

# Model Curriculum

## Infrastructure Engineer

### Infrastructure Engineer

SECTOR: **IT-ITeS**  
SUB-SECTOR: **IT Services**  
OCCUPATION: **Infrastructure Management Services (IMS)**  
REFERENCE ID: **SSC/Q0801**  
NSQF LEVEL: **5**

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# Infrastructure Engineer

## Curriculum / Syllabus

This program is aimed at training candidates for the job of a **Infrastructure Engineer** in the **IT-ITeS Sector/Industry** and aims at building the following key competencies amongst the learner.

|  |   |                            |            |
|--|---|----------------------------|------------|
| <b>Program Name</b>                                | <b>Infrastructure Engineer</b>  |                            |            |
| <b>Qualification Pack Name &amp; Reference ID.</b> | Infrastructure Engineer<br>SSC/Q0801  |                            |            |
| <b>Version No.</b>                                 | 1.0   | <b>Version Update Date</b> | 31/01/2015 |
| <b>Pre-requisites to Training</b>                  | 3 years technical Diploma or any UG Degree  |                            |            |
| <b>Training Outcomes</b>                           | <p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Deal remotely with basic IT service requests/incidents</li> <li>• Deal directly with IT service requests/incidents</li> <li>• Carry out installation/configuration of infrastructure applications</li> <li>• Manage your work to meet requirements</li> <li>• Work effectively with colleagues</li> <li>• Maintain a healthy, safe and secure working environment</li> <li>• Provide data/information in standard formats</li> <li>• Develop your knowledge, skills and competence</li> </ul> |                            |            |

This course encompasses all Eight National Occupational Standards (NOS) of **Infrastructure Engineer** Qualification Pack issued by **IT-ITeS Sector Skills Council NASSCOM**.

| Sr. No. | Module   | Theory Duration (hh:mm) | Practical Duration (hh:mm) | Key Learning Outcomes  | Corresponding NOS Code | Equipment Required                 |
|---------|--|-------------------------|----------------------------|--|------------------------|------------------------------------|
| 1.      | Deal remotely with basic IT service requests/incidents | 15:00                   | 35:00                      | Candidates will be able to: <ul style="list-style-type: none"> <li>• confirm to customers that you have received the service requests/incidents</li> <li>• express your concern for any difficulties caused and your commitment to resolving them</li> <li>• obtain sufficient information from customers to understand the nature of the problems and perform initial diagnosis</li> <li>• record and categorize service requests/incidents accurately using your organization’s incident management tool</li> <li>• support customers remotely to test potential solutions</li> <li>• prioritize service requests/incidents according to organizational guidelines</li> <li>• provide customers with a justifiable estimate of resolution</li> </ul> | SSC/N0101              | Refer to Unique Equipment Required |

| Sr. No. | Module   | Theory Duration (hh:mm) | Practical Duration (hh:mm) | Key Learning Outcomes   | Corresponding NOS Code | Equipment Required |
|---------|--|-------------------------|----------------------------|---|------------------------|--------------------|
|         |  |                         |                            | <p>time, where an immediate solution cannot be found</p> <ul style="list-style-type: none"> <li>• refer problems to appropriate people, where the problems cannot be resolved by the helpdesk</li> <li>• obtain advice and guidance from appropriate people where problems are outside your area of competence</li> <li>• monitor problems to keep customers informed about progress and any delays in resolving problems</li> <li>• obtain confirmation from customers that problems have been resolved</li> <li>• record the resolution of problems accurately using your organization's incident management tool</li> <li>• comply with relevant standards, policies, procedures and guidelines when dealing with basic IT service requests/incidents</li> </ul>   |                        |                    |
| 2.      | Deal directly with IT service requests/incidents | 12:00                   | 38:00                      | <p>Candidates will be able to:</p> <ul style="list-style-type: none"> <li>• monitor systems to identify promptly automated alerts and customer service requests</li> <li>• validate automated alerts to ensure they are genuine incidents</li> <li>• record and acknowledge service requests/incidents using your organization's tools and procedures</li> <li>• obtain sufficient information from customers to accurately identify the nature of service requests</li> <li>• analyze automated alerts to accurately identify the nature of incidents</li> <li>• access your organization's knowledge base to identify solutions/workarounds for service requests/incidents</li> <li>• evaluate the suitability of solutions/workarounds, where available</li> <li>• use your organization's guidelines and standard scripts to resolve</li> </ul> | SSC/N0202              |                    |

| Sr. No. | Module  | Theory Duration (hh:mm) | Practical Duration (hh:mm) | Key Learning Outcomes   | Corresponding NOS Code | Equipment Required |
|---------|---|-------------------------|----------------------------|---|------------------------|--------------------|
|         |   |                         |                            | service requests/incidents within your level of competence and authority <ul style="list-style-type: none"> <li>• refer service requests/incidents outside your level of competence and authority to appropriate people</li> <li>• obtain help or advice from appropriate people, where necessary</li> <li>• obtain confirmation from customers that service requests/incidents have been resolved</li> <li>• record the resolution of service requests/incidents accurately using your organization’s tools and procedures</li> <li>• comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when dealing directly with IT service requests/incidents.</li> </ul>  |                        |                    |
| 3.      | Carry out installation/configuration of infrastructure applications | 30:00                   | 70:00                      | <ul style="list-style-type: none"> <li>• Candidates will be able to:</li> <li>• record and acknowledge service requests for installation/configuration of basic applications using your organization’s tools and procedures</li> <li>• obtain sufficient information from customers to accurately identify the nature of service requests</li> <li>• access your organization’s knowledge base to identify procedures/guidelines/ checklists for installation/configuration of basic applications</li> <li>• use your organization’s procedures/guidelines/checklists to install/configure applications within your level of competence and authority</li> <li>• refer service requests for installation/configuration outside your level of competence and authority to appropriate people</li> <li>• obtain help or advice from appropriate people, where necessary</li> <li>• obtain confirmation from customers that service requests have been fulfilled to their satisfaction</li> <li>• record the completion of service requests accurately using your</li> </ul> | SSC/N0305              |                    |

| Sr. No. | Module                                | Theory Duration (hh:mm) | Practical Duration (hh:mm) | Key Learning Outcomes  | Corresponding NOS Code | Equipment Required |
|---------|---------------------------------------|-------------------------|----------------------------|--|------------------------|--------------------|
|         |                                       |                         |                            | <p>organization's tools and procedures</p> <ul style="list-style-type: none"> <li>• comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when carrying out basic application installation/configuration</li> </ul>   |                        |                    |
| 4.      | Manage your work to meet requirements | 12:00                   | 38:00                      | <p>Candidates will be able to:</p> <ul style="list-style-type: none"> <li>• establish and agree your work requirements with appropriate people</li> <li>• keep your immediate work area clean and tidy</li> <li>• utilize your time effectively</li> <li>• use resources correctly and efficiently</li> <li>• treat confidential information correctly</li> <li>• work in line with your organization's policies and procedures</li> <li>• work within the limits of your job role</li> <li>• obtain guidance from appropriate people, where necessary</li> <li>• ensure your work meets the agreed requirements</li> </ul>  | SSC/N9001              |                    |
| 5.      | Work effectively with colleagues      | 10:00                   | 40:00                      | <p>Candidates will be able to:</p> <ul style="list-style-type: none"> <li>• communicate with colleagues clearly, concisely and accurately</li> <li>• work with colleagues to integrate your work effectively with theirs</li> <li>• pass on essential information to colleagues in line with organizational requirements</li> <li>• work in ways that show respect for colleagues</li> <li>• carry out commitments you have made to colleagues</li> <li>• let colleagues know in good time if you cannot carry out your commitments, explaining the reasons</li> <li>• identify any problems you have working with colleagues and take the initiative to solve these problems</li> </ul> | SSC/N9002              |                    |

| Sr. No. | Module  | Theory Duration (hh:mm) | Practical Duration (hh:mm) | Key Learning Outcomes  | Corresponding NOS Code | Equipment Required |
|---------|---|-------------------------|----------------------------|--|------------------------|--------------------|
|         |   |                         |                            | <ul style="list-style-type: none"> <li>• follow the organization’s policies and procedures for working with colleagues</li> </ul>  |                        |                    |
| 6.      | Maintain a healthy, safe and secure working environment | 7:00                    | 18:00                      | <p>Candidates will be able to:</p> <ul style="list-style-type: none"> <li>• comply with your organization’s current health, safety and security policies and procedures</li> <li>• report any identified breaches in health, safety, and security policies and procedures to the designated person</li> <li>• identify and correct any hazards that you can deal with safely, competently and within the limits of your authority</li> <li>• report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</li> <li>• follow your organization’s emergency procedures promptly, calmly, and efficiently</li> <li>• identify and recommend opportunities for improving health, safety, and security to the designated person</li> <li>• complete any health and safety records legibly and accurately</li> </ul> | SSC/N9003              |                    |
| 7.      | Provide data/information in standard formats            | 12:00                   | 38:00                      | <p>Candidates will be able to:</p> <ul style="list-style-type: none"> <li>• establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it</li> <li>• obtain the data/information from reliable sources</li> <li>• check that the data/information is accurate, complete and up-to-date</li> <li>• obtain advice or guidance from appropriate people where there are problems with the data/information</li> <li>• carry out rule-based analysis of the data/information, if required</li> <li>• insert the data/information into the agreed formats</li> <li>• check the accuracy of your work, involving colleagues where required</li> </ul>  | SSC/N9004              |                    |

| Sr. No.                | Module  | Theory Duration (hh:mm) | Practical Duration (hh:mm) | Key Learning Outcomes  | Corresponding NOS Code | Equipment Required |
|------------------------|---|-------------------------|----------------------------|--|------------------------|--------------------|
|                        |   |                         |                            | <ul style="list-style-type: none"> <li>report any unresolved anomalies in the data/information to appropriate people</li> <li>provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time</li> </ul>  |                        |                    |
| 8.                     | Develop your knowledge, skills and competence | 5:00                    | 20:00                      | <p>Candidates will be able to:</p> <ul style="list-style-type: none"> <li>obtain advice and guidance from appropriate people to develop your knowledge, skills and competence</li> <li>identify accurately the knowledge and skills you need for your job role</li> <li>identify accurately your current level of knowledge, skills and competence and any learning and development needs</li> <li>agree with appropriate people a plan of learning and development activities to address your learning needs</li> <li>undertake learning and development activities in line with your plan</li> <li>apply your new knowledge and skills in the workplace, under supervision</li> <li>obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them</li> <li>review your knowledge, skills and competence regularly and take appropriate action</li> </ul> | SSC/N9005              |                    |
| <b>Total Duration:</b> |   | <b><u>103:00</u></b>    | <b><u>297:00</u></b>       | <p><b>Unique Equipment Required:</b><br/>Training room should be fully furnished with the following equipment / tools / accessories. Additional / specific resources, wherever applicable (e.g. Hardware, software) are indicated in the main text corresponding to relevant learning outcome.</p> <p><b>Domain NOS requirements</b></p> <ul style="list-style-type: none"> <li>MS Office, Server connected in a network</li> </ul> <p><b>Common requirements</b></p> <ul style="list-style-type: none"> <li>Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning</li> </ul>   |                        |                    |



| Sr. No. | Module | Theory Duration (hh:mm) | Practical Duration (hh:mm) | Key Learning Outcomes  | Corresponding NOS Code | Equipment Required |
|---------|--------|-------------------------|----------------------------|--|------------------------|--------------------|
|         |        |                         |                            | <ul style="list-style-type: none"> <li>• White Board, Markers and Eraser</li> <li>• Projector with screen</li> <li>• Flip chart with markers</li> <li>• Faculty’s PC/Laptop with latest configuration and internet connection</li> <li>• Supporting software / applications for projecting audio, video, recording,</li> <li>• Presentation Tools to support learning activities:                             <ul style="list-style-type: none"> <li>○ Intranet</li> <li>○ Email</li> <li>○ IMs</li> <li>○ Learning management system e.g. Moodle, Blackboard to enable blended learning</li> </ul> </li> <li>• Microphone / voice system for lecture and class activities</li> <li>• Handy Camera</li> <li>• Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets</li> <li>• For IT Lab sessions: 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.</li> <li>• Assessment and Test Tools for day to day online Tests and Assessments</li> <li>• For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.</li> <li>• Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.</li> </ul> |                        |                    |

Grand Total Course Duration: **400 Hours 0 Minutes**

*(This syllabus/ curriculum has been approved IT-ITeS Sector Skills Council NASSCOM.)*

**Notes from IT-ITeS Sector Skills Council NASSCOM**

1. This document outlines the broad scope of coverage. This should be linked with OBF and training delivery plan. OBF (Outcome based framework) reflects the pedagogy used to ensure an expected outcome. Training delivery plan focuses on the sequence of delivery.
2. Though many NOSs have some seemingly common outcomes, notably core/generic, professional and technical skills, it is imperative to understand the contextual difference between them. Training providers are advised to,
  - a. Embed such skills development in the learning pedagogy for each expected outcome
  - b. Prepare a detailed session plan for training delivery with focus on sequence and duration of training
3. Run a diagnostic test to assess prior learning of students and help trainers / students identify the need for gap training and suitable training methodology. Accordingly, more introductory level sessions may be included in guided or self-paced mode of learning. E.g. adding some sessions on Functional English or Use of Internet and MS Office.

**Annexure1: Assessment Criteria**

|  |                                |
|--|--------------------------------|
| <b>Assessment Criteria for &lt;QP Name&gt;</b> |                                |
| <b>Job Role</b>                                | <b>Infrastructure Engineer</b> |
| <b>Qualification Pack</b>                      | <b>SSC/Q0801</b>               |
| <b>Sector Skill Council</b>                    | <b>IT-ITeS</b>                 |

| <b>Sr. No.</b> | <b>Guidelines for Assessment</b>  |
|----------------|---|
| 1              | Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS. |
| 2              | The assessment will be conducted online through assessment providers authorised by SSC.   |
| 3              | Format of questions will include a variety of styles suitable to the PC being tested such as multiple choice questions, fill in the blanks, situational judgment test, simulation and programming test.                             |
| 4              | To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 70%.   |
| 5              | For latest details on the assessment criteria, please visit <a href="http://www.sscnasscom.com">www.sscnasscom.com</a> .  |

| <b>Assessable outcomes</b>   | <b>Assessment criteria for the outcome</b>   | <b>Total Mark</b> | <b>Out of</b> | <b>Theory</b> | <b>Skills Practical</b> |
|--|--|-------------------|---------------|---------------|-------------------------|
| <b>1.SSC/N0101 (Deal remotely with basic IT service requests/incident)</b> | PC1. confirm to customers that you have received the service requests/incidents  | <b>100</b>        | 5             | 5             | 0                       |
|  | PC2. express your concern for any difficulties caused and your commitment to resolving them                              |                   | 10            | 0             | 10                      |
|  | PC3. obtain sufficient information from customers to understand the nature of the problems and perform initial diagnosis |                   | 5             | 5             | 0                       |
|  | PC4. record and categorize service requests/incidents accurately using your organization's incident management tool      |                   | 10            | 0             | 10                      |
|  | PC5. support customers remotely to test potential solutions  |                   | 10            | 0             | 10                      |
|  | PC6. prioritize service requests/incidents according to organizational guidelines  |                   | 10            | 0             | 10                      |
|  | PC7. provide customers with a justifiable estimate of resolution time, where an immediate solution cannot be found       |                   | 5             | 5             | 0                       |
|  | PC8. refer problems to appropriate people, where the problems cannot be resolved by the helpdesk                         |                   | 5             | 5             | 0                       |
|  | PC9. obtain advice and guidance from appropriate people where problems are outside your area of competence               |                   | 5             | 5             | 0                       |
|  | PC10. monitor problems to keep customers informed about progress and any delays in resolving problems                    |                   | 10            | 0             | 10                      |
|  | PC11. obtain confirmation from customers that problems have been resolved  |                   | 5             | 5             | 0                       |
|  | PC12. record the resolution of problems accurately using your organization's incident management tool                    |                   | 10            | 0             | 10                      |

| Assessable outcomes   | Assessment criteria for the outcome  | Total Mark   | Out of       | Theory | Skills Practical |
|---|--|--------------|--------------|--------|------------------|
|   | PC13. comply with relevant standards, policies, procedures and guidelines when dealing with basic IT service requests/incidents                                      |              | 10           | 0      | 10               |
|   |  | <b>Total</b> | 100          | 30     | 70               |
| <b>2. SSC/N0202 (Deal directly with IT service requests/incidents)</b>    | PC1. monitor systems to identify promptly automated alerts and customer service requests   | <b>100</b>   | 5            | 5      | 0                |
|   | PC2. validate automated alerts to ensure they are genuine incidents  |              | 5            | 5      | 0                |
|   | PC3. record and acknowledge service requests/incidents using your organization's tools and procedures  |              | 10           | 0      | 10               |
|   | PC4. obtain sufficient information from customers to accurately identify the nature of service requests  |              | 10           | 0      | 10               |
|   | PC5. analyze automated alerts to accurately identify the nature of incidents   |              | 5            | 0      | 5                |
|   | PC6. access your organization's knowledge base to identify solutions/workarounds for service requests/incidents  |              | 10           | 0      | 10               |
|   | PC7. evaluate the suitability of solutions/workarounds, where available  |              | 10           | 0      | 10               |
|   | PC8. use your organization's guidelines and standard scripts to resolve service requests/incidents within your level of competence and authority                     |              | 10           | 0      | 10               |
|   | PC9. refer service requests/incidents outside your level of competence and authority to appropriate people   |              | 5            | 5      | 0                |
|   | PC10. obtain help or advice from appropriate people, where necessary   |              | 5            | 5      | 0                |
|   | PC11. obtain confirmation from customers that service requests/incidents have been resolved  |              | 5            | 5      | 0                |
|   | PC12. record the resolution of service requests/incidents accurately using your organization's tools and procedures  |              | 10           | 0      | 10               |
|   | PC13. comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when dealing directly with IT service requests/incidents. |              | 10           | 0      | 10               |
|   |  |              | <b>Total</b> | 100    | 25               |
| <b>3.SSC/N0305 (Carry out installation/configuration of applications)</b> | PC1. record and acknowledge service requests for installation/ configuration of basic applications using your organization's tools and procedures                    | <b>100</b>   | 15           | 0      | 15               |
|   | PC2. obtain sufficient information from customers to accurately identify the nature of service requests  |              | 10           | 10     | 0                |
|   | PC3. access your organization's knowledge base to identify procedures/guidelines/ checklists for installation/configuration of basic applications                    |              | 15           | 0      | 15               |
|   | PC4. use your organization's procedures/guidelines/checklists to install/configure applications within your level of competence and authority                        |              | 15           | 0      | 15               |
|   | PC5. refer service requests for installation/configuration outside your level of competence and authority to appropriate people                                      |              | 10           | 10     | 0                |
|   | PC6. obtain help or advice from appropriate people, where necessary  |              | 5            | 5      | 0                |

| Assessable outcomes  | Assessment criteria for the outcome   | Total Mark   | Out of     | Theory       | Skills Practical |
|--|---|--------------|------------|--------------|------------------|
|  | PC7. obtain confirmation from customers that service requests have been fulfilled to their satisfaction   |              | 5          | 5            | 0                |
|  | PC8. record the completion of service requests accurately using your organization's tools and procedures  |              | 15         | 0            | 15               |
|  | PC9. comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when carrying out basic application installation/ configuration |              | 10         | 0            | 10               |
|  |   | <b>Total</b> | <b>100</b> | <b>30</b>    | <b>70</b>        |
| <b>4.SSC/N9001 (Manage your work to meet requirements)</b>                   | PC1. establish and agree your work requirements with appropriate people   | <b>100</b>   | 6.25       | 0            | 6.25             |
|  | PC2. keep your immediate work area clean and tidy   |              | 12.5       | 6.25         | 6.25             |
|  | PC3. utilize your time effectively  |              | 12.5       | 6.25         | 6.25             |
|  | PC4. use resources correctly and efficiently  |              | 18.75      | 6.25         | 12.5             |
|  | PC5. treat confidential information correctly   |              | 6.25       | 0            | 6.25             |
|  | PC6. work in line with your organization's policies and procedures  |              | 12.5       | 0            | 12.5             |
|  | PC7. work within the limits of your job role  |              | 6.25       | 0            | 6.25             |
|  | PC8. obtain guidance from appropriate people, where necessary   |              | 6.25       | 0            | 6.25             |
|  | PC9. ensure your work meets the agreed requirements   |              | 18.75      | 6.25         | 12.5             |
|  |   | <b>Total</b> | <b>100</b> | <b>25</b>    | <b>75</b>        |
| <b>5.SSC/N9002 (Work with colleagues effectively)</b>                        | PC1. communicate with colleagues clearly, concisely and accurately  | <b>100</b>   | 20         | 0            | 20               |
|  | PC2. work with colleagues to integrate your work effectively with theirs  |              | 10         | 0            | 10               |
|  | PC3. pass on essential information to colleagues in line with organizational requirements   |              | 10         | 10           | 0                |
|  | PC4. work in ways that show respect for colleagues  |              | 20         | 0            | 20               |
|  | PC5. carry out commitments you have made to colleagues  |              | 10         | 0            | 10               |
|  | PC6. let colleagues know in good time if you cannot carry out your commitments, explaining the reasons  |              | 10         | 10           | 0                |
|  | PC7. identify any problems you have working with colleagues and take the initiative to solve these problems   |              | 10         | 0            | 10               |
|  | PC8. follow the organization's policies and procedures for working with colleagues  |              | 10         | 0            | 10               |
|  |   |              |            | <b>Total</b> | <b>100</b>       |
| <b>6.SSC/N9003 (Maintain a healthy, safe and secure working environment)</b> | PC1. comply with your organization's current health, safety and security policies and procedures  | <b>100</b>   | 20         | 10           | 10               |
|  | PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person  |              | 10         | 0            | 10               |

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| Assessable outcomes  | Assessment criteria for the outcome   | Total Mark | Out of     | Theory    | Skills Practical |
|--|---|------------|------------|-----------|------------------|
|  | PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority  |            | 20         | 10        | 10               |
|  | PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected |            | 10         | 0         | 10               |
|  | PC5. follow your organization's emergency procedures promptly, calmly, and efficiently  |            | 20         | 10        | 10               |
|  | PC6. identify and recommend opportunities for improving health, safety, and security to the designated person   |            | 10         | 0         | 10               |
|  | PC7. complete any health and safety records legibly and accurately  |            | 10         | 0         | 10               |
|  | <b>Total</b>  |            | <b>100</b> | <b>30</b> | <b>70</b>        |
| <b>7.SSC/N9004 (Provide data/information in standard formats)</b>  | PC1. establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it | <b>100</b> | 12.5       | 12.5      | 0                |
|  | PC2. obtain the data/information from reliable sources  |            | 12.5       | 0         | 12.5             |
|  | PC3. check that the data/information is accurate, complete and up-to-date   |            | 12.5       | 6.25      | 6.25             |
|  | PC4. obtain advice or guidance from appropriate people where there are problems with the data/information   |            | 6.25       | 0         | 6.25             |
|  | PC5. carry out rule-based analysis of the data/information, if required   |            | 25         | 0         | 25               |
|  | PC6. insert the data/information into the agreed formats  |            | 12.5       | 0         | 12.5             |
|  | PC7. check the accuracy of your work, involving colleagues where required   |            | 6.25       | 0         | 6.25             |
|  | PC8. report any unresolved anomalies in the data/information to appropriate people  |            | 6.25       | 6.25      | 0                |
|  | PC9. provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time   |            | 6.25       | 0         | 6.25             |
|  | <b>Total</b>  |            | <b>100</b> | <b>25</b> | <b>75</b>        |
| <b>8.SSC/N9005 (Develop your knowledge, skills and competence)</b> | PC1. obtain advice and guidance from appropriate people to develop your knowledge, skills and competence  | <b>100</b> | 10         | 0         | 10               |
|  | PC2. identify accurately the knowledge and skills you need for your job role  |            | 10         | 0         | 10               |
|  | PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs  |            | 20         | 10        | 10               |
|  | PC4. agree with appropriate people a plan of learning and development activities to address your learning needs   |            | 10         | 0         | 10               |
|  | PC5. undertake learning and development activities in line with your plan   |            | 20         | 10        | 10               |
|  | PC6. apply your new knowledge and skills in the workplace, under supervision  |            | 10         | 0         | 10               |



| Assessable outcomes | Assessment criteria for the outcome  | Total Mark   | Out of     | Theory    | Skills Practical |
|---------------------|--|--------------|------------|-----------|------------------|
|                     | PC7. obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them |              | 10         | 0         | 10               |
|                     | PC8. review your knowledge, skills and competence regularly and take appropriate action                      |              | 10         | 0         | 10               |
|                     |  | <b>Total</b> | <b>100</b> | <b>20</b> | <b>80</b>        |

**Annexure2: Trainer Prerequisites for Job role: Infrastructure Engineer mapped to Qualification Pack: SSC/Q0801**

| Sr. No. | Area                                      | Details  |
|---------|---|--|
| 1       | <b>Job Description</b>                    | To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack SSC/Q0801.   |
| 2       | <b>Personal Attributes</b>                | <p>Aptitude to conduct training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.</p> <p>The individual should know about delivering quality services and proactive approaches to continual improvement of infrastructure and systems.</p> |
| 3       | <b>Minimum Educational Qualifications</b> | 3 years technical Diploma or any UG Degree   |
| 4a      | <b>Domain Certification</b>               | <p>Minimum accepted score in SSC Assessment is 90% per NOS being taught in SSC/Q0801.</p> <p>Additional certification in infrastructure standards, ITIL (or similar) and relevant certifications in one or more of the following areas: Storage, Server, Database.</p>   |
| 4b      | <b>Platform Certification</b>             | <p>Recommended that the Trainer is certified for the Job Role: "Trainer" mapped to the Qualification Pack: "SSC/Q1402".</p> <p>Minimum accepted score is 70% per NOS.</p>  |
| 5       | <b>Experience</b>                         | <p>Field experience: Minimum 2 years' experience in the same domain</p> <p>Training experience: 1 year preferred</p>   |



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