Model Curriculum

QP Name: Associate Customer care (Voice and Non-Voice)

QP Code: SSC/Q2202

QP Version: 2.0

NSQF Level: 4

Model Curriculum Version: 1.0

IT-ITeS Sector Skills Council NASSCOM | Plot No – 7,8,9 & 10, Sector 126, Noida, UP.
Pin Code: 201303

Table of Contents

Training Parameters

Sector	IT-ITeS
Sub-Sector	Business Process Management
Occupation	Customer Relationship Management
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5244.0102
Minimum Educational Qualification and Experience	12th Class with 1 year of relevant experience OR ITI with 1 year of relevant experience OR 10th Class with 3 years of relevant experience OR Qualification of NSQF level 3 -Customer Care Executive-Domestic- Non- Voice with 1 year of relevant experience
Pre-Requisite License or Training	Training programs in customer orientation, dealing with difficult customers, Telephone etiquettes, voice & accent, basic computer skills, cross-culture, etc.
Minimum Job Entry Age	18 Years
Last Reviewed On	13-09-2021
Next Review Date	13-09-2024
NSQC Approval Date	30-12-2021
QP Version	2.0
Model Curriculum Creation Date	13-09-2021
Model Curriculum Valid Up to Date	13-09-2024
Model Curriculum Version	1.0
Minimum Duration of the Course	400 hours
Maximum Duration of the Course	400 hours

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Examine the use of a dialer to make/receive calls.
- List different software needed for query management and tracking, recording customer queries/ complaints.
- Examine the process of using customer greetings standards to verify details.
- Design suitable answers to customer queries and objections to up-sell and cross sell based on the initial query.
- Extract customer database from the customer relationship management (CRM) system.
- Estimate a suitable timeline for completing a customer request and inform the customer about the same.
- Identify the difference in response based on the initiation type of the query.
- Demonstrate effective communication and collaboration with colleagues.
- Apply measures to maintain standards of health and safety at the workplace.
- Use different approaches to effectively manage and share data and information.
- Develop strong relationships at the workplace through effective communication and conflict management.
- Identify best practices to maintain an inclusive, environmentally sustainable workplace.

Compulsory Modules

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

NOS and Module Details	Theory Duration (In Hours)	Practical Duration (In Hours)	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration (In Hours)
Module 1 (Bridge Module): IT-ITeS/BPM Industry – An Introduction	02:00	02:00	00:00	00:00	04:00
SSC/N2308 Collect payments over the telephone NOS Version No. 2 NSQF Level 5	18:00	40:00	00:00	00:00	58:00
Module 2: Collect payments over the telephone	10:00	25:00	00:00	00:00	35:00

Module 3: Technical skills for query management	08:00	15:00	00:00	00:00	23:00
SSC/N3001 Convert customer enquiries into sales **NOS Version No. 2** **NSQF Level 5**	20:00	45:00	00:00	00:00	65:00
Module 4: Convert customer enquiries into sales	12:00	33:00	00:00	00:00	45:00
Module 5: Customer base for managing sales	08:00	12:00	00:00	00:00	20:00
SSC/N3002 Make outbound tele sales calls **NOS Version No. 2** **NSQF Level 5**	12:00	33:00	00:00	00:00	45:00
Module 6: Make outbound telesales calls	12:00	33:00	00:00	00:00	45:00
SSC/N3003 Deal remotely with customer queries **NOS Version No. 2** **NSQF Level 5**	17:00	46:00	00:00	00:00	63:00
Module 7: Deal remotely with customer queries	10:00	35:00	00:00	00:00	45:00
Module 8: Process of query initiation	07: :00	11:00	00:00	00:00	18:00
SSC/N9001 Manage your work to meet requirements **NOS Version No. 2** **NSQF Level 4**	08:00	32:00	00:00	00:00	40:00
Module 9: Manage your work to meet requirements	08:00	32:00	00:00	00:00	40:00
SSC/N9002 Work effectively with colleagues **NOS Version No. 2** **NSQF Level 4**	08:00	32:00	00:00	00:00	40:00
Module 10: Work effectively with colleagues	08:00	32:00	00:00	00:00	40:00
SSC/N9003 Maintain a healthy, safe and secure working environment **NOS Version No. 2** **NSQF Level 4**	05:00	25:00	00:00	00:00	30:00
Module 11: Managing Health and Safety	05:00	25:00	00:00	00:00	30:00
SSC/N9004 Provide data/information in standard formats **NOS Version No. 2** **NSQF Level 4**	05:00	25:00	00:00	00:00	30:00
Module 12: Workplace Data Management	05:00	25:00	00:00	00:00	30:00
SSC/N9014 Implement & Improve the Gender Sensitivity, PWD	05:00	20:00	00:00	00:00	25:00

(Person/People with Disability) Sensitivity and Greening **NOS Version No. 1** **NSQF Level 4**					
Module 13: Inclusive and Environmentally Sustainable Workplaces	05:00	20:00	00:00	00:00	25:00
Total Duration	100:00	300:00	00:00	00:00	400:00

Module Details

Module 1: IT-ITeS/BPM Industry – An Introduction
Bridge Module

Terminal Outcomes:

- Comprehend various delivery models used in the IT-BPM industry.

Duration:02:00(In Hours)	Duration:02:00(In Hours)
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the relevance of the IT-ITeS sector. • Identify the career path for a Customer Relationship Manager.	• Collate information, evidence, and articles regarding the IT- ITeS/BPM industry via internet surfing. • Categorize key applications to implement customer relationship management operations.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated)	

Module 2: Collect Payments over the Telephone
Mapped to SSC/N2308, V2.0

Terminal Outcomes:

- Identify the standard scripts and tools available for collections pitches.
- Examine the use of a dialer to make/receive calls.

Duration:10:00(In Hours)	Duration:25:00(In Hours)
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the legislation, regulation, statutory requirements and government guidelines for collections pitches and verbal agreements that apply. - Identify how collections pitches are made to customers for handling query and objection.	- Demonstrate how to contact customers as per standard operating procedures. - Demonstrate the use of proper collection pitches to customers. - Examine the process to handle customer queries and objections with appropriate rebuttals. - Analyse the payment negotiation terms that are used with customers. - Demonstrate the steps to upgrade customer relationship management (CRM) with customer interaction.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Templates and filled sample documents for project charter, requirements specifications CRM application, such as Siebel, Zoho, Social networking tool / LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises	

Module 3: Technical Skills for Query Management
Mapped to SSC/N2308, V2.0

Terminal Outcomes:

- List different software needed for query management and tracking, recording customer queries/ complaints.

Duration:*08:00(In Hours)*	**Duration:***15:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss with trainer or quality assurance team to find solution for a specific query related to customer query.	• Examine the process of referring queries outside the area of competence or authority to stakeholders. • Use skills like reading, understanding, summarizing, and obtaining customer confirmation to confirm the query. • Design methods to gain confirmation from customers those queries have been resolved to their satisfaction. • Categorize queries accurately using query management tool.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Templates and filled sample documents for project charter, requirements specifications CRM application, such as Siebel, Zoho, Social networking tool / LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises	

Module 4: Convert Customer Enquiries into Sales
Mapped to SSC/N3001, V2.0

Terminal Outcomes:

- Summarize customer wishes and needs in order to close sales.
- Design suitable answers as per customer queries and objections.

Duration:*12:00(In Hours)*	**Duration:***33:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Identify relevant standards, policies, procedures when converting customer enquiries into sales. - List typical issues that may occur due to incomplete sales, customer data mismatch, incomplete script, etc.	- Examine the process to sort suitable products/ services according to customer needs. - Examine the proper use and purpose of different questioning techniques as required, including open ended, close ended, typical details, etc. - Analyse the suitability of using up-sell and cross-sell techniques of other products/ services to customers. - Develop strategies to obtain confirmation from customer and capture data for completion of sale.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Templates and filled sample documents for project charter, requirements specifications CRM application, such as Siebel, Zoho, Social networking tool / LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises	

Module 5: Customer Base for Managing Sales
Mapped to SSC/N3001, V2.0

Terminal Outcomes:

- Discuss the nature and scope of up-sell and cross sell based on the initial query.
- Examine methods to handle premium types of customers.

Duration:08:00(In Hours)	**Duration:**12:00(In Hours)
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Identify the types of customers that associates generally deal with. • Identify how to offer up-sell and cross sell to a customer based on the nature of the issue.	• Practice methods to handle existing customers making inbound telephone calls or prospective customers making inbound telephone calls. • Categorize between inbound customers and outbound customers and their approach for accepting calls.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Templates and filled sample documents for project charter, requirements specifications CRM application, such as Siebel, Zoho, Social networking tool / LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises	

Module 6: Make Outbound Telesales Calls
Mapped to SSC/N3002, V2.0

Terminal Outcomes:

- Discuss professional ways to introduce the purpose of the call.
- Evaluate customer database from the customer relationship management (CRM) system or the supervisor.

Duration:*12:00(In Hours)*	Duration:*33:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Identify different styles and approaches to use when approaching customers of various mind sets. - Identify the need to collate past history, if the call recipient has been a customer before.	- Demonstrate the use different sales pitch to customers as per standard operating process. - Examine the purpose of using various probing techniques to the customer. - Interpret customer queries, isolate objections, and provide rebuttals, following standard scripts. - Evaluate the process to modify customer relationship management (CRM) system with the sale completed.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, CRM application, such as Siebel, Zoho, Social networking tool / LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises	

Terminal Outcomes:

- Discuss the purpose of documenting, classifying and prioritizing customer queries.
- Identify typical response times for various customer queries.

Duration:*10:00(In Hours)*	**Duration:***35:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of keeping customers informed about timescales for progress and resolution of customer queries. • Identify relevant product reference guides or support materials to resolve queries. • List the basic IT requirements needed for voice set-up.	• Estimate a suitable timeline for completing a customer request and inform the customer about the same. • Evaluate the use of conveying concern and commitment through magic words, empathy, etc. • Show objection handling skills to buy time for gauging the correct resolution and pacify the customer. • Demonstrate the process of query escalation with a suitable time frame for solution. • Evaluate the use of raising service tickets for queries that needs time to resolve.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Templates and filled sample documents for project charter, requirements specifications CRM application, such as Siebel, Zoho, Social networking tool / LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises	

Module 8: Process of Query Initiation

Mapped to SSC/N3003, V2.0

Terminal Outcomes:

- Identify the difference in approach based on the initiation type of the query, like inbound or outbound.

Duration:*07:00(In Hours)*	Duration:*11:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the importance of understanding customer queries at the first instance. - Identify the difference in response based on the initiation type of the query.	Analyse the source of the incoming customer query and the difference in accepting the same, via telephone, e-mail, chat, etc.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Templates and filled sample documents for project charter, requirements specifications CRM application, such as Siebel, Zoho, Social networking tool / LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises	

Module 9: Manage your Work to meet Requirements

Mapped to SSC/N9001, V2.0

Terminal Outcomes:

- Define the scope of work.
- Demonstrate effective work planning principles.
- Recognize the importance of using time and resources effectively.

Duration:*08:00(In Hours)*	Duration:*32:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the role, responsibilities, and limits of the responsibilities. - Discuss the importance of gathering detailed work requirements and prioritizing work areas. - Identify commonly made mistakes in the prioritized work areas. - Explain the importance of completing work accurately.	- Analyse needs, requirements, and dependencies in order to meet the work requirements. - Apply resource management principles and techniques. - Demonstrate the ways to maintain an organized work area. - Apply effective time management principles.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools	

Module 10: Work Effectively with Colleagues
Mapped to SSC/N9002, V2.0

Terminal Outcomes:

- Explain the methods and mechanisms for effective communication.
- Explain the importance of effective collaboration at workplace.

Duration:*08:00(In Hours)*	Duration:*32:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the principles of clear communication. • Outline the importance of being a good listener and adhering to the commitments. • Identify challenges and pain points related to work distribution while working in a team. • Explain the importance of distributing and sharing workloads.	• Use oral, written, and non-verbal communication skills in a variety of forms to construct thoughts and ideas effectively. • Demonstrate professional behaviour at workplace. • Demonstrate effective team mentorship.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools Social networking tool / LMS tool to enable blog posts or discussion board, Instant messenger, chat and email tools to enable mock exercises.	

Module 11: Managing Health and Safety

Mapped to SSC/N9003, V2.0

Terminal Outcomes:

- Describe how to maintain a health, safe and secure environment at workplace.

Duration:*05:00(In Hours)*	**Duration:***25:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the importance of complying with organizational health, safety and security policies and procedures. • Discuss possible roles and responsibilities that an employee can take up with respect to workplace safety management. • Evaluate sample organizational emergency procedures. • Identify mechanisms to improve workplace health, safety, and security. • Label appropriate personal protective equipment needed for a job role.	• Demonstrate the identification of possible breaches in health, safety, and security policies. • Document health, safety, and security breaches. • Design a contingency plan for emergency situations like fire, short circuit, accidents, earthquake, etc. • Demonstrate the use of First Aid, CPR, and safety evacuation process as part of routine operations.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools A sample health and safety policy document, Emergency broadcast system and mock emergency signage in the appropriate areas of the training institute	

Module 12: Workplace Data Management

Mapped to SSC/N9004, V2.0

Terminal Outcomes:

- Describe how data / information can be managed effectively.

Duration:05:00(In Hours)	Duration:25:00(In Hours)
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss data privacy in terms of sharing and retrieving data from different sources. • Discuss the significance of providing accurate and up-to-date information on time. • Identify the database management tools and importance of CRM database.	• Apply the concepts behind information and knowledge management. • Perform rule-based analysis of data/information. • Format the data/information into required types/forms. • Demonstrate effective data management. • Use CRM databases to record and extract information.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities Computer Lab with 1:1 PC: trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook / Any other Email Client, and chat tools Social networking tool / LMS tool to enable blog posts or discussion board, Instant messenger, chat and email tools to enable mock exercises.	

Terminal Outcomes:

- Illustrate sustainable practices at workplace for energy efficiency and waste management.
- Apply different approaches to maintain gender equality and increase inclusiveness for PwD.

Duration:05:00(In Hours)	Duration:20:00(In Hours)
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe different approaches for efficient energy resource utilisation and waste management. • Describe the importance of following the diversity policies. • Identify stereotypes and prejudices associated with people with disabilities and the negative consequences of prejudice and stereotypes. • Discuss the importance of promoting, sharing, and implementing gender equality and PwD sensitivity guidelines at organization level.	• Practice the segregation of recyclable, non-recyclable and hazardous waste generated. • Demonstrate different methods of energy resource use optimization and conservation. • Demonstrate essential communication methods in line with gender inclusiveness and PwD sensitivity.
Classroom Aids:	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
Tools and Other Requirements:	
Labs equipped with the following: PCs/Laptops Internet with Wi-Fi (Min 2 Mbps Dedicated) Microphone / voice system for lecture and class activities	

Annexure

Trainer Requirements

<table>
<tr><td colspan="7" align="center">Trainer Prerequisites</td></tr>
<tr>
<td rowspan="2">Minimum Educational Qualification</td>
<td rowspan="2">Specialization</td>
<td colspan="2">Relevant Industry Experience</td>
<td colspan="2">Training Experience</td>
<td rowspan="2">Remarks</td>
</tr>
<tr>
<td>Years</td>
<td>Specialization</td>
<td>Years</td>
<td>Specialization</td>
</tr>
<tr>
<td>Graduate degree/ diploma in any discipline</td>
<td>NA</td>
<td>Minimum 2 years' experience in the business process management domain.</td>
<td></td>
<td>1 year preferred</td>
<td>Minimum 2 years' experience in the customer relationship management industry.</td>
<td>Additional certification in customer orientation, dealing with difficult customers, Telephone etiquettes, voice & accent, basic computer skills, cross-culture, etc.</td>
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</table>

<table>
<tr><td colspan="2" align="center">Trainer Certification</td></tr>
<tr>
<td align="center">Domain Certification</td>
<td align="center">Platform Certification</td>
</tr>
<tr>
<td>Minimum accepted score in SSC Assessment is 80% per NOS being taught in "SSC/Q2202, V 2.0"</td>
<td>Recommended that the trainer is certified for the Job role "Trainer" mapped to the Qualification Pack "MEP/Q2601".

Minimum accepted score is 80% aggregate</td>
</tr>
</table>

Assessor Requirements

Assessor Prerequisites					
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	*Specialization*	*Years*	*Specialization*	
Graduate in any discipline		2	Experience that involves client interaction	1-2	Experience that involves client interaction	

Assessor Certification	
Domain Certification	**Platform Certification**
Not Applicable	

Assessment Strategy

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

Assessment System Overview

A uniform assessment of job candidates as per industry standards facilitates progress of the industry by filtering employable individuals while simultaneously providing candidates with an analysis of personal strengths and weaknesses.

Assessment Criteria

Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.

The assessment for the theory part will be based on a knowledge bank of questions created by the SSC. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

Guidelines for Assessment			
Testing Environment	**Tasks and Functions**	**Productivity**	**Teamwork**
• Carry out assessments under realistic work pressures that are found in the normal industry workplace (or simulated workplace). • Ensure that the range of materials, equipment and tools that learners use are current and of the type routinely found in the normal industry workplace (or simulated workplace) environments.	• Assess that all tasks and functions are completed in a way, and to a timescale, that is acceptable in the normal industry workplace. • Assign workplace (or simulated workplace) responsibilities that enable learners to meet the requirements of the NOS.	• Productivity levels must be checked to ensure that it reflects those that are found in the work situation being replicated.	• Provide situations that allow learners to interact with the range of personnel and contractors found in the normal industry workplace (or simulated workplace).

Assessment Quality Assurance framework

NASSCOM provides two assessment frameworks NAC and NAC-Tech.

NAC (NASSCOM Assessment of Competence)

NAC follows a test matrix to assess Speaking & Listening, Analytical, Quantitative, Writing, and Keyboard skills of candidates appearing for assessment.

NAC-Tech

NAC-Tech test matrix includes assessment of Communication, Reading, Analytical, Logical Reasoning, Work Management, Computer Fundamentals, Operating Systems, RDBMS, SDLC, Algorithms & Programming Fundamentals, and System Architecture skills.

Methods of Validation

To pass a QP, a trainee should score an average of 70% across generic NOS' and a minimum of 70% for each technical NOS. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Method of assessment documentation and access

The assessment agency will upload the result of assessment in the portal. The data will not be accessible for change by the assessment agency after the upload. The assessment data will be validated by SSC assessment team. After upload, only SSC can access this data.

References

Glossary

Term	Description
Key Learning Outcome	Key learning outcome is the statement of what the learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcomes is specified in terms of knowledge, understanding (theory) and skills (practical application).
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.
National Occupational Standards	National Occupational Standard specify the standard of performance an individual must achieve when carrying out a function in the workplace.
Persons with Disability	Persons with Disability are those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on equal basis with others.
Integrated Development Environment	An integrated development environment is a software application that provides comprehensive facilities to computer programmers for software development.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skill Qualification Framework
NSQC	National Skill Qualification Committee
NOS	National Occupational Standards
SSC	Skill Sectors Council
NASSCOM	National Association of Software & Service Companies
PWD	Persons with Disability
IDE	Integrated Development Environment