary setups are in place while the roles have been defined and IDs have been created</td>
</tr>
<tr>
<td>Who will do this?</td>
<td>Coordinator for Courses on DIKSHA</td>
</tr>
</tbody>
</table>

To run courses for CPD, some specific User IDs are needed to upload digital resources and stitch a course. The broad course creation flow is as follows:
The type of IDs needed are shown below. Most states would have these IDs already created.

- **CONTENT CREATOR** – This role is required to upload individual resources for review. These individual resources will in turn form part of the complete course. Once the individual resources are reviewed and live on DIKSHA, this role is responsible for stitching the complete course as per defined structure.

- **CONTENT REVIEWER** – This role includes reviewing resources as well as the stitched courses and then either rejecting it with appropriate comments or approving it. Once approved, the resource / course gets automatically published on DIKSHA.

- **CONTENT CREATOR + COURSE MENTOR** – This role can stitch a batch using all resources and create a batch. It can also view the batch wise progress and score report.

- **COURSE MENTOR** - This role can be added as mentors to the batch so that they can view the dashboard and access the course progress report and score report.

State needs to check if IDs are already created and available with them. **If not available, this section gives the steps on HOW TO CREATE IDs.**

**Creating User IDs (Setting up Credentials)**

- Identify number of creators needed to create courses
- Identify number of reviewers need to approve and publish courses
- As per requirement, creator and reviewer IDs need to be created by DIKSHA team
- A state needs to have minimum one ‘Creator + Mentor’ and one ‘Reviewer’

The IDs to be created need to be **generic** in nature not attributing to some individual staff member. This ‘Generic ID creation’ approach helps in ensuring ease in managing the ID in case of unavailability of the individual. This is especially important because any kind of password resetting is OTP (One time Password) based, and being a generic email based ID, there is no dependency on any one designated individual's mobile or personal email id for retrieval of the OTP.
Given below are the steps to get these IDs created, the turnaround time (TAT) for which will be 3 to 4 working days -

i. The excel format as shown below, needs to be used to fill the details of the state organization on whose name these IDs need to be created. Important to note that during creation of user IDs, only a generic email id of the state organization / department needs to be entered in the excel format. A filled sample can be seen below -

<table>
<thead>
<tr>
<th>STATE NAME</th>
<th>NAME</th>
<th>MOBILE PHONE</th>
<th>EMAIL</th>
<th>USER TYPE</th>
<th>ROLE(S)</th>
<th>User ID</th>
<th>School Ext. ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jharkhand</td>
<td>SCERT_JH</td>
<td>NA</td>
<td><a href="mailto:jcert@gmail.com">jcert@gmail.com</a></td>
<td>Other</td>
<td>CONTENT_CREATOR</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

ii. A request needs to be raised via email, by writing to support@teamediksha.org with the information below, keeping DIKSHA State POC and tpd@teamediksha.org in cc

iii. The User IDs once created will be shared on email

iv. The users need to log into DIKSHA and get their passwords changed at the first login, using the ‘forgot password’ link provided on the login page

2. Scheduling of Courses

Scheduling is a critical component of program planning, as prioritization of courses which need to be customized and translated, will be dependent on this step. ‘Scheduling’ includes planning the release of courses in a phased manner. Data from previous experience shows this approach helps teachers consume the courses in short intervals, as against a bulk release which involves release of multiple courses at one go, overwhelming the user.

- What will be needed to get this step done? Information on the published courses available on DIKSHA.
- What will be the outcome of this step? A calendar of courses to be rolled out in a weekly / fortnightly / monthly manner
- Who will do this? State Coordinators
Steps to follow for scheduling -

1. **Finalize the sequence** of courses, based on the pedagogical learning requirement. This step is essential to determine which course needs to be released first and which course to follow after that.

2. **Use the Metadata sheet** prepared with all course details including the required links / URLs of all resources, to ensure readiness of the courses to be released in the 1st month.

3. **Plan for release** of courses based on a calendar. Courses may be released in any format like - Roll out 2 courses per month. In case of NISHTHA FLN there will be 12 courses to be rolled out in a period of 6 months

4. **Finalize the Launch date**

3. **Course Creation ( How to create a Course on State’s Tenant)**

This section covers all steps of how to get a course created on DIKSHA. As per the states preference, a decision needs to be taken on which options to adopt -

- Option 1 – Copy and/or customize the existing English course of NCERT, on your tenant.
- Option 2 – Creating new course by translating the existing English courses of other organisation / States / UTs in the state’s preferred language or Re-develop the content in the state language itself

**Option 1 – Copy and/or customize the existing English courses, on your tenant.**

<table>
<thead>
<tr>
<th>What will be needed to get this step done?</th>
<th>(1) Creator and Reviewer IDs, (2) Metadata of all resources and courses, (3) Script of all resources (eCourses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will be the outcome of this step?</td>
<td>Replica of NCERT Course(s) on the State tenant</td>
</tr>
<tr>
<td>Who will do this?</td>
<td>Course Creation Team of the state - Creator, Reviewer, Mentor</td>
</tr>
</tbody>
</table>

**Step 1 : Search for the course you want to copy on DIKSHA.**

For example, consider that you want to copy a English course run by NCERT

- Login to Diksha portal with creator ID
- Using the course links from the Metadata sheet shared by NCERT, go to the search bar and search for the course. Sample of the metadata sheet can be seen below
Step 2: Copy the course onto your tenant

Once the course is found, click on the copy button to create a draft version of the course under your state’s tenant for immediate use or further modifications. Ensure you save the course once after copying.

Here it is advisable to add one slide on ‘Expectation Setting’ at the end of the course as the last resource for the users to access. It can cover points / FAQs on - 1) Maximum timeline for release of certificates, 2) Maximum timeline for the progress to get updated, 3) Whom to reach out to, in case of any questions.

A sample slide has been pasted below. Apart from this case wherein a State is copying a course in their tenant, this will be applicable in both the cases including states translating a course in their preferred language. Also, this slide can be customised to have in the state preferred language as well.

---

**CONGRATULATIONS**

on completing the Course !!!

- You will receive the ‘Certificate of Participation’ for this course, within the next 5 to 7 working days
- It can take ‘upto 24 hrs.’ for your ‘Course Progress’ to reflect as 100%
- In case of any queries, you can reach out to your CRC / BRC on the assigned Whatsapp / Telegram groups

---

Step 3: Fill in Details according to guidelines given in the Metadata sheet

- Once the course is copied and modified if required, it has to be renamed according to the guidelines, and all the metadata details have to be filled in accurately.
- Once the details have been filled in, save the course again, and then send it for review
- For renaming each resource and the course as a whole, State needs to ensure that <two letter state abbreviation> <underscore><FLN> is inserted as a Prefix, after the existing name as per NCERT metadata sheet. E.g - If the metadata sheet has a course with name 'ICT in Education' and if Jharkhand is doing this activity, then the state will rename it to JH_FLN_ICT in Education
- The No. of Attempts need to be added in the Assessment resource. For NISHTHA FLN it will be as per the directives of NCERT.
  **Note:** Ensure the Assessment is developed on one single slide. Which means all questions to be available in one slide only. Also, no other slide to be added either before the questions slide or after. So, the assessment resource needs to have only 1 slide of all the questions.
- Add NISHTHAFLN as a keyword in the course. Ensure this keyword is **tagged in the course level metadata.** Should not be tagged to any resource. Also, do note that this is a case sensitive keyword, which means all letters need to be in CAPITALS ONLY. For adding any keyword in the given field the creator needs to use the **ENTER key/button on the keyboard** to get that word added as a keyword in the given field.
- Replacement of the blog pdf with the State blog link

  **How to copy a course :**  [https://drive.google.com/file/d/1WtNffOCx-DhQACRwc2lafNybkTEGHF7B/view?usp=sharing](https://drive.google.com/file/d/1WtNffOCx-DhQACRwc2lafNybkTEGHF7B/view?usp=sharing)

**Step 4 : Review and Publish the course**

Here, the ‘content reviewer’ reviews the content of the course and publishes the same, making it LIVE on DIKSHA. Do note that there is a system level **ETA of ‘upto 4 hrs’** for a content / course to move from creator login into the reviewer login.

  **How to review and publish a course :**  [https://drive.google.com/file/d/1X0FmY6S_yaCd1O4nmQwilZ4ov7c-Ed8M/view?usp=sharing](https://drive.google.com/file/d/1X0FmY6S_yaCd1O4nmQwilZ4ov7c-Ed8M/view?usp=sharing)

**Step 5 : Generate / Extract QR Code**

This step involves generating QR code for that particular course. This QR code can then be shared with teachers, for ease of accessing the course without any need to manual search

  **How to obtain QR codes for courses :**  [https://www.youtube.com/watch?v=dzf39voXq3Q](https://www.youtube.com/watch?v=dzf39voXq3Q)

If states wish to further **customize/contextualize** the course, modify any resource or modify any assessment, then follow these steps -

- Using the Metadata sheet shared by NCERT, the state to download the resource (content piece) on their local machine
Using the eCourses (content scripts) shared by NCERT, states will customise / contextualize the resource and render an updated digital copy of the same

These updated digital resources will then be uploaded on DIKSHA under the state tenant. For Assessments, using the updated script, the questions and answers need to be manually created on the DIKSHA editor to render assessment as a digital resource

A course will be stitched with these state customised resources

Name tags and data in each field will be filled as per the Metadata shared by NCERT, and the course will be sent for review

Reviewer checks the course contents. If all content is found to be appropriate, approves it and the course gets published on DIKSHA under that State tenant

Option 2 – Creating new course by translating the existing English courses of other organisation/States/ UTs in the state’s preferred language or developing in the state language itself

<table>
<thead>
<tr>
<th>What will be needed to get this step done?</th>
<th>(1) Creator &amp; Reviewer IDs, (2) Script of all resources (eCourses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will be the outcome of this step?</td>
<td>Course in State’s language</td>
</tr>
<tr>
<td>Who will do this?</td>
<td>Course Creation Team of the state - Creator, Reviewer, Mentor</td>
</tr>
</tbody>
</table>

Given below are the steps to follow to get translated courses prepared -

**Step 1: Access and use the Metadata** - Collect the eCourse, resources and metadata from the organization/States.

**Step 2: Download** - The digital resources available under each course need to be downloaded by state on their local system (Computer / Laptop).

**Step 3: Translate** the course resources - Using the eCourses (content scripts), states need to translate, customize and contextualize the resource in the state’s preferred language, and develop new videos / digital resources.

**Step 4: Create translated assessment** - Using the translated eCourses (content scripts) develop the assessment. This happens directly on the DIKSHA platform using the Creator ID and then stitching the assessment. The **No. of Attempts** need to be added in the Assessment resource. For NISHTHA FLNIt will be as per the directives of NCERT.

*Note:* Assessment needs to be developed on one single slide. Which means all questions to be added in one slide only. Also, no other slide to be added either before the questions slide or after. So, the assessment resource needs to have **only 1 slide** of all the questions.
How to create course assessments:
https://youtu.be/kl_CNanNgaw

Step 5: Upload the resources - Once the task of translation is completed by the state and local language resources are ready, all these resources created need to be uploaded on DIKSHA, using the creator login.

While uploading the newly designed resources on DIKSHA under the state's tenant, states need to necessarily refer to the metadata for appropriate naming and tagging of resources on the portal. Examples of metadata can be Board, Medium, Class, Subject, etc. Attributions to be given to each resource / video is also important for the state to be aware beforehand, so as to ensure appropriate tagging of attributions. Do refer to the Metadata Sheet Sample as shown in Option 1 above.

For renaming each resource and the course as a whole, State needs to ensure that `<2 letter state abbreviation><underscore><FLN>` is inserted as a Prefix, after the existing name as per NCERT metadata sheet. E.g - If the metadata sheet has a course with name ‘ICT in Education’ and if Jharkhand is doing this activity, then the state will rename it to `JH_FLN_ICT_in_Education`.

How to upload resources:
https://youtu.be/-o5gaf0aCdQ

Step 6: Review and Publish of resources and assessments- Using the reviewer login credentials, all resources are approved and published on DIKSHA. At this stage all resources become LIVE on DIKSHA. Do note that there is a system level ETA of ‘upto 4 hrs’ for a content course to move from creator login into the reviewer login.

How to review and publish Resources and Assessments:
https://youtu.be/cfWGDkdR4Fl

Step 7: Course Stitching - After resources are published the next step is to stitch a course using all live resources -

- **Create course** - Using the approved resources which are live on DIKSHA, a course is stitched using the creator credentials. The naming convention and metadata as given in NCERTs sheet needs to be used by the state. Refer to Step 3 above to check details on naming. Also, the character limit for course names needs to be limited to **40 characters only**. Ensure NISHTHAFLN is added as a KEYWORD in the course. As mentioned above this keyword needs to have all CAPITAL Letters.

- **Review & Publish** course - Creator to send the course / all resources for review. Do note that there is a system level ETA of ‘upto 4 hrs’ for a content course to move from creator login into the reviewer login.

- **Publish** - Using the reviewer login credentials, all course resources are approved and the course gets published on DIKSHA. At this stage the course becomes LIVE on DIKSHA

How to create a course:
https://drive.google.com/file/d/1489qb0XzMPRntxr-tSc-KjGiWsWFBnvB/view?usp=sharing
Step 8: Extract QR Codes - Once a course is made live in the ‘DIKSHA’ system, a QR code can be generated. The use of course code is to help interested users / teachers to scan and directly access the course without the need to do any manual search.

How to extract QR codes:
https://youtu.be/dzf39voXq3Q

Course Testing for Rendering of Resources

This is the Quality check portion of the process. Here, once the course is stitched and made live, there needs to be a check done to see if all the resources are opening and working smoothly on both the phone application and desktop portal.

<table>
<thead>
<tr>
<th>What will be needed to get this step done?</th>
<th>Create a test batch</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will be the outcome of this step?</td>
<td>Report on the status of technical readiness of the course</td>
</tr>
<tr>
<td>Who will do this?</td>
<td>This is user level testing. As such state / SCERT can assign any one for this task including a Teacher</td>
</tr>
</tbody>
</table>

Some points to check here are -

- Each resource is opening smoothly
- Videos are not clipped in the edges by buttons or some text is getting hidden
- Assessments are displayed properly, and answers are correct, and don’t show feedback to the user
- The reports are getting the correct details of testing usage, including assessment scores and course progress
- The details about certification are getting displayed

To do this,

Step 1: Make the course live in a batch for 2 working days, using Content Creator ID

Step 2: Mention about the course being purely for testing and without any certification. This needs to be categorically mentioned in the course description section. Also, the name of this course can be titled as ‘Test Course’ so that by looking at the name itself, users / teachers will not attempt it.

Step 3: Have some test users from the state team take the courses to test all the resources within. In case some resources don’t work, those need to be fixed. The details of such a resource and the associated issue need to be shared with the course creator or the officer who has assigned the
testing task to the user. For any technical guidance the state official can reach out to DIKSHA State POC.

Note: The team members from the State level L1 team, L2 team and all those who will be providing support to the teachers and end users, have to necessarily take the test course themselves beforehand to understand all details of the course - course name, content, modules, start date, end date, consent window, name check window, no. of modules, assessment questions, etc, including an overall user experience.

4. Certification

<table>
<thead>
<tr>
<th>What will be needed to get this step done?</th>
<th>Courses with certification attached to it</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will be the outcome of this step?</td>
<td>Integration of a ‘Certificate of Completion’ with State Tenant</td>
</tr>
<tr>
<td>Who will do this?</td>
<td>State Coordinator</td>
</tr>
</tbody>
</table>

This section covers the steps to be taken to get a certificate integrated for each course. Integrating the certificate to a state tenant is a one-time task, however attaching that to a batch is a task that the state will have to do for each course batch.

Certificate design

1. State to share the high resolution png images of the logo(s) to be added to the certificate, along with the designation of the signatory(ies) and the image of the signature(s). This needs to be updated in the google drive link (https://docs.google.com/spreadsheets/d/1-6syv-OkKr6sbDfB1I2Z5v2txyjwUM7YlTqdNHz6w/edit#gid=0) and then emailed to tpd@teamdiksha.org. Designs of ‘Certification of Completion’ can be checked in Annexure IV. Samples shown in annexure have all combinations of logos and signatures displayed. Do note that the placement of Govt. of India logo and Diksha logo is fixed and can't be moved or replaced by any other logo. Also, in case of ‘NISHTHA FLN’ the certificate template will be designed from backend and made available to States to select and attach it to the batch.

2. DIKSHA team to create a mockup (sample design) of the certificate and share it with the State for approval. This step takes 5 working days.

3. State to approve the mockup on mail and share it with TeamDIKSHA

4. TeamDIKSHA uploads the certificate design onto the state tenant which then becomes visible to the State under the ‘Add Certificate’ module.
The above process of creating a template takes 5 to 7 working days from the date of sharing approval from the State on the mock up sample. The next step is to attach the certificate to courses. This is further explained under the ‘Attach Course Certificate to the Batch’ section under Phase 2 Launch.

5. Teacher Onboarding

Teacher onboarding is an activity which will enable the states to receive data on the course consumption. Based on the teacher onboarding option adopted by states, the data is made available in their admin logins.

<table>
<thead>
<tr>
<th>What will be needed to get this step done?</th>
<th>Information on whether state has an existing system for teacher registration</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will be the outcome of this step?</td>
<td>Finalization on the way data is going to be created for statewide consumption</td>
</tr>
<tr>
<td>Who will do this?</td>
<td>State Nodal Officer from SCERT and the Technical head handling teacher MIS for the state education dept</td>
</tr>
</tbody>
</table>

As can be seen in the section below there are 3 options for states to receive data. The details of all these options have been explained below with relevant reports that will be available under that option, and the associated fields in those reports, for state’s consumption.

Option 1: Self - Registration by Teachers

This option is applicable to states which want to track their online teacher training initiative, by one parameter, which is the total enrollments & completions by districts. In this option, states can advise their teachers to Self-Register on the platform using their email ID or phone number and consume state courses. Some of the data that will be made available to states under this option includes - Course Name, Batch Name, User UUID (Unique Id for each user), State, District, Enrolment and completion Date, user progress, certificate status and total score in Assessments. A sample of the report can be seen below. States can use this course progress report to derive the count of course enrolments and completions by district, using the ‘State Name’ filter.. In this report the organization name will always be ‘DIKSHA Custodian Org.’ Course Creator & Course Mentor Ids need to be used to access this data.

*Note: As a thumb rule States need to ensure each user is on the latest version of DIKSHA App (4.0 and above) to have the best experience and for all functionalities to operate without any breakage. This will be applicable to all users and States irrespective of the onboarding option of States.*

Sample of Course Progress Exhaust Report (broken into two images as shown below) -
As a general instruction to all States irrespective of the teacher onboarding option they choose, they need to ensure that users update their profile using the EDIT button as shown in the image below. Fields to be filled using the available dropdowns are - Role, State, District, Block, Cluster, School Name. For the updated list of options to be visible in these dropdowns it will be imperative for the State to share the correct data with cluster level details with TeamDiksha, as and when there is any update in the earlier shared database. The course progress report gets details on the user’s demographic details from this page of each user.

- [https://youtu.be/tL25_m800ww](https://youtu.be/tL25_m800ww) - Laptop or Computer
- [https://youtu.be/JsezA9ysA_I](https://youtu.be/JsezA9ysA_I) - Android Phone
Option 2: Self Sign Up (SSU) - Is a combination of Self Registration + Self Declaration

This option will be applicable for states which wants to track the consumption of their online teacher training courses, **by individual teachers, but they don’t have any existing Teacher Portal**

- **Step 1** - Self Declaration by state teachers on their profile page - This step includes filling up of self declaration data by teachers from the state, with **state specific ‘Employee ID’** and Mobile Number, as two critical fields for the state to be able to cross check and verify individual records with their database. A screenshot of the self declaration page has been shown below. As can be seen only 4 fields need to be filled by users. Those are - 1) Name of the State with whom the Users are open to share their personal details like (Employee ID, Mobile Number and Email ID), 2) Employee ID / Teacher ID / Unique ID as assigned by the State to the Users for their identification, 3) Mobile Number, 2) Email ID.

The Mobile number and Email ID fields have a validation attached to it. Which means once the number / email is entered an OTP (one time password) will get triggered and that needs to be filled in the given space for validating these 2 fields.
Note: After the self declaration details are submitted in the page as shown above, teachers / users will be able to see the details that they entered under the ‘Profile’ section. A screenshot of the page can be seen below.

Secondly, it will be important for states to note that the concept of ‘Green Tick Mark’ on the user’s profile is NO MORE APPLICABLE. Which means the self declaration page in the User’s Profile will always be in editable mode for the user / teacher to be able to update his details as and when there is any change in it.

- Step 2 - Teachers attempt the course. While attempting the course the Teachers / Users will be...
asked to provide consent on sharing their personal details with the course creator / administrator. It will be in the form of a ‘Consent Window’ that will pop up on the screen. Here users will have the option to select YES or NO. In case any user selects NO option, then the PII details of this user will not be available in the User Profile Report that gets generated, as part of the course reports. A screenshot of the content window can be seen here -

- **Step 3** - Course Creator / Course Mentor can request for the Course progress exhaust on DIKSHA (Report sample can be seen in the 1st screenshot given below)

- **Step 4** - Identify the teachers who have enrolled but **not completed** the course - this can be done by matching the Unique User ID (UUID) in ‘Course Progress Exhaust report’ with ‘Self Declared Users’ report (SSU Dump file)
  - To get this Self Declared Users report, the ‘Org Admin’ has to login to DIKSHA
  - Click on MANAGE button in Profile
  - Click on ‘Download’ against ‘Self declare user details’

- **Step 5** - Match the **Unique User ID** from the ‘Course Progress Exhaust’ in the ‘SSU download file’ to find out the complete details of that teacher. Do note that the data point that will be common in ‘Course Progress exhaust’ and ‘SSU Download file’ will be the **Unique User ID (UUID)**, which is the unique number assigned to each user on DIKSHA.

- **Step 6** - Derive insights on which teacher has not enrolled for the course based on the missing UUID in the course progress exhaust, as compared to the SSU Download file, then finding out the teacher using that match. This data will empower the block and cluster resources to follow up with their teachers to ensure 100% enrollment & completion for each course.

  Do note that, to cross check the mobile number and email Ids of the Teachers, the ‘Self Declared User Report’ (sample given below) can be used to compare it with the state database, because this report has **unmasked mobile numbers and email ids** as entered by the teachers while filling the self declaration form in their Profile.

Sample of **Course Progres Exhaust Report** (broken into two images as shown below) -
Do note that the course progress report has a column to highlight the **percentage marks obtained in the assessment**. So, creators of batches with score based certification can get inputs on how many qualified for the 'course certificate' based on this report and the 'Total Score' column.

Also, for States that have shared their cluster details with TeamDIKSHA, the course progress reports have the names of clusters filled against each record.

Using the 'Course progress report' it will be imperative for State admins / creators / course mentors to keep a check & watch on whether there are users who have 100% 'Progress' but the 'Certificate Status' is blank, as that would mean the user has not received certificate in spite of completing the course. The turn around time (TAT) for getting a certificate issued for all completed users is 3 to 5 working days. So in case the 'Certificate Status' shows blank even after 5 days then the State L1 team needs to raise a ticket with the Support team (sending mail from the whitelisted Email ID\(^1\)) to get the certificates pushed from the back end. Here the State needs to share the 'Course Progress Report' filtered with only those rows which show the user's 'Progress' as 100% but the 'Certificate Status' is blank. The TAT for this task will be upto 5 working days.

Sample of Teacher's **Self Declared Users Report called CONSENT Report** (Users who have given their consent to share their information). The report has been broken into two images as shown below -

---

\(^1\) Maximum 4 Email IDs to be shared by States for Whitelisting
Option 3: Single Sign On (SSO)

This option will be applicable for states which want to track the consumption of their online teacher training courses by individual teachers, and have a Teacher Portal with teacher login enabled.

Here, states which have an active teacher portal with a teacher wise login, can do a SSO integration with DIKSHA. The following activities have to be done to complete SSO integration -

Following are the steps to enable option 2:

- **Step 1**: State NIC/tech team to reach out to DIKSHA implementation team via state DIKSHA to initiate the integration process
- **Step 2**: State NIC/tech team to provide the state school geodata as per the format provided by team DIKSHA,
- **Step 3**: State NIC/tech team and team DIKSHA to complete and validate the integration in test environment
- **Step 4**: State NIC/tech team to implement this integration in production environment
Note: The above steps typically take anywhere between 2-4 weeks depending on the availability of clean school data and state tech team to carry out the integration.

The report that gets generated in case of an SSO system includes all fields pertaining to the lowest level of drill down as the state may have in their own database. A sample of SSO based report can be seen below -

The steps to viewing user course progress are:

**Step 1:** On DIKSHA, in the course dashboard page, course creator requests for ‘Course progress Exhaust’

**Step 2:** On DIKSHA, in the course dashboard page, course creator requests for ‘User Profile Exhaust’. User has to enter a password at the time of generation of this file. The same password is needed when opening this file.

**Step 3:** Match the common field between the two, which is the Unique User ID (UUID) to find the specific user Details such as external ID which you need.

Sample of User Profile Exhaust Report - (The report has been broken into two images as shown below)
As can be seen above, there are 3 options for a state to onboard its teachers onto DIKSHA. Here, states are requested to reach out to your respective DIKSHA State POC, for any assistance needed.

States which have already completed their teacher onboarding process with the SSO option during elementary NISHTHA may ignore this section, as they already have access to a complete set of teacher-wise data metrics on consumption. However, they need to ensure that their Pre-primary & Primary teachers’ details are also added to the state database, including sharing updated Geodata of all Pre-primary & Primary schools with DIKSHA.

Also, do note that data generation will be based on an on-demand approach with a 24 hour turnaround time for the report(s) to be made available to the state tenant.

Security certification (SSL) will be a mandatory requirement for States to ensure.

Accessing REPORTS

Do note that the course reports have been divided on the basis of the two areas mentioned below -

1) Course related Information - This report contains the details of the course, users performance in that course, enrollment date, completion status, certificate issuance date, etc.. The reports that gets generated as part of this category are
   a) COURSE PROGRESS EXHAUST REPORT
   b) QUESTION SET REPORT

2) Performance data on States / Districts
   a) Course Adoption report - This report will be available under the ‘Admin Reports’ section under administrator’s profile with ‘Report Viewer’ role. Being a real time report it will not involve any requests to be placed for generation of download links. As can be seen in the screenshot below the report will include consumption numbers, which can help the States understand the adoption of the course(s) across their State and respective districts. This report helps the State administrators in accessing information on all ongoing batches, at one go, without any need to down individual ‘course progress reports’ of each batch and then collating it to extract the overall consumption & adoption numbers.
3) **Personally Identifiable Information (PII)** - This report contains the user’s name, mobile number, email id and the external ID. The report that gets generated as part of this category is -

a) **USER EXHAUST REPORT**

The admin user is prompted to add a password, which is a mandatory field while raising the report request. And once the report is generated the same password needs to be used to open the csv file.

The image shown below will give you an idea of the screen from where the above mentioned reports can be requested, accessed and downloaded.
All course related reports will have a DEMAND based generation. This would mean the state has to place a request, and the report will start reflecting in the reports window after a period of 24 to 36 hrs based on the volume of requests. Once the processing is complete the download button gets enabled. Using this button the State user can download the associated report. All reports get downloaded in the form of a csv to ensure minimal size of these data files.

**How to access course reports :**

https://drive.google.com/file/d/1fkzbWpg-FKeZRTaKcWjWZK8cUG9UQn0/view?usp=sharing
For States going ahead with the SSU option of Teacher Onboarding, the process to access and download the Self Declared User Report has been shown below. As a first step using the ‘Org. Admin ID’ state needs to log into Diksha and click on the MANAGE button.

After clicking on the MANAGE button, User will get access to the ‘Download’ button for Self declared users report / Consent Report. This button will help download the csv dump of the last updated self declaration details by teachers and users.

6. Support System
Support system helps Teachers in addressing their questions pertaining to content as well as technical queries that they may face while attempting to access or consume the content on DIKSHA. The possible areas that the Teachers can come across their online training journey can be - Information on exiting course(s), Technical queries relating to Diksha, Course content related questions, Details pertaining to certificate or upcoming course(s)

<table>
<thead>
<tr>
<th>What will be needed to get this step done?</th>
<th>Details on the available Whatsapp groups and its spread from state to clusters. Details of available helpdesk, telephonic support system or email based support system, if any</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will be the outcome of this step?</td>
<td>Structure of a Support Mechanism</td>
</tr>
<tr>
<td>Who will do this?</td>
<td>State Coordinator</td>
</tr>
</tbody>
</table>

Standard Operating Procedure on Helpdesk Creation - To get the troubleshooting and escalation process in place, the logical next steps to be taken to build a dependable support system include

- Identification of Resources for Support - Identify technical support at block and district level to serve as Technical Admins for their respective geographical areas. They will be responsible to understand
the issues of teachers / users from their area, resolve them and if unable to resolve then escalate to the State Technical Admin.

- **Identify Support Medium(s)** - States can look at multiple support mechanisms (as shown below) to handle queries and escalations. Given below are the different mediums, however DIKSHA’s experience in multiple states highlights Telegram / WhatsApp based support as **one of the easiest to implement** and operate. Other support mediums like User Manuals and ‘How to’ videos need to be translated in the state’s language for the teachers & users to be able to easily understand and comprehend.

- **Training of Support Team Members** - This step involves conducting an orientation session of the state help desk team with Diksha helpdesk to understand the process of identification of technical issues and escalation

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Types of Supports to Teachers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>User Manuals, giving step by step details of the 'HOW' - of all processes</td>
</tr>
<tr>
<td>2</td>
<td>‘How To’ videos showing the process to resolve some issue else to proceed with some activity in step by step manner</td>
</tr>
<tr>
<td>3</td>
<td>Whatsapp based support</td>
</tr>
<tr>
<td>4</td>
<td>Telegram based support</td>
</tr>
<tr>
<td>5</td>
<td>Email based support</td>
</tr>
<tr>
<td>6</td>
<td>Human Resource based support</td>
</tr>
</tbody>
</table>

Shown below is a structure of a support mechanism based on **Telegram** or Whatsapp groups in a state. The structure shows the way support & collaboration can be carried out using such groups as a communication mode.
**MyGroups** - This is a functionality available for any user to create small controlled groups. The group administrator can - 1) Add members using their Diksha IDs, 2) Assign courses to them, 3) Track enrollment, consumption & completion on each course. In doing so, a csv file based data download access is also provided to the administrator. Within 'MyGroups' there is a functionality to create a 'Discussion Forum'. This forum will be at a group level and not at a course level. Which means discussions, clarifications and sharing of experience can happen within this controlled group on any of the topics pertaining to the course(s) assigned by the group admin. Any member can start a new thread of discussion and each topic / thread can have option to upvote, downvote, add comments and save a favourite for instant access from the 'My Discussion' tab/ An image of the discussion forum link and the actual page can be seen in the given screenshots.
Do note that this ‘Discussion forum’ is different from ‘Batch level Discussion Forum’ which you will get to know in the subsequent sections of this SOP.

**Use Case:** A CRC can create his/her group of cluster teachers → Assign them courses on the first day of course roll out → And then keep a track on enrollment and completion of each member of the group, which is visible in form of progress percentage. This way the CRC need not reach out to each member individually on phone or whatsapp message to take an update on the percent of progress, because this data will be available to the group admin in his MyGroups page itself, as shown in below screenshot.
7. Planning for Outreach

- What will be needed to get this step done? Course Calendar, Target Audience
- What will be the outcome of this step? Modes of Communication, Types of Communication, Frequency of Communication
- Who will do this? NISHTHA Technical Admins

The communication and outreach through a structured mechanism may include:

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Activities / Type of posts</th>
<th>Key messaging</th>
<th>Mediums / Platforms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre Launch</td>
<td>Process Information</td>
<td>Describe the following in a document/ppt/film: 1. DIKSHA App. download process 2. Process for Login and register for training 3. How to take training</td>
<td>WhatsApp, Email, Webpage &amp; Social Media(SM)</td>
</tr>
<tr>
<td>1</td>
<td>Support Information</td>
<td>Publish the helpline and other support information</td>
<td>WhatsApp, Email, Webpage &amp; Social Media(SM)</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Value proposition messages</td>
<td>A series of communication to motivate teachers to understand the benefits of NISHTHA Courses</td>
<td>Whatsapp /webpage/ SM</td>
</tr>
<tr>
<td>---</td>
<td>-----------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>1</td>
<td>Launch message</td>
<td>Announcement about course launch process information and helpline details</td>
<td>WhatsApp, Email, Webpage &amp; Social Media(SM)</td>
</tr>
<tr>
<td>2</td>
<td>Leadership Messages</td>
<td>In text or video format: Announcing the launch and motivating teachers to undergo and complete the training</td>
<td>WhatsApp, Email, Webpage &amp; Social Media(SM)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Post launch - Sustained Campaign with suggested frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>5</td>
</tr>
</tbody>
</table>
6
Schedule for next month
Post 2 days before month end
Complete course schedule of next month
Whatsapp /SM/ Webpage

There are quite a few collaterals created for outreach usage. These are in editable format and therefore can be used by each state to customize in their preferred language. Click on the link below to access these - 
https://drive.google.com/drive/folders/1MWWxxkqW7xjRxfgTldKwgtmNF0hwP1V?usp=sharing

8. Overall Readiness Check

This will be an important point and will include covering all points and checks pertaining to course or certification or communication, before the roll out of the program.

<table>
<thead>
<tr>
<th></th>
<th>What will be needed to get this step done?</th>
<th>Course(s) to be published, Support mechanism to be in place, Outreach plan to be in place</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>What will be the outcome of this step?</td>
<td>Status on the readiness of the state to roll out NISHTHA Course(s)</td>
</tr>
<tr>
<td></td>
<td>Who will do this?</td>
<td>NISHTHA State Coordinator and Tech Admin</td>
</tr>
</tbody>
</table>

Given below are 4 areas and the finer tasks for states to take care of before rolling our NISHTHA courses from DIKSHA -

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Category</th>
<th>Checklist Items for NISHTHA Courses Rollout</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Technical Checks</td>
<td>Successful End to End testing of course(s) done by teachers + support team (from course login to enrolment to course completion)</td>
</tr>
<tr>
<td>2</td>
<td>Support Desk Checks</td>
<td>Successful inclusion of tested users under all the reports including certification (progress report and score report)</td>
</tr>
<tr>
<td>3</td>
<td>Support Desk Checks</td>
<td>Certification and issuance criteria is finalized and encoded</td>
</tr>
<tr>
<td>4</td>
<td>Support Desk Checks</td>
<td>All assessments are working correctly, including randomization and limited attempts</td>
</tr>
<tr>
<td>5</td>
<td>Support Desk Checks</td>
<td>Check if discussion forum threads are active and working fine</td>
</tr>
<tr>
<td>6</td>
<td>Support Desk Checks</td>
<td>State helpline or help desk being ready, Telegram / Whatsapp groups having formed, and support personnel trained on the processes, including state L2 escalation process</td>
</tr>
</tbody>
</table>
Successful testing of escalation process from state helpdesk to DIKSHA Support Desk.

The resources from the State level L1 team, L2 team and all those who will be providing support to the teachers / end users, **have taken the test course themselves beforehand** to understand all details of the course - name, start date, end date, consent window, name check window, no. of folders, assessment, etc. including an overall user experience.

FAQs and Process documents shared on the web page and with the state support desk, if applicable.

Sharing of official communication with all stakeholders across districts and blocks on the launch date and the course consumption expectations.

Date wise calendar is made ready for releasing information on dates of upcoming courses.

Helpdesk number(s) and/or email id including the working time window displayed in all outreach communications or on the web page including Telegram Messages.

User level FAQs translated and shared based on the earlier experience.

Relevant outreach artefacts and material ready for distribution / circulation.

Communication about all users to be on **latest app version (4.0 and above)** has been done.

### Phase 2 - Launch

#### 1. Batch Creation -

Creation of a batch with a start and end date is an important step to make the published course open to the users to enrol and start consuming it. Batch creation is also a prerequisite for the completion certificate to be added to the course to be rolled out. Here states need to ensure a **gap of two days** is maintained after a course is made LIVE on the state tenant for the certificate to be integrated into the batch.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What will be needed to get this step done?</strong></td>
<td>The course needs to be in a published state for a batch to be created</td>
</tr>
<tr>
<td><strong>What will be the outcome of this step?</strong></td>
<td>Creation of a batch with a start date and end date</td>
</tr>
<tr>
<td><strong>Who will do this?</strong></td>
<td>Creators or Mentors</td>
</tr>
</tbody>
</table>
Here is how it needs to be done -

**Step 1** - A Course creator or a mentor need to login using their credentials
**Step 2** - Search for the course and open it
**Step 3** - Click on Batch Creation Tab
**Step 4** - Assign a Start date and end date for the batch

*How to create a course Batch:*
https://drive.google.com/file/d/1N_FfiAiVBSkhzOKc1UeIJ_Gn5yaXUR0P/view?usp=sharing

2. **Attach Course Certificate to the Batch**
The certificate format that gets integrated in the system, needs to be used to attach it to each batch. This step is especially essential as not all courses that get rolled out by states have a certificate attached to it. Therefore, it becomes important to define whether the batch that is getting published will be with or without a certificate..

<table>
<thead>
<tr>
<th>What will be needed to get this step done?</th>
<th>Have certificate design uploaded and ready to attach to published course</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will be the outcome of this step?</td>
<td>Certificate integration to the batch</td>
</tr>
<tr>
<td>Who will do this?</td>
<td>Creators or Mentors</td>
</tr>
</tbody>
</table>

The steps to get this done are -

**Step 1** - Login to DIKSHA using CREATOR ID
**Step 2** - Click on the COURSE tab to access the published courses under the state tenant
**Step 3** - Select the course for which batch has to be created
**Step 4** - Within the create batch box, select ‘Yes’ under **Issue certificates** option
**Step 5** - Click on the ‘Add certificate’ button on the pop up that appears
**Step 6** - Select the correct certificate template design that you want to attach to the batch
**Step 7** - Also choose the relevant options

- **Certificate Rule:** If the certificate will go to ‘All users’ who meet certificate issuance criteria, or only **validated state teachers**, who pass the criteria, needs to be finalised by the State. Do note that the ‘My State Teacher’ option needs to be selected by States who have active SSO integration. **States who don't have SSO should NOT select ‘My State Teacher’ option, but need to necessarily select only the ‘ALL’ option.** So, States with SSU (Self Declaration) option for teacher onboarding need to select the ‘ALL’ option. **SSO States can also opt for the ‘ALL’ option if they want to issue certificates to other State users / non validated users.**
● **Score rule:** What will be the minimum cut-off / passing percentage in the course assessment, for the user to get the certificate

**Step 8** - Review your selections carefully and preview the selected certificate once, and then click add certificate

![Batch Details](image)

**How to attach a course certificate:**

https://drive.google.com/file/d/1L9jrJqwNQFeMj_K2w46hbVMhM_S99tB/view?usp=sharing

**3. Activate the option of 'Discussion Forum' for the batch**

During Batch creation, the discussion forum can be enabled for that specific batch that would allow anyone who joined that course to discuss anything about the course, or even ask doubts and make clarifications on that forum. Do note that these batch level discussion forums are different from the ‘Discussion Forum’ that can be created by any user for a small controlled group as part of ‘MyGroups’ feature.

<table>
<thead>
<tr>
<th>What will be needed to get this step done?</th>
<th>The course needs to be published, with a batch ready to open for activating discussion forums</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will be the outcome of this step?</td>
<td>Discussion forum will be enabled for all users who are part of the batch as well as a discussion thread will be created</td>
</tr>
<tr>
<td>Who will do this?</td>
<td>Creators or Mentors</td>
</tr>
</tbody>
</table>

The steps to get this done are -

**Step 1** - Login to DIKSHA using CREATOR ID
Step 2 - Click on the COURSE tab to access the published courses under the state tenant
Step 3 - Select the course for which batch has to be created (or search it using Do ID)
Step 4 - Click on create create batch
Step 5 - Select ‘Yes’ for the Enable Discussions option

This activity enables the discussion forum for that batch.

This process enabled the discussion forums.
Once this is done the creator can start a discussion forum thread for course participants to respond to
Step 1: Click on the forums button on course page
Step 2: Click on ‘Start Discussion’
Step 3: Fill in the details in the pop up that comes and then click on Submit to start the discussion thread.

How to create a Batch level discussion thread :
https://drive.google.com/file/d/1E-sNNRLnEQA7cLkEaJc6ZAQS7yCLJU1m/view?usp=sharing

Discussion forums usage

The discussion forums at the batch level provide a great space for the course experts to interact with course participants, and vice versa. We can imagine certain ways of using this feature to orchestrate
interesting and productive interactions for all participants. Shown below are three such ideas for the state’s consideration -

a. **All purpose discussions thread:** The admin can create a single, all purpose thread where all the participants of the batch can come and interact and ask academic questions or queries related to the course and a dedicated team of a few course experts / SRGs can answer them on the same thread.

b. **Purpose led discussion threads:** The admin can create multiple threads, each with their own purpose (Eg: Topic 1 discussion thread, Topic 2 discussion thread, etc.), so participants can go to the relevant topic / module related thread and interact there.

c. **District wise discussions:** The admin can create a separate discussion thread for each district within the state, and participants from the respective districts can enter their own district threads and interact there, ideally with district level expert(s) to assist them with questions they may ask.

*Note:* The course administrator / State administration needs to ensure appropriate information is shared with users in respect of some ground rules for usage of these discussion forums, so that the interactions remain limited to the purpose for which it has been created. Also, disclaimer needs to be given to all participants in respect of the appropriateness of messages to be shared in these forums. This is especially important to highlight because in case of any incorrect / indecent message getting posted on the group, only that individual will have the right to remove the wrong message / statement posted. Admin will not have the right to delete messages posted by participants.

4. **Add Banner under the State tenant**

<table>
<thead>
<tr>
<th>What will be needed to get this step done?</th>
<th>Creation of a course batch with start and end date</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will be the outcome of this step?</td>
<td>A Banner available to all users that they can click on to access courses</td>
</tr>
<tr>
<td>Who will do this?</td>
<td>State Admin</td>
</tr>
</tbody>
</table>

There would be Banner based discovery enabled for the upcoming NISHTHA FLN program, where each state tenant will run a pre-configured Banner to help their users find and take NISHTHA courses on the DIKSHA Mobile App. This feature is enabled only on Mobile App for now as more than 90% users consume courses on their phone. The banner is an additional option for a state to help users find content quickly. For the NISHTHA FLN program the banner will be added from the system backend, with no role for the State team to play in enabling it and the banner punchline would be - **Click here for ‘NISHTHA FLN Courses !!**
Note: For the users to be able to view the ‘Banner’ following criteria needs to be met - 1) User needs to be on Mobile App version 4.0 or above. 2) Users need to enable the ‘New DIKSHA Experience’ option in their Diksha App. Banner will not be visible for portal users.

5. Outreach & Communication (Formal Announcement) -

<table>
<thead>
<tr>
<th></th>
<th>What will be needed to get this step done?</th>
<th>Key messaging</th>
<th>Mediums / Platforms</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Creation of a course batch with start and end date</td>
<td>Courses launch details + Helpline details</td>
<td>Whatsapp / Twitter / Facebook</td>
</tr>
<tr>
<td></td>
<td>Announcement &amp; Communication to be done regarding roll out of course(s)</td>
<td>About the launch and motivating teachers to undergo and complete the training</td>
<td>Twitter / Facebook / YouTube / Instagram</td>
</tr>
</tbody>
</table>

This step would involve issuance of an official communication by the state in form of a letter / circular, announcing the roll out of NISHTHA courses from DIKSHA platform. The announcement can be in the form of an official letter getting issued from the desk of a senior state official.
Phase 3 - Post Launch

1. Data Consumption

<table>
<thead>
<tr>
<th>What will be needed to get this step done?</th>
<th>The course link(s) has been rolled out to the masses and the consumption has started</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will be the outcome of this step?</td>
<td>State constantly monitors the adoption and progress of the courses within the state</td>
</tr>
<tr>
<td>Who will do this?</td>
<td>Course Creator / Course Mentor - State Technical Admin</td>
</tr>
</tbody>
</table>

The kind of data a state will receive will be completely based on the type of onboarding solution the state adopts, as discussed in the point on ‘Teacher Onboarding Options’ above. Samples of the different types of reports available on DIKSHA, can be viewed in the section on ‘Teacher Onboarding’ in this document.

Once the course has been rolled out to the targeted teacher base and they have been intimated about how to access the same, the consumption of the same begins. The number of teachers who enrolled and completed the courses district wise can be calculated through the Course progress Report while the score obtained by the individual teachers can be obtained through the Score Report. In order to access the reports, the Course Creator / Course Mentor can follow the following steps

1. Log into DIKSHA using the creator or mentor username & password
2. Search for the course which has been published
3. Click on the ‘Course Dashboard’
4. Click on ‘Progress Report’
5. A csv file will get downloaded, which will have the details like - Name of the User, State name, District name, Date of enrolment, Course ID, Course Progress in %, Completion date, Certificate Status, do-id wise progress %

How to access Data reports:
https://drive.google.com/file/d/1fKzbWpq-FKeZRTaKcWjWZXK8cUG9UQn0/view?usp=sharing
Once the data is made available in the form of a course progress report, the state needs to do a drill down of the data to find out the district and block wise percentage of enrollment & completion. Following steps needs to be followed by the state to ensure higher adoption of course by state teachers -

1. Refer to the ‘Course Progress Report’
2. For teachers not enrolled or after enrolment not completed any course, their district, block and cluster details need to extracted from state’s database
3. This teacher wise data needs to be shared with block resources for doing a follow up with the teacher, to ensure enrollment and course completion

Targeted Actions

Once the data is made available in the form of a course progress report, the state needs to do a drill down of the data to find out the district and block wise percentage of enrollment & completion. Following steps needs to be followed by the state to ensure higher adoption of course by state teachers -

1. Refer to the ‘Course Progress Report’
2. For teachers not enrolled or after enrolment not completed any course, their district, block and cluster details need to extracted from state’s database
3. This teacher wise data needs to be shared with block resources for doing a follow up with the teacher, to ensure enrollment and course completion
<table>
<thead>
<tr>
<th>District</th>
<th>%age Teacher (II Gr.) Level 1 i.e. कक्षा 1 to 5 के शिक्षक जिन्होंने Module 2 शुरू नहीं किया है</th>
<th>29-Jul</th>
<th>3-Aug</th>
</tr>
</thead>
<tbody>
<tr>
<td>KOTA</td>
<td></td>
<td>48%</td>
<td>43%</td>
</tr>
<tr>
<td>BARAN</td>
<td></td>
<td>43%</td>
<td>39%</td>
</tr>
<tr>
<td>CHURU</td>
<td></td>
<td>43%</td>
<td>36%</td>
</tr>
<tr>
<td>BANSWARA</td>
<td></td>
<td>40%</td>
<td>35%</td>
</tr>
<tr>
<td>DUNGARPUR</td>
<td></td>
<td>41%</td>
<td>35%</td>
</tr>
<tr>
<td>BIKAWer</td>
<td></td>
<td>36%</td>
<td>31%</td>
</tr>
<tr>
<td>DAUSA</td>
<td></td>
<td>37%</td>
<td>29%</td>
</tr>
<tr>
<td>PALI</td>
<td></td>
<td>33%</td>
<td>29%</td>
</tr>
<tr>
<td>BUNDI</td>
<td></td>
<td>34%</td>
<td>29%</td>
</tr>
<tr>
<td>JHALAWAR</td>
<td></td>
<td>32%</td>
<td>28%</td>
</tr>
<tr>
<td>JHUNJHUNUNUN</td>
<td></td>
<td>32%</td>
<td>28%</td>
</tr>
<tr>
<td>PRATAPGARH</td>
<td></td>
<td>35%</td>
<td>27%</td>
</tr>
<tr>
<td>KARaulI</td>
<td></td>
<td>32%</td>
<td>27%</td>
</tr>
<tr>
<td>JAISALMER</td>
<td></td>
<td>30%</td>
<td>24%</td>
</tr>
<tr>
<td>RAJSAMAND</td>
<td></td>
<td>27%</td>
<td>22%</td>
</tr>
<tr>
<td>TONK</td>
<td></td>
<td>27%</td>
<td>22%</td>
</tr>
<tr>
<td>AJMER</td>
<td></td>
<td>26%</td>
<td>22%</td>
</tr>
<tr>
<td>JALOR</td>
<td></td>
<td>26%</td>
<td>21%</td>
</tr>
<tr>
<td>S.MADHOPUR</td>
<td></td>
<td>25%</td>
<td>21%</td>
</tr>
<tr>
<td>UDAIPUR</td>
<td></td>
<td>25%</td>
<td>21%</td>
</tr>
<tr>
<td>ALWAR</td>
<td></td>
<td>25%</td>
<td>20%</td>
</tr>
<tr>
<td>BHILWARA</td>
<td></td>
<td>23%</td>
<td>20%</td>
</tr>
<tr>
<td>SIROH</td>
<td></td>
<td>24%</td>
<td>19%</td>
</tr>
<tr>
<td>BARMER</td>
<td></td>
<td>24%</td>
<td>18%</td>
</tr>
<tr>
<td>DHAULPUR</td>
<td></td>
<td>21%</td>
<td>18%</td>
</tr>
<tr>
<td>HANUMANGARH</td>
<td></td>
<td>21%</td>
<td>18%</td>
</tr>
</tbody>
</table>
2. Sustained Outreach

<table>
<thead>
<tr>
<th>What will be needed to get this step done?</th>
<th>The course link(s) has been rolled out to the masses and the consumption has started</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will be the outcome of this step?</td>
<td>Teachers are frequently nudged towards course enrolment and completion</td>
</tr>
<tr>
<td>Who will do this?</td>
<td>State NISHTHA Coordinators</td>
</tr>
</tbody>
</table>

Once the course has been rolled out to the targeted teacher base and they have been intimated about how to access the same, frequent nudges need to be made in order to drive the teachers more towards course enrolment and completion. This can be done by taking into account the following:

- Highlighting the potential advantages and key learning from the course which the teachers will receive after completion of the course. This can be circulated in the form of a poster to all the teachers. e.g. as shown below. Also, if the state has access to teacher level data then teachers can also be recognized on some pre-decided criteria.
- Pinned posts at various social media handles and official websites about the course which reminds the intended audience to consume the course e.g.
- **Inspiring the teachers** through certificates / digital credentials. And, **addressing some of the key queries** which may have been received using the established support channels in the states e.g.

**Roll out of Next Courses**

As per the course schedule, communication regarding the rollout of the next set of courses can be disseminated amongst the teachers to help them get ready for the same. Once the date of the next set of courses has been intimated, the courses can be rolled out on the scheduled date. Examples of how teachers can be communicated about the next courses can be seen below. Mediums to disseminate the course schedule can include Whatsapp, Telegram and State portal.
कोर्स शुरुआत
“सीखने के प्रतिफल की समझ और संसाधन”
शुरुआत शीघ्र होने वाली है!

8 Sep – सीखने के प्रतिफल / परीक्षा पर समझ (Learning Outcomes)
18 Sep – पाठ्यपुस्तकें - शिक्षकों की मिश्र
28 Sep – RSK दीवार एंडवूक - बेहतर शिक्षण योजना बनाने का पुल आगाज़
8 Oct – पाठ योजनाएं (Lesson Planning) – सीखने-सीखने का आपात

क्या आप बच्चों की सफलता की ओर कदम उठाने के लिए तैयार हैं?

यह शुरुआत दीवार एंड ए के माध्यम से शीघ्र ही आप तक पहुंचेगी।

जल्द आ रहा है नया कोर्स...
“हमारा घर हमारा विद्यालय”
कार्यक्रम से परिचय
Local Contacts (Details of DIKSHA States)
State wise details of DIKSHA PMU members can be found in the Annexures VIII

<table>
<thead>
<tr>
<th>Sr.</th>
<th>State</th>
<th>Name of the DIKSHA POC</th>
<th>Phone Number</th>
<th>Email ID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

This next section has ANNEXURES with topic specific details and steps

Annexure I- Steps on how to create Assessment on DIKSHA

Apart from the Learning Resources in a course, even Practice resources or Assessments can be added as a resource. These elements are usually used in two ways

- As a knowledge check at the end of each module (Practice Resource)
- As an assessment at the end of a course (Course assessment)

Creator credentials are required to create these assessments on the DIKSHA tool. While the tool offers capabilities to create MCQs, Fill in the blanks and more, the best practice has been to give comprehensive MCQ questions as assessments. There are three stages to Assessment creation:
This makes the assessment live, makes it ready to be added to any course.

Some points to keep in mind:

- There will be a pop up at the start of creation asking how many attempts a user has while taking this assessment, ensuring that is entered correctly before proceeding.
- Disable ‘Show immediate feedback’ option once the Assessment is created. This will disable the feature that tells the user if they answered a question wrong or correct.
- To randomize the questions from the total set of questions, choose the specific number that needs to be displayed to the user from the display drop down.
- Ensure the content type is set to ‘self assess’ in the Assessment details screen, if not, data of user responses might not get captured correctly.
- A user can take an assessment multiple times, but their best try, or best attempt will be recorded in the data report.
- If you are planning to add certificate of merit, ensure the courses assessment falls at the end of the course.

Note: All the questions need to be in ONE SLIDE for the randomization functionality to work.

For detailed inputs on this topic, do refer to the links to PDFs / video tutorials given in the next annexure.

Annexure II – Steps on How to Stitch Resources into a Course

Once the resources and assessments are uploaded, the next step is to gather these resources in a logical way and give a structure to the course which is known as course stitching. This is done by a content creator/mentor. The steps here include:

- Creation of modules or units inside the course
- Adding relevant resources and assessments
• Filling the relevant details for publishing the course

Once this is done the next step is to send the course for review and publish. This is done by the course reviewer.

Login to the reviewer account on DIKSHA → Workspace → Up for review → Reviewer checks content of courses → Publishes the course.

Once it is published a **do_id** gets assigned to the course. This ID being unique to the course, becomes handy for anyone to recall and fetch the course. This do_id can be pasted in the search bar on DIKSHA to find the course.

*For detailed inputs on this topic, do refer to the links video tutorials given in the next annexure*

=======================================================================

Annexure III - List of all User Manuals / Videos Tutorials for States

Given below are the frequently asked questions (FAQs) by end users / teachers, and the corresponding reference material in form of user manuals / tutorials.

<table>
<thead>
<tr>
<th>Sr.</th>
<th>FAQ by the Teacher / End User</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>How do I install DIKSHA ?</td>
<td><a href="https://youtu.be/ceZD5VET7vk">https://youtu.be/ceZD5VET7vk</a></td>
</tr>
<tr>
<td>2</td>
<td>How do I Sign-In or Register on DIKSHA using my Laptop or Computer ?</td>
<td><a href="https://youtu.be/tL25_m8O0ww">https://youtu.be/tL25_m8O0ww</a></td>
</tr>
<tr>
<td>3</td>
<td>How do I Sign-In or Register on DIKSHA using my Android Phone ?</td>
<td><a href="https://youtu.be/JsezA9ysA_1">https://youtu.be/JsezA9ysA_1</a></td>
</tr>
<tr>
<td>4</td>
<td>How to login and consume DIKSHA courses on an Android Phone?</td>
<td><a href="https://youtu.be/Bse2HRGkSxw">https://youtu.be/Bse2HRGkSxw</a></td>
</tr>
<tr>
<td>5</td>
<td>How to login and consume DIKSHA courses on a Laptop or Computer?</td>
<td><a href="https://youtu.be/fhNgG6I52al">https://youtu.be/fhNgG6I52al</a></td>
</tr>
</tbody>
</table>
Given below are the list of activities handled by State technical administrators / creators, and the corresponding reference material in form of user manuals / tutorials to assist them in understanding the process and steps.

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Name of the supporting documents/videos</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>How to <strong>copy</strong> a course</td>
<td><a href="https://drive.google.com/file/d/1WtNfOCx-DhQACRwc2latNybkTEGHF7B/view?usp=sharing">https://drive.google.com/file/d/1WtNfOCx-DhQACRwc2latNybkTEGHF7B/view?usp=sharing</a></td>
</tr>
<tr>
<td>2</td>
<td>How to <strong>Create a course</strong></td>
<td><a href="https://drive.google.com/file/d/1489q0XzMPRntxr-tSc-KGiWsWFBnvB/view?usp=sharing">https://drive.google.com/file/d/1489q0XzMPRntxr-tSc-KGiWsWFBnvB/view?usp=sharing</a></td>
</tr>
<tr>
<td>3</td>
<td>How to review and <strong>publish</strong> your course</td>
<td><a href="https://drive.google.com/file/d/1X0FmY6S_yaCd1O4nmQwilZ4ov7c-Ed8M/view?usp=sharing">https://drive.google.com/file/d/1X0FmY6S_yaCd1O4nmQwilZ4ov7c-Ed8M/view?usp=sharing</a></td>
</tr>
<tr>
<td>4</td>
<td>How to <strong>upload resources</strong> on DIKSHA</td>
<td><a href="https://youtu.be/-o5gafOaCdQ">https://youtu.be/-o5gafOaCdQ</a></td>
</tr>
<tr>
<td>5</td>
<td>How to <strong>create Course Assessments</strong> on DIKSHA</td>
<td><a href="https://youtu.be/kl_CNanNgaw">https://youtu.be/kl_CNanNgaw</a></td>
</tr>
<tr>
<td>6</td>
<td>How to <strong>review and publish resources</strong></td>
<td><a href="https://youtu.be/cfWGDkdR4FI">https://youtu.be/cfWGDkdR4FI</a></td>
</tr>
<tr>
<td>7</td>
<td>How to <strong>stitch a course</strong> on DIKSHA</td>
<td><a href="https://drive.google.com/file/d/1489q0XzMPRntxr-tSc-KGiWsWFBnvB/view?usp=sharing">https://drive.google.com/file/d/1489q0XzMPRntxr-tSc-KGiWsWFBnvB/view?usp=sharing</a></td>
</tr>
<tr>
<td>8</td>
<td>How to <strong>create a Course Batch</strong></td>
<td><a href="https://drive.google.com/file/d/1N_FfJiAvBShkzOKc1UeIJ_Gn5yaXUROP/view?usp=sharing">https://drive.google.com/file/d/1N_FfJiAvBShkzOKc1UeIJ_Gn5yaXUROP/view?usp=sharing</a></td>
</tr>
<tr>
<td>9</td>
<td>How to get <strong>Course QR codes</strong></td>
<td><a href="https://youtu.be/dzf39voXq3Q">https://youtu.be/dzf39voXq3Q</a></td>
</tr>
<tr>
<td>10</td>
<td>How to <strong>Access data reports</strong></td>
<td><a href="https://drive.google.com/file/d/1fKzbWpg-FKeZRTfTaKcWjZK8cUG9UQn0/view?usp=sharing">https://drive.google.com/file/d/1fKzbWpg-FKeZRTfTaKcWjZK8cUG9UQn0/view?usp=sharing</a></td>
</tr>
<tr>
<td>11</td>
<td>How to <strong>Attach a certificate</strong></td>
<td><a href="https://drive.google.com/file/d/1L9irJgwNQFeMj_K2w46hbVMhVM_S99tB/view?usp=sharing">https://drive.google.com/file/d/1L9irJgwNQFeMj_K2w46hbVMhVM_S99tB/view?usp=sharing</a> <a href="https://youtu.be/ae14sGQWfeo">https://youtu.be/ae14sGQWfeo</a></td>
</tr>
<tr>
<td>12</td>
<td>How to <strong>Create a discussion thread</strong></td>
<td><a href="https://drive.google.com/file/d/1EsNNRlnEQA7cLkEaJc6ZAQS7yCLJU1m/view?usp=sharing">https://drive.google.com/file/d/1EsNNRlnEQA7cLkEaJc6ZAQS7yCLJU1m/view?usp=sharing</a></td>
</tr>
<tr>
<td>13</td>
<td>How to <strong>Re-issue certificates</strong></td>
<td><a href="https://drive.google.com/file/d/150ush9m1-SgDHG05U2X-MXpXDyJllL7/view?usp=sharing">https://drive.google.com/file/d/150ush9m1-SgDHG05U2X-MXpXDyJllL7/view?usp=sharing</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>14</td>
<td>How to enable <strong>Batch level discussion forums</strong></td>
<td><a href="https://drive.google.com/file/d/1lNKR2TtxZJyERXWPP61AxDbmZSYB8MKRV/view?usp=sharing">https://drive.google.com/file/d/1lNKR2TtxZJyERXWPP61AxDbmZSYB8MKRV/view?usp=sharing</a></td>
</tr>
<tr>
<td>15</td>
<td>How to <strong>randomize questions</strong> in a question set?</td>
<td><a href="https://youtu.be/M4iH_5xMJgL">https://youtu.be/M4iH_5xMJgL</a></td>
</tr>
<tr>
<td>16</td>
<td>How to create <strong>limited attempts based</strong> Assessments?</td>
<td><a href="https://drive.google.com/file/d/1gnEystGg8vatWaDuJ461W-kicFwlm/view?usp=sharing">https://drive.google.com/file/d/1gnEystGg8vatWaDuJ461W-kicFwlm/view?usp=sharing</a></td>
</tr>
</tbody>
</table>

---

### Annexure IV - Certificate Issuance Criteria

- Teacher(s) need to register themselves on DIKSHA portal. It will be important for the user to ensure the spelling of their first name and second name is **CORRECT**, as the same will be **automatically picked up by the system** to add in the certificate. As can be seen in the 3 screenshots below, users are prompted to check and correct their full name. This pop up window comes up after clicking on ‘Start Learning’ button and once the user clicks on the edit link then he/she is directed to the profile page where name correction can be done and submitted by clicking the **SUBMIT** button.

- Certificate of Merit is issued to users subject to meeting of 2 criteria as given below -
  - 100% completion of the course which will be measured on their course progress
  - Getting **minimum 70%** marks in the final course assessment
Another aspect of certificate issuance is who gets the certificates once they meet the above criteria. States can define either to issue these completion certificates to:

A) Every user who has completed the course, or
B) Only state validated teachers

In case of states with an SSO system in place, Option ‘B’ is recommended as their teachers are already validated. However, states who do not have their validated users yet and are keen to issue certificates, Option ‘A’ is recommended.

- Teachers need to complete the course in the given timeline (before the batch end date)
- State needs to ensure the details of certification to be mentioned in the UI under ‘Course Information’ section ‘while stitching the course, so that the user (teacher) is aware on the status of certification for the course (whether the participant will get a certificate after completing or not)
- The timeline for generation and issuance of certificate is anywhere between 3 to 5 working days from the date of course completion

Certificate Format

The format of ‘Certificate of Merit’ can be seen below. A ‘QR code based validation’ feature has been prominently added to this certificate. This feature helps in validating the certificate credentials. Once the QR code is scanned, the screen asks to add the 6 digit code which is seen below the QR code. Once added the following details of the certificate holder gets displayed - Name of the participant, Course Name, Date of course completion.

As can be seen 4 formats have been designed in different combinations of number of logos and number of signatories, as shown below. The given 4 images are purely indicative. The titles of all certificates can also be ‘Certificate of Participation’ based on different programs.

- 1 logo, 1 sign
- 1 logo, 2 signs
- 2 logos, 1 sign
- 2 logos, 2 signs

So, states have the option to opt for any of the mentioned combinations. The incorporation of State Govt. logo brings in the necessary authentication to the course completion. Also, it will be State’s prerogative to add NCERT logo or not. In case any State wants NCERT logo on top in combination with one of the State logos then even that will be possible.
Annexure V - Steps for providing support to end users using multi layered approach using Telegram or Whatsapp groups, and Steps to set up a State L1 helpdesk

As can be seen from the below process flow, the channel of communication between a state and DIKSHA team can be via two layers. *(A multi layered channel approach can be seen in the next process flow given in the next section of this annexure)*

The first layer needs to include selected team members who will be trained on the details of Troubleshooting and will be equipped with the resolutions to the frequently asked questions. These can be identified team members from districts who would serve as State L1 team. This team will decide if the issue raised by any Teacher is pertaining to course content or technical issues with Diksha portal/mobile app. And based on that analysis, the escalation of tickets will be done to either the NCERT desk
or Diksha technical team, which is the second layer as shown below. Steps for formation of State L1 desk can be seen in the next section of this annexure.

A consolidated Self help Manual has been prepared for support staff to get answers to process related queries and new capabilities. This will help them in equipping themselves to handle queries from teachers & end users. Use the link given below to access this powerpoint presentation. Do note that this deck can get updated as and when we come across newer queries or in case of any amendment in process or feature of the user interface. So, it will be advisable to share the given below link to support staff or end users, rather than sharing as a downloaded pdf.

https://drive.google.com/file/d/1yz4zufp0wbxFDFdHWhEMVdVQHDQLtahj/view?usp=sharing

State L1 Support Desk - Roles and Responsibilities

What is an L1 support desk?

L1 stands for Level 1 and denotes a team or a desk that operates centrally at the State level to handle support related queries from districts, blocks or clusters. This support desk can be an actual desk where identified resources are physically located to handle queries on telephone or Whatsapp, else this can also be a virtual desk with resources located at different locations, but serving as an L1 from their location.
Who can be part of L1 support desk?

To set up a State level L1 desk it is not necessary to hire any new resources, but existing resources who are well versed with DIKSHA ecosystem can be aligned into this role. Knowledge of DIKSHA portal, DIKSHA App, Smartphone operations, and general technical awareness can be the essential ingredients for anyone to be part of this L1 helpdesk.

Why is an L1 support desk needed?

Track record shows that the maximum number of queries from end users are process or program related. Very few are relating to some genuine technical issue on DIKSHA App or portal. Therefore there needs to be a channel for all such basic queries or issues or service requests to be handled and answered at the lowest geographical level in the State. This not only helps in faster turnaround time but also helps in providing the assistance to the end users in the state preferred language. Which is where States need to have a decentralised multi layered support system starting from cluster to block to district so that the load of volume of end user queries get distributed (Refer to the process flow shown below). However, in case of genuine technical issues faced by user(s) there needs to be a dedicated team of few individuals who would interact and interface with TeamDIKSHA’s support desk to ensure the issues are addressed on priority and end user’s learning is as less interrupted as possible. And this dedicated team will also help in filtering the irrelevant queries to identify genuine cases needing escalation. This is where the need for State L1 becomes imperative.

What is the role of an L1 support desk?

➔ To provide assistance to district support team in case of escalations or in case the district or block team is not aware of the resolution to some problem or does not have answer to some question raised by the end user
➔ To raise support tickets with DIKSHA support desk via predefined white-listed email Ids
➔ To interact and seek resolution from DIKSHA support desk

What should the L1 desk team members be aware of?

The team members need to be thorough and well aware of following areas -

➔ User interface of DIKSHA mobile app
➔ User interface of DIKSHA portal
➔ Login process on DIKSHA - Ways to create login id & password, How to login, What is captcha, How to log out, What is OTP, etc.
➔ Course workflow - What is a Banner, How to search for a course, How to join a course, how to track progress, how to initiate progress sync, how to use and attempt interactive content
➔ Profile Management - How to update / correct name, How to update demographic details (dist, block, cluster), How to access and download certificate, Where is Learner Passbook, When to use refresh button,
→ Apart from the areas mentioned above the support team members need to be aware of the frequently asked questions (FAQs) from the end users and the answers to these questions.

Process for an L1 desk team member to raise a ticket with DIKSHA Support team –

1. Check if the query from the end user / CRC / BRC is regarding some process related question or is it some technical issue in the App or Portal. Here L1 needs to ensure the end user is on the latest app and that in spite of following the troubleshooting steps, the issue prevails.

2. Next, the L1 team need to seek following details from the end user to be able to raise a ticket with DIKSHA’s support desk
   a. Screenshot of the issue faced or a screen recording
   b. In case of screen recording do check if the user has followed the correct steps
   c. Users device details - Mobile make, Android version, Diksha App version, User’s DIKSHA ID, do_id of the course in which the user is facing an issue

3. Once the L1 team is sure that the issue is indeed a technical issue then a mail needs to be marked to Diksha Support email Id, highlighting the issue. This mail needs to be sent from the Whitelisted Email Ids ONLY. If ticket is raised from any other non white-listed email id then such tickets get closed immediately.

4. DIKSHA support team will revert with a possible timeline to address the issue, based on the internal ETAs for different types of issues.

5. Once the issue is resolved, DIKSHA support team will revert to the ticket on email

6. State L1 team has to then convey this message or resolution or update to the end user who has escalated the issue till L1 team via CRCs or BRCs

To empower the Support Team members from the State, there are 3 types of resources created to help them in equipping themselves with requisite knowledge of product and process. The 2 resources are -

- **Self-Help Manual** - Prepared for support staff to get answers on process related queries, knowledge of new capabilities and awareness on troubleshooting steps - https://drive.google.com/file/d/1yz4zufp0wbxDFDdhEMVdVQHDLahj/view?usp=sharing

- **List of FAQs with Answers** - Prepared for support team to have readymade answers to frequently asked questions from the end users / teachers
  https://docs.google.com/spreadsheets/d/1NfmCEez5D2YGB0EVnFhBGmJblk-Q6EqPTmMo9Uhqc8/edit?usp=sharing

- **Consumption Tutorials** - The Annexure III in this SOP has training links covering areas like - How to download Diksha, How to sign in using Laptop or Phone, How to self declare, How to complete profile info and How to consume courses.

Shown below is an indicative process flow to show the decentralised model of support system with multiple layers from Cluster till State.
Annexure VI - Approach on Outreach

Nomination of a dedicated officer for communication and outreach is a recommended step to ensure focused efforts. Listed below are the options to be explored by states for outreach -

Develop a page on NISHTHA training on the state portal, or if the TPD page exists then add a section to it. This may be done as part of the launch with key information updated on the page.

In case a state has a portal or web page then it may use the page for -
Based on DIKSHA’s experience in many teacher training programs, States are recommended to educate their teachers on the below mentioned areas, before the launch of the program -

- How to download the DIKSHA App.
- How to update DISKHA App. from Playstore and the importance of updating it.
- How to self register on DIKSHA / How to create your user name & password / How to create your login id and password.
- How to complete self declaration form.
- Who should register? This course is meant for teachers of which grades.
- What are the dates for courses / What is the schedule?
- What is the Start Date, Enrollment End Date and Course End date for each course
- What is the use of QR code in searching the course.
- How to Join a course.
- Process and timeline for generation of a certificate and updation of course progress percentage.
- Once a certificate is generated, where will the user get to see and download it
- The phone numbers or whatsapp / telegram groups for teachers to reach out to, in case any support is needed.

As post launch continuous engagement plan, state may use this page as single repository for all updates

- To popularize this page State may send links of the webpage in its communication to teachers. This may be done on a regular basis and may be part of all communication so that with time teachers get habituated to refer to the webpage
- Add testimonial videos from teachers on their experiences for motivation and guidance to fellow teachers
- Dashboard with indicators such as district wise progress, number of teacher trainings completed etc may be added with time

Nodal officer to ensure that webpage is updated with latest information

States can devise a weekly plan for communication and leverage social media, WhatsApp groups to circulate crisp messages. The messages may vary with the stage of the program.
State may identify **champion teachers at district/block level** and train them to be mentor for their respective region.

State may also devise **incentives in the form of recognition or awards** to celebrate success and boost the consumption of trainings.

For any additional details on outreach related engagement, States can get in touch with DIKSHA POC.

There are quite a few collaterals created for outreach usage. These are in **editable format** and therefore can be used by each state to customize in their preferred language. Click on the link below to access these -

https://drive.google.com/drive/folders/1MWWxkqW7xjRxfqTLdKwwgNm9wP1V?usp=sharing

=======================================================================

**Annexure VII - DIKSHA Resource Creation Guidelines & Formats**

Given below are the standards & recommendations for inputs in respect of important fields of DIKSHA portal. Also do note that four types of content files are recommended to be developed for posting on DIKSHA – MP4, PDF, ePUB, WebM and H5P.

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Category</th>
<th>Portal / App fields</th>
<th>Standard / Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Certificate</td>
<td>Limit on No. of Characters for COURSE NAME</td>
<td>Recommended limit is <strong>40 to 45 characters</strong></td>
</tr>
<tr>
<td>2</td>
<td>Certificate</td>
<td>Cut-off Score / Passing percentage</td>
<td>A course needs to have <strong>ONLY 1 Assessment resource</strong> for this option to work. The passing percentage / score needs to be selected while attaching certificate to the Batch</td>
</tr>
<tr>
<td>3</td>
<td>Certificate</td>
<td>Certificate issuance rule</td>
<td>The rule needs to be selected from the given dropdown, while attaching a certificate to the batch. Here 2 options are available - ‘ALL’ or ‘My State Teacher’. ‘ALL’ means a certificate will be issued to all those who complete the course. And ‘My State Teacher’ would mean only the validated teachers of the State will get the certificate, rest will not get the certificate even if they complete the course and score more than minimum passing % in the assessment.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>4</td>
<td>Deactivating the message - 'This course is without certificate', while stitching the course</td>
<td>This message is system generated and as soon as a certificate is attached to the course this message is removed.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td><strong>Self-Declaration</strong></td>
<td>Frequency for the self-declaration dump getting updated</td>
<td>This is a report with a turnaround time of 24 hours once requested. It is mentioned as 'Details of users who have given consent to share their information'</td>
</tr>
<tr>
<td>6</td>
<td>Amendments in course description after batch is formed</td>
<td>Any changes to a course with live batches is not recommended.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Course Stitching</td>
<td>What is the maximum capacity of characters / words for 'Course Description' section / tab</td>
<td>Recommended to keep the course description to less than 512 words.</td>
</tr>
<tr>
<td>8</td>
<td>Prerequisite to be ensured while entering regional language text at all other places in the frame</td>
<td>Google input tools work. In respect to other tools, especially on Microsoft Windows, it would depend on whether it is using Unicode characters or not. So, it is recommended to always check the preview. Additionally check on mobile by using unlisted publishing (open the link on mobile app - requires sign-in) whether the text is rendering properly or not.</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Uploading of HTML5 content</td>
<td>HTML upload is allowed but not recommended due to challenges such as telemetry integration. The responsiveness to screen resolution on the platform has to be verified by the creator and necessary corrections have to be done before including it in the course.</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Limitation on H5P file upload</td>
<td>H5P files of maximum 50 MB can be uploaded on DIKSHA.</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Limitation on downloading facility</td>
<td>Files with size less than or equal to 200 MB size are allowed to be downloaded. For files greater than this size do not get the option to download.</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Resolution to be managed while rendering videos</td>
<td>720p HD is recommended for heavy videos. Higher resolution should work in shorter videos as long as their size is less than 50 MB.</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Assessments</td>
<td>Maximum capacity of characters / words for each question in an MCQ.</td>
<td>1000 characters for both questions &amp; options. It has challenges when using with Indian languages as the character count is not accurate. MCQ is the recommended option for course assessment.</td>
</tr>
<tr>
<td>14</td>
<td>Assessments</td>
<td>Maximum capacity of characters / words for each question in Match the following</td>
<td>1000 for Question stem and 25 for each option in MTF. MCQ is the recommended option for course assessment.</td>
</tr>
<tr>
<td>15</td>
<td>Assessments</td>
<td>Maximum capacity of characters / words for each question in Fill in the Blanks.</td>
<td>1000 characters including the correct answer (blank). MCQ is the recommended option for course assessment.</td>
</tr>
<tr>
<td>16</td>
<td>Assessments</td>
<td>Maximum capacity of characters / words for each question in Reordering words</td>
<td>1000 for question stem. 120 for each word to be reordered. MCQ is the recommended option for course assessment.</td>
</tr>
<tr>
<td>17</td>
<td>Assessments</td>
<td>Maximum capacity of characters / words for each question in Arrange in Sequence</td>
<td>1000 for question stem. 120 for each sentence to be rearranged in sequence. MCQ is the recommended option for course assessment.</td>
</tr>
<tr>
<td>18</td>
<td>Assessments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Reports</td>
<td>Time of progress report generation</td>
<td>Progress reports usually run anytime between 12:00 am and 7:00 am. Time mentioned in the reports is in UTC format (IST - 5.30 hrs.). These will be on-demand reports as mentioned in one of the earlier sections and requested reports will be generated within 24 hours. This time may get slightly extended till 36 hrs in case of excessive load.</td>
</tr>
<tr>
<td>20</td>
<td>Licensing Option / Attribution</td>
<td>License options to be selected from the available dropdown with multiple options.</td>
<td>CC BY NC SA 4.0 is the license to be considered</td>
</tr>
<tr>
<td>21</td>
<td>Batch level Discussion Forums</td>
<td>This is a functionality which is available at a Batch level and needs to be manually enabled.</td>
<td>State to start at least one general thread to which any course participants can respond to or post in. Individual posts cannot be deleted by thread creator, They can only delete the entire thread and all the posts in it. Individual posters can delete their own posts. States will get the option to activate batch level discussion for courses published on or after 19th July 2021.</td>
</tr>
<tr>
<td>22</td>
<td>MyGroups &amp; Discussion Forum</td>
<td>This is a functionality which can be used independently of any Batch. Example - This can be used by a CRC to assign courses and track progress of the group of Teachers from that cluster</td>
<td>States can create a group and then start a thread where any course participants can respond to or post in.</td>
</tr>
<tr>
<td>23</td>
<td>Batch dates</td>
<td>Enrollment end date and course end date</td>
<td>Course creators will have the liberty to extend the end date of any batch. But this feature can be used till one day prior to the batch end date. Which would mean on the last day of the batch, the end date cannot be extended. This can be done one day prior only. It is advisable to have an enrollment end date to all batches. Enrollment end date can be extended anytime time during the batch period. This date can be even the last day of the batch.</td>
</tr>
</tbody>
</table>

Annexure VIII – Contact Details of DIKSHA States Point of Contacts (POCs)

With the self-serviceability functionalities having developed on DIKSHA platform, all States have the operational liberty and independence on a multitude of areas, which were earlier dependent on TeamDIKSHA members or Support desk. Few of those can be seen mentioned below. In wake of which do note POC’s role will be only limited to assisting, in case some process related help is needed by any State administrator / creator.

I. Certificate creation / designing using the 4 templates available
II. Creating a course batch
III. Adding enrollment end date and course end date to batches
IV. In case of score based certification, adding cut-off score to the batch
V. Activating certificate issuance rule for a batch, wherein only the State Teachers can get the certificate and users/teachers who self select other State names, will not get a certificate even after ensuring 100% progress and above passing %
VI. Attaching a Certificate to a Batch
VII. Enabling batch level discussion forums

<table>
<thead>
<tr>
<th>Sr.</th>
<th>State</th>
<th>Name of the State POC</th>
<th>Phone No.</th>
<th>Email ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Maharashtra</td>
<td>Ashwani Sharma</td>
<td>95827 06076</td>
<td><a href="mailto:ashwani.sharma@teamdiksha.org">ashwani.sharma@teamdiksha.org</a></td>
</tr>
<tr>
<td>2</td>
<td>A&amp;N Islands</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Puducherry</td>
<td>Leenus Roffin</td>
<td>9566295902</td>
<td><a href="mailto:leenus@teamdiksha.org">leenus@teamdiksha.org</a></td>
</tr>
<tr>
<td>4</td>
<td>Kerala</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Tamil Nadu</td>
<td>Leenus &amp; Hemalatha</td>
<td>9566295902</td>
<td><a href="mailto:leenus@teamdiksha.org">leenus@teamdiksha.org</a>, <a href="mailto:hemalatha@ekstep.org">hemalatha@ekstep.org</a></td>
</tr>
<tr>
<td>6</td>
<td>J&amp;K</td>
<td>Ravi Kumar &amp; Leenus</td>
<td>9845594574</td>
<td><a href="mailto:ravikumarvl@teamdiksha.org">ravikumarvl@teamdiksha.org</a>, <a href="mailto:leenus@teamdiksha.org">leenus@teamdiksha.org</a></td>
</tr>
<tr>
<td>7</td>
<td>Ladakh</td>
<td></td>
<td>9566295902</td>
<td><a href="mailto:leenus@teamdiksha.org">leenus@teamdiksha.org</a></td>
</tr>
<tr>
<td>8</td>
<td>Lakshadweep</td>
<td>No POC</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>9</td>
<td>UP</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>AP</td>
<td>Rajshekar</td>
<td>9985121296</td>
<td><a href="mailto:rajashekar@teamdiksha.org">rajashekar@teamdiksha.org</a></td>
</tr>
<tr>
<td>11</td>
<td>Bihar</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Rajasthan</td>
<td>Chinmay Chaitanya</td>
<td>9798002064</td>
<td><a href="mailto:chinmay@teamdiksha.org">chinmay@teamdiksha.org</a></td>
</tr>
<tr>
<td>13</td>
<td>Odisha</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>MP</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Karnataka</td>
<td>Sharan Gouda</td>
<td>9986654488</td>
<td><a href="mailto:sharangouda@teamdiksha.org">sharangouda@teamdiksha.org</a></td>
</tr>
<tr>
<td>16</td>
<td>Gujarat</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Daman, Diu and</td>
<td>Tejas Mehta</td>
<td>9909516854</td>
<td><a href="mailto:tejas.mehta@teamdiksha.org">tejas.mehta@teamdiksha.org</a></td>
</tr>
<tr>
<td>18</td>
<td>Dadra Nagar Haveli</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Punjab</td>
<td>Ashwani Sharma</td>
<td>95827 06076</td>
<td><a href="mailto:ashwani.sharma@teamdiksha.org">ashwani.sharma@teamdiksha.org</a></td>
</tr>
<tr>
<td>20</td>
<td>Uttarakhand</td>
<td>Niharika</td>
<td>9013001103</td>
<td><a href="mailto:niharika@teamdiksha.org">niharika@teamdiksha.org</a></td>
</tr>
<tr>
<td>21</td>
<td>Chandigarh</td>
<td>Sahil Kapoor</td>
<td>99884 25404</td>
<td><a href="mailto:sahil.kapoor@teamdiksha.org">sahil.kapoor@teamdiksha.org</a></td>
</tr>
<tr>
<td>22</td>
<td>Haryana</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Chhattisgarh</td>
<td>Rakesh Thakar</td>
<td>9834465798</td>
<td><a href="mailto:rakesh.thakar@teamdiksha.org">rakesh.thakar@teamdiksha.org</a></td>
</tr>
<tr>
<td>24</td>
<td>Jharkhand</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Himachal</td>
<td>Arvind Gupta</td>
<td>8826899384</td>
<td><a href="mailto:arvindgupta@teamdiksha.org">arvindgupta@teamdiksha.org</a></td>
</tr>
<tr>
<td>26</td>
<td>Assam</td>
<td>Omar Hasan</td>
<td>9560786504</td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>Arunachal P</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>State</td>
<td>Contact</td>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---------</td>
<td>--------------------</td>
<td>------------------------------</td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>Nagaland</td>
<td></td>
<td>sahajada.omar.hasan@teamdiks</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ha.org</td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>Sikkim</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Manipur</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>Meghalaya</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>32</td>
<td>Mizoram</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>33</td>
<td>Tripura</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>34</td>
<td>Telangana</td>
<td>No POC</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>35</td>
<td>Goa</td>
<td>No POC</td>
<td>NA</td>
<td></td>
</tr>
</tbody>
</table>

**HELP Tab on DIKSHA portal** -

[https://diksha.gov.in/faq](https://diksha.gov.in/faq)

[https://diksha.gov.in/help/creator/create-course/certificates.html#adding-certificate](https://diksha.gov.in/help/creator/create-course/certificates.html#adding-certificate)
National Initiative for School Heads’ and Teachers’ Holistic Advancement

Highlights of NEP 2020 on CPD

Continuous opportunities to teachers for self-improvement and to learn the latest innovations and advances in their profession in multiple modes

Teachers truly shape the future of our children - and, therefore, the future of our nation. The motivation and empowerment of teachers is required to ensure the best possible future for our children and our nation.

Courses for NISHTHA 3.0 FLN

1. Introduction to FLN Mission
2. Shifting Toward Competency Based Assessment
3. Understanding Learner: How Children Learn?
4. Understanding Vidya Pravesh and Balavatika
5. Foundation Language and Literacy
6. Foundation Numeracy
7. Learning Assessment
8. Involvement of Parents and Community for FLN
9. ICT in Teaching, Learning and Assessment
10. Multilingual Teaching in Foundational Years
11. School Leadership Strengthening for FLN
12. Toy Based Pedagogy

How NISHTHA 3.0 FLN Course Works

- Install DIKSHA App 4.0 and above/ Access DIKSHA Portal
- Register in DIKSHA with Email ID/ Mobile number
- Access the course using course link or QR code
- Access Course Resources: Watch videos, Read the text, Do the activities
- Attempt Quiz, score 70% (maximum 3 attempts) and get certified

Features of online Courses

- Text Resources
- Interactive and Reflective Activities
- Additional Resources
- Quiz for Assessment
- Digital Certification
- Explanatory and Demonstration Videos

Objects of the course

NISHTHA (FLN) aims at achieving the major objectives of FLN based on the recommendations of NEP 2020 as follow

- To ensure an inclusive classroom environment by incorporating play, discovery, and activity-based pedagogies, linking it to the daily life situations of the children and formal inclusion of children’s home languages.
- To enable children to become motivated, independent and engaged readers and writers with comprehension possessing sustainable reading and writing skills.
- To make children understand the reasoning in the domains of number, measurement and shapes; and enable them to become independent in problem solving by way of numeracy and spatial understanding skills.
- To ensure availability and effective usage of high-quality and culturally responsive teaching learning material in children’s familiar/home mother language(s).
- To focus on continuous capacity building of teachers, head teachers, academic resource persons and education administrators.
- To actively engage with all stakeholders i.e., Teachers, Parents, Students and Community, policy makers for building a strong foundation of lifelong learning.
- To ensure assessment ‘as, of and for’ learning through portfolios, group and collaborative work, project work, quizzes, role plays, games, oral presentations, short tests, etc.
- To ensure tracking of learning levels of all students.

DIKSHA Portal & Mobile App

www.diksha.gov.in

NISHTHA Portal & Mobile App

www.nishtha.nic.org

For More Information

www.ciet.nic.in/nishthaonline.php
www.nishtha.nic.org
Email: nishtha.helpdesk@ciet.nic.in
For more information, visit
www.ciet.nic.in/nishthaonline.php
www.nishtha.ncert.gov.in

For further queries, mail to
nishtha.helpdesk@ciet.nic.in