

# Counsellor Handbook

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NATIONAL CAREER SERVICE PORTAL

Directorate General of Employment  
MINISTRY OF LABOUR

National Career Service (NCS) is a one-stop destination that provides a host of career-related services such as dynamic job matching, career counselling, job notifications, vocational guidance, information on skill development courses, internships and alike. A national portal (**[www.ncs.gov.in](http://www.ncs.gov.in)**) that provides a nation-wide platform to connect job seekers and employers.

## Counsellor

A counsellor is a trained professional who takes person's education level, work history, personality, interests and skills into account and suggests careers that match his or her background and abilities. As a counsellor, you can make use of the National Career Service (NCS) portal to provide career counselling services to jobseekers and other portal users and you can even search jobs.

### 1. Registration

Any Counsellor/VG expert can register itself on NCS Portal by following the below mentioned steps:

- Visit **[www.ncs.gov.in](http://www.ncs.gov.in)**, The Home Page will be displayed.
- Click on **New User?** Sign Up button on right side of the Home Page.
- Select the Counsellor option from the “**Register As**” drop-down. This displays the Counsellor User Registration page.
- Check the eligibility criteria for empanelment as Counsellors/ Vocational Guidance experts with NCS Portal by clicking on link [NCS Guidelines for Counsellors](#) given at bottom of Registration Page. Alternatively click at [https://www.ncs.gov.in/NCSPolicyDocuments/NCS\\_Policy\\_for\\_Counsellors-27-05-2016\\_Final.pdf](https://www.ncs.gov.in/NCSPolicyDocuments/NCS_Policy_for_Counsellors-27-05-2016_Final.pdf)
- Fill the complete Registration Form basic details along with Unique Identification Number (either of Pan card, Adhaar card, Voter's Identity Card, Passport, Driving License, or UAN Number).
- After successful registration, an OTP will be sent to the registered mobile number. Use the same **OTP for successful verification**.
- After entering the OTP, Click on **Submit** button and the account will be created successfully.

### 2. View/Update Profile and Send Approval request

Once registered on NCS Portal, the Counsellor should log into his account and update his **Work Experience, Education details and Schedules** and then **send registration approval request to DGE admin for his profile to become visible to job seekers and other portal users**.

- **Profile status** on Counsellor Home screen shows completeness of the profile under 3 heads:
  - o Education Completeness
  - o Experience Completeness
  - o Schedule CompletenessClick on each of the above three heads on Counsellor Home screen or click on “View/Update NCS Profile” in left navigation panel of Counsellor dashboard and update profile.
- When **all the three** Profile Statuses get updated and show green tick marks against them, “**Send for Approval**” button displays on Counsellor user Home screen. Click on this Button and Counsellor profile will be sent to DGE admin for approval.

**Note: Whatever education details are updated by the user at the time approval request is sent, are considered as final for verification and approval purpose even if the user updates his details later.**
- Besides sending Online Approval request, Counsellor/VG expert is required to submit documents of eligibility and his details filled in Form NCS/PC-1 and NCS/PC-2 (available online as part of Annex II and Annex III of [NCS Guidelines for Counsellors](#)) at the nearest Employment Exchange/ Career Centre/Model Career Centre for verification. To find nearest career center visit Home on the top panel of Counsellor dashboard. Select **Find Career Centre** in the search dropdown and search Career centers in a specific location.
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- Once the profile is sent for approval, **Profile status** shows message “**Pending for Approval**”. As part of Registration approval process, DGE admin may:
  - I. Approve the Profile
  - II. Reject the Profile
  - III. Ask for more Information

In **II and III scenario**, **Profile status** on counsellor Home screen will display “**Send for Approval**” button so that Counsellor user can provide required missing/more information online or in hard copy and send for approval again.

- After successful processing and approval of the profile, the counsellor/VG expert will need to abide by the terms and conditions specified in the Annex IV under [NCS Guidelines for Counsellors](#) and sign an MOU with the Directorate General of Employment (DGE) as per the format given in Annex V of [NCS Guidelines for Counsellors](#).

### 3. Add Services and manage Schedule

- Counsellor user can specify the type of counselling services that he can render by choosing from the list of services given under **My Services** tab in the left navigation panel of the Counsellor dashboard.
- Counsellor user can schedule counselling sessions as per his availability by using “**Add New Schedule**” tab under **Schedule** tab of the counsellor dashboard. He can also delete or edit existing schedules by clicking on “Action” button.

### 4. View Appointments and Pending Approvals

- A Counsellor user can view and either approve or reject received appointment requests under **View Pending Approvals Tab** by clicking on **Action button** against a particular request.
- A Counsellor user can also cancel any of his booked appointments by using **View Appointments** tab or by marking Leaves on particular dates using **Leave Plan** Tab, which will automatically cancel any of the booked appointments during the specified leave period and jobseeker will get notified about the same.

### 5. Search and apply Jobs

- Like any other Jobseeker, a Counsellor user can also search jobs by clicking on **Search Jobs** tab in the left navigation panel of the Counsellor dashboard.
- Jobs search can be **customized by using specific keywords**, Location, Expected Salary etc. or using **advanced search parameters** to further narrow down the results.
- After setting the search criteria, click the Search button to view search results in the Jobs section of the screen.
- A Counsellor user can also **save his Job search** criteria to get job notification emails on his registered email id.

### 6. Job Fairs & Events

- Job Fairs & Events are conducted on periodic basis where employers and jobseekers come together for the purpose of recruitment.
- Counsellor user can view, register and participate for the upcoming job fairs and events by selecting the **Job Fairs and Events** Tab in the left panel of the Counsellor dashboard.

**For detailed information about the functionality of Counsellor, please refer to the complete User Manual:** [https://www.ncs.gov.in/User\\_Manuals/Counsellor.pdf](https://www.ncs.gov.in/User_Manuals/Counsellor.pdf)