Model Curriculum

QP Name: ENGINEER TECHNICAL SUPPORT (LEVEL 1)

QP Code: SSC/Q0101

QP Version: 3.0

NSQF Level: 4

Model Curriculum Version: 3.0

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

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Training Parameters

Sector	IT-ITeS
Sub-Sector	IT Services
Occupation	IT Support Services/Helpdesk
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 3512.0702
Minimum Educational Qualification and Experience	Class 11th OR 10th+1-Yr NTC/NAC/CITS OR NSQF Level 3 STT Min Age-16 years
Pre-Requisite License or Training	Training programs in customer orientation, dealing with difficult customers, etc.
Minimum Job Entry Age	16 Years
Last Reviewed On	17-11-2022
Next Review Date	17-11-2025
NSQC Approval Date	17-11-2022
QP Version	3.0
Model Curriculum Creation Date	17-11-2022
Model Curriculum Valid Up to Date	17-11-2025
Model Curriculum Version	3.0
Minimum Duration of the Course	390 hours
Maximum Duration of the Course	390 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.

- Identify policies and procedures to handle IT service requests.
- Collate technical knowledge about configuration, operating system, etc.
- Identify features of various hardware devices required to handle service requests.
- Demonstrate proper functioning of technologies related to the job role like hardware devices, operating systems, networks, servers, PC management, etc.
- Categorize, prioritize, and monitor service requests received.
- Design solutions/workarounds for service requests/incidents based on various incident reports.
- Apply technical handling skills for various types of incoming service requests.
- Monitor systems promptly for automated alerts and analyse the same for identifying the nature of incident.
- Demonstrate error mitigation techniques related to access management, application installation, network installation, etc.
- Demonstrate application of source coding standards, ticketing tools and other IT related technologies.
- Explain the purpose and use of data configuration.
- Demonstrate effective work planning principles using time and resources effectively.
- Describe how to maintain a health, safe and secure environment at workplace.
- Demonstrate how to communicate and work effectively with colleagues.
- Explain the importance of effective collaboration at workplace.
- 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)
SSC/N0101 Deal remotely with basic IT service requests/incidents NOS Version No. 2 NSQF Level 4	49:00	71:00	00:00	00:00	120:00

Module 1: Concept of service requests/ incidents	15:00	18:00	00:00	00:00	33:00
Module 2: Technical specifications related to service requests	13:00	22:00	00:00	00:00	35:00
Module 3: Deal remotely with basic IT service requests/ incidents	11:00	23:00	00:00	00:00	34:00
Module 4: Customer specific service requests	10:00	08:00	00:00	00:00	18:00
SSC/N0202 Deal directly with IT service requests/incidents NOS Version No. 2 NSQF Level 3	**40:00**	**80:00**	**00:00**	**00:00**	**120:00**
Module 5: Monitoring and validation of incidents	15:00	25:00	00:00	00:00	40:00
Module 6: Deal directly with IT service requests/incidents	15:00	30:00	00:00	00:00	45:00
Module 7: Technical skills for handling incidents	10:00	25:00	00:00	00:00	35:00
SSC/N9014 Implement & Improve the Gender Sensitivity, PWD (Person/People with Disability) Sensitivity and Greening NOS Version No. 1 NSQF Level 5	**10:00**	**20:00**	**00:00**	**00:00**	**30:00**
Module 8: Inclusive and environmentally sustainable workplaces	10:00	20:00	00:00	00:00	30:00
Employability Skill 60 Hours	**24:00**	**36:00**	**00:00**	**00:00**	**60:00**
Module 9: Introduction to Employability Skills	00:30	01:00	00:00	00:00	01:30
Module 10: Constitutional values - Citizenship	00:30	01:00	00:00	00:00	01:30
Module 11: Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02:30
Module 12: Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 13: Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 14: Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 15: Diversity & Inclusion	01:00	01:30	00:00	00:00	02:30
Module 16: Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 17: Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 18: Entrepreneurship	03:00	04:00	00:00	00:00	07:00

Module 19: Customer Service	02:00	03:00	00:00	00:00	05:00
Module 20: Getting ready for apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
OJT	**00:00**	**00:00**	**60:00**	**00:00**	**60:00**
Total Duration	**123:00**	**207:00**	**60:00**	**00:00**	**390:00**

Module Details

Module 1: Concept of Service Requests/ Incidents
Mapped to SSC/N0101, v2.0

Terminal Outcomes:

- Identify policies and procedures to handle IT service requests.
- Collate technical knowledge about configuration, operating system, etc.

Duration: *15:00(In Hours)*	**Duration**: *18:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• List general policies, procedures, and processes for dealing with basic IT service requests or incidents. • List methods and techniques and guidelines for categorizing and prioritizing service requests.	• Analyse the methods to resolve common issues, including account maintenance/access problems, networking/connectivity problems. • Examine technical knowledge to handle hardware, operating system, and configuration problems.
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, Outlook / Any other Email Client, and chat tools 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 2: Technical Specifications related to Service Requests
Mapped to SSC/N0101, v2.0

Terminal Outcomes:

- Identify features of various hardware devices required to handle service requests.
- Demonstrate proper functioning of technologies related to the job role like hardware devices, operating systems, networks, servers, PC management, etc.

Duration: *13:00(In Hours)*	Duration: *22:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Identify latest changes, procedures and practices related to service requests. • List the tools and processes required for incident management and customer support.	• Analyse the process and functioning of technologies, including operating systems (e.g., Windows, UNIX, Macintosh), networks (e.g., LAN, WAN, VPN, IP, wireless, network devices), messaging (e.g., Outlook, Windows Mobile, Blackberry, Lotus Notes), etc. • Use servers (e.g., Windows Server and Active Directory, VMware, Citrix), remote troubleshooting tools (e.g., PC Anywhere, DameWare, WebEx, Live Meeting, Radmin) to log service requests. • Evaluate the importance of PC lifecycle management tools (e.g., SMS, SCOM, Marimba, Altris) and productivity tools (e.g., MS Office).
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, Outlook / Any other Email Client, and chat tools 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: Deal Remotely with Basic IT Service Requests/ Incidents
Mapped to SSC/N0101, v2.0

Terminal Outcomes:

- Categorize and prioritize service requests.
- Monitor service requests closely to understand their progress and updation.

Duration: *11:00(In Hours)*	**Duration**: *23:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Collate information to understand the nature of problems and perform initial diagnosis. - Comply with generic standards, policies, procedures, and guidelines when dealing with basic IT service requests/incidents.	- Categorize service requests/ incidents according to applicable guidelines. - Design a justifiable estimate of resolution time, where an immediate solution cannot be found. - Monitor problems to keep all informed about progress and any delays in resolving problems.
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, Outlook / Any other Email Client, and chat tools 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: Customer Specific Service Request
Mapped to SSC/N0101, v2.0

Terminal Outcomes:

- Design solutions/workarounds for service requests/incidents based on various incident reports.
- Apply technical handling skills for various types of incoming service requests.

Duration: *10:00(In Hours)*	Duration: *08:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Identify the types of incidents and their specifications, related to internal or external query.	• Demonstrate handling techniques of service requests through voice call, e-mail, chat, etc. • Build a database of resolution of various service requests using the incident management tool for best practice.
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, Outlook / Any other Email Client, and chat tools 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: Monitoring and Validation of Incidents
Mapped to SSC/N0202, v2.0

Terminal Outcomes:

- Design a plan of action to monitor service requests.
- Monitor systems promptly for automated alerts and analyse the same for identifying the nature of incident.

Duration: *15:00(In Hours)*	**Duration**: *25:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss various methods to accurately monitor service requests. • Select the correct source of reference for validating service requests at the IT helpdesk.	• Evaluate various monitoring systems to identify automated alerts and customer service requests. • Develop inspection techniques of automated alerts to ensure they are genuine incidents. • Demonstrate techniques to conduct rule-based transactions once the service requests have been validated. • Design solutions/workarounds for service requests/incidents based on the nature of automated alerts.
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, Outlook / Any other Email Client, and chat tools 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: Deal Directly with IT Service Requests/Incidents
Mapped to SSC/N0202, v2.0

Terminal Outcomes:

- Analyse technicalities of service requests to identify the nature of incidents
- Demonstrate error mitigation techniques related to access management, application installation, network installation, etc.

Duration: *15:00(In Hours)*	Duration: *30:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• List the guidelines and standard scripts to resolve service requests/incidents within your level of competence and authority. • Discuss technicalities of service requests/incidents outside the level of competence and authority with experts.	• Design suitability of solutions/ workarounds, for handling direct service requests. • Demonstrate error mitigation techniques related to access management, application installation, network installation, etc. • Construct a documented resolution of service requests/incidents accurately. • Frame a process to record confirmation of service requests/ incidents being resolved.
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, Outlook / Any other Email Client, and chat tools 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 7: Technical Skills for handling Incidents
Mapped to SSC/N0202, v2.0

Terminal Outcomes:

- Demonstrate application of source coding standards, ticketing tools and other IT related technologies.
- Explain the purpose and use of data configuration.

Duration: *10:00(In Hours)*	**Duration:** *25:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss how to store and retrieve information related to service requests. - List the latest changes, procedures, and practices in incident management process.	- Evaluate the mechanism of source coding standards, ticketing tools and utilities/tools for handling service requests. - Deploy information technology effectively to input and/or extract data. - Identify methods and importance of data configuration for disseminating relevant information to customers.
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, Outlook / Any other Email Client, and chat tools 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: Inclusive and environmentally sustainable workplaces
Mapped to SSC/N9014, v1.0

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: *10:00(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	

Module 9: Introduction to Employability Skills
Mapped to NOS 60 Hours (Version No. 1)
Key Learning Outcomes:
- Discuss the Employability Skills required for jobs in various industries
- List different learning and employability related GOI and private portals and their usage

Duration:1.5 Hours (0.5 Theory + 1 Practical)

Module 10: Constitutional values - Citizenship
Mapped to NOS 60 Hours (Version No. 1)
Key Learning Outcomes:
- Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
- Show how to practice different environmentally sustainable practices

Duration:1.5 Hours (0.5 Theory + 1 Practical)

Module 11: Becoming a Professional in the 21st Century
Mapped to NOS 60 Hours (Version No. 1)
Key Learning Outcomes:
- Discuss importance of relevant 21st century skills.
- Exhibit 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
- Describe the benefits of continuous learning

Duration:2.5 Hours (1 Theory + 1.5 Practical)

Module 12: Basic English Skills
Mapped to NOS 60 Hours (Version No. 1)
Key Learning Outcomes:
- Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
- Read and interpret text written in basic English
- Write a short note/paragraph / letter/e -mail using basic English

Duration: 10 Hours (4 Theory + 6 Practical)

Module 13: Career Development and Goal Setting
Mapped to NOS 60 Hours (Version No. 1)
Key Learning Outcomes:
- Create a career development plan with well-defined short- and long-term goals

Duration: 2 Hours (1 Theory + 1 Practical)

Module 14: Communication skills
Mapped to NOS 60 Hours (Version No. 1)
Key Learning Outcomes:
- Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
- Explain the importance of active listening for effective communication
- Discuss the significance of working collaboratively with others in a team

Duration: 5 Hours (2 Theory + 3 Practical)

Module 15: Diversity and Inclusion
Mapped to NOS 60 Hours (Version No. 1)
Key Learning Outcomes:
- Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
- Discuss the significance of escalating sexual harassment issues as per POSH

Duration: 2.5 Hours (1 Theory+ 1.5 Practical)

Module 16: Financial and Digital Literacy
Mapped to NOS 60 Hours (Version No. 1)
Key Learning Outcomes:
- Outline the importance of selecting the right financial institution, product, and service
- Demonstrate how to carry out offline and online financial transactions, safely and securely

Duration: 5 Hours (2 Theory+ 3 Practical)

Module 17: Essential Digital Skills
Mapped to NOS 60 Hours (Version No. 1)
Key Learning Outcomes:
- Describe the role of digital technology in today's life
- Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
- Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely
- Create sample word documents, excel sheets and presentations using basic features
- utilize virtual collaboration tools to work effectively

Duration: 10 Hours (4 Theory+ 6 Practical)

Module 18: Entrepreneurship
Mapped to NOS 60 Hours (Version No. 1)
Key Learning Outcomes:
- Explain the types of entrepreneurship and enterprises
- Discuss how to identify opportunities for potential business, sources of funding and

associated financial and legal risks with its mitigation plan
- Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
- Create a sample business plan, for the selected business opportunity

Duration: 7 Hours (3 Theory+ 4 Practical)

Module 19: Customer Service
Mapped to NOS 60 Hours (Version No. 1)
Key Learning Outcomes:
- Describe the significance of analysing different types and needs of customers
- Explain the significance of identifying customer needs and responding to them in a professional manner.
- Discuss the significance of maintaining hygiene and dressing appropriately

Duration: 5 Hours (2 Theory+ 3 Practical)

Module 20: Getting Ready for Apprenticeship and Jobs
Mapped to NOS 60 Hours (Version No. 1)
Key Learning Outcomes:
- Create a professional Curriculum Vitae (CV)
- Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
- Discuss the significance of maintaining hygiene and confidence during an interview
- Perform a mock interview
- List the steps for searching and registering for apprenticeship opportunities

Duration: 8 Hours (3 Theory+ 5 Practical)

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12th Pass	Diploma or bachelor's degree preferred.	Minimum 2 years' experience in the IT support service domain		1 year preferred	Minimum 2 years' experience in the Technical Support domain	Additional certification in specific software applications and related hardware configuration requirements.

Trainer Certification	
Domain Certification	Platform Certification
Minimum accepted score in SSC Assessment is 80% per NOS being taught in "SSC/Q0101, V 2.0"	Recommended that the trainer is certified for the Job role "Trainer" mapped to the Qualification Pack "MEP/Q2601". Minimum accepted score is 80% aggregate

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 QF, a trainee should score a minimum aggregate of 70% across qualification. 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 a 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 outcome 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	Terminal 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 Standard	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 an 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 Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
SSC	Skill Sectors Councils
NASSCOM	National Association of Software & Service Companies
PwD	Persons with Disability
IDE	Integrated Development Environment