



IT - ITes SSC
NASSCOM



Model Curriculum

QP Name: DOMESTIC IT HELPDESK ATTENDANT

QP Code: SSC/Q0110

QP Version: 3.0

NSQF Level: 3

Model Curriculum Version:3.0

IT-ITes Sector Skills Council NASSCOM | Plot No – 7,8,9 & 10, Sector 126, Noida, UP.
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Training Parameters

Sector	IT-ITeS
Sub-Sector	IT Services
Occupation	IT Support Services/Helpdesk
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 3512.0101
Minimum Educational Qualification and Experience	10th Class OR NSQF Level 2 STT with 1 year Experience in computer operation Min Age-15 Years
Pre-Requisite License or Training	Training programs in customer orientation, dealing with difficult customers, telephone etiquettes, etc.
Minimum Job Entry Age	15 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	450 hours
Maximum Duration of the Course	450 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.

- Collate existing documents, language standards, templates related to service requests.
- Examine the methods to handle common service requests.
- Categorize and prioritize service requests from customers with justifiable resolution time.
- Demonstrate working on the various validation steps related to application management, installation, security hardening, etc.
- Design incident management process flow from 1st level till escalation level coordinating with specialist support groups.
- Demonstrate process knowledge on hardware and software utilities for raising escalation and fetching data.
- Analyse technicalities of service requests to identify the nature of incidents.
- 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.
- Examine the outcome of rule-based analysis of the data/information for database management.
- Demonstrate effective work planning principles.
- Recognize the importance of using time and resources effectively.
- Describe how to maintain a health, safe and secure environment at 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/N0202 Deal directly with IT service requests/incidents NOS Version No. 2 NSQF Level 3	94:00	236:00	00:00	00:00	330:00



Module 1: Concept of service requests/ incidents	15:00	36:00	00:00	00:00	51:00
Module 2: Monitoring and validation of Service Requests	12:00	36:00	00:00	00:00	48:00
Module 3: Technical Specifications related to Service Requests	15:00	33:00	00:00	00:00	48:00
Module 4: Deal directly with IT service requests/incidents	14:00	33:00	00:00	00:00	47:00
Module 5: Technical skills for handling Incidents	12:00	33:00	00:00	00:00	45:00
Module 6: Process of Database Management	14:00	33:00	00:00	00:00	47:00
Module 7: Skills for Incident Management	12:00	32:00	00:00	00:00	44:00
Employability Skill 60 Hours	24:00	36:00	00:00	00:00	60:00
Module 08: Introduction to Employability Skills	00:30	01:00	00:00	00:00	01:30
Module 09: Constitutional values - Citizenship	00:30	01:00	00:00	00:00	01:30
Module 10: Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02:30
Module 11: Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 12: Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 13: Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 14: Diversity & Inclusion	01:00	01:30	00:00	00:00	02:30
Module 15: Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00
Module 16: Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 17: Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 18: Customer Service	02:00	03:00	00:00	00:00	05:00
Module 19: 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	118:00	272:00	60:00	00:00	450:00

Module Details

Module 1: Concept of Service Requests/Incidents

Mapped to SSC/N0202, v2.0

Training Outcomes:

- Collate existing documents, language standards, templates related to service requests.
- Examine the methods to handle common service requests.

Duration: 15:00(In Hours)	Duration: 36:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List general policies, procedures, and processes for dealing with basic IT service requests or incidents. • Discuss the guidelines for categorizing and prioritizing service requests. 	<ul style="list-style-type: none"> • Evaluate the nature and types of service requests. • Demonstrate methods to resolve common incidents related to account maintenance/ access problems networking, connectivity problems, hardware problems. • Demonstrate key operating principles for incidents related to operating system, installation/ 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/LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	

Module 2: Monitoring and Validation of Service Requests

Mapped to SSC/N0202, v2.0

Training Outcomes:

- Categorize and prioritize service requests from customers with justifiable resolution time.
- Demonstrate working on the various validation steps related to application management, installation, security hardening, etc.

Duration: 12:00(In Hours)	Duration: 36:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Collate service requests/incidents using technical tools and procedures. • Discuss the variety of service requests. • Identify solutions/workarounds for service requests/incidents. 	<ul style="list-style-type: none"> • Monitor automated alerts and customer service requests through IT systems. • Validate automated alerts to ensure they are genuine incidents and report for alerts that are false. • Demonstrate the process flow for rule-based transactions for validated incidents.
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/LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	

Module 3: Technical Specifications related to Service Requests

Mapped to SSC/N0202, v2.0

Training Outcomes:

- Design incident management process flow from 1st level till escalation level coordinating with specialist support groups.
- Demonstrate process knowledge on hardware and software utilities for raising escalation and fetching data.

Duration: 15:00(In Hours)	Duration: 33:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify latest changes and procedures in the field of expertise pertaining to service level escalations. • List the organization’s tools and processes for incident management and escalation support. 	<ul style="list-style-type: none"> • Demonstrate proper process knowledge related to the functioning of technologies related to hardware devices (e.g., laptops, desktops, Blackberries, routers, switches, LAN cables, RAM, mother board, server, RAID, blade server, storage media, printers, other peripherals and drivers), operating systems (e.g., Windows, UNIX, Macintosh), networks (e.g., LAN, WAN, VPN, IP, wireless, network devices). • Analyse the correct level of escalation required for remote troubleshooting tools (e.g., PC Anywhere, DameWare, WebEx, Live Meeting, Radmin), productivity tools (e.g., MS Office), IT service management tools, 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, Outlook / Any other Email Client, and chat tools CRM application/LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	

Module 4: Deal Directly with IT Service Requests/Incidents

Mapped to SSC/N0202, v2.0

Training 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: 14:00(In Hours)	Duration: 33:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. • Create a confirmation process to capture that service requests/incidents have been 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/LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	

Module 5: Technical Skills for Handling Incidents

Mapped to SSC/N0202, v2.0

Training Outcomes:

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

Duration: 12:00(In Hours)	Duration: 33:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss how to store and retrieve information related to service requests. • List the latest changes, procedures, and practices in incident management process. 	<ul style="list-style-type: none"> • 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.
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/LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	

Module 6: Process of Database Management

Mapped to SSC/N0202, v2.0

Training Outcomes:

- Examine the outcome of rule-based analysis of the data/information for database management.
- Discuss the purpose and specifics of CRM database.

Duration: 14:00(In Hours)	Duration: 33:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Design the appropriate data/information that needs to be provided, the formats in which it should be provided. • Discuss the purpose and specifics of CRM database for extracting information. 	<ul style="list-style-type: none"> • Examine outcome of rule-based analysis of data/information for database management. • Compile documentation of the data/information into requisite formats. • Deliver complete, accurate and up-to-date data/information for review. • Perform validation and updating of data into database, once approved.
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/LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	

Module 7: Skills for Incident Management

Mapped to SSC/N0202, v2.0

Training Outcomes:

- Demonstrate application of source coding standards, ticketing tools, rule-based analysis, and other IT related technologies.
- Organize 1st level and 2nd level incident management support program to evaluate outcomes.

Duration: 12:00(In Hours)	Duration: 32:00(In Hours)
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify the various types of IT components related to incident management, like servers, storage, network, databases, applications, etc. • Identify the process flow chart of a service desk team. 	<ul style="list-style-type: none"> • Construct a demo incident management process flow with any disruption of IT services. • Create cross support group process for coordination of a service request. • Organize 1st level and 2nd level incident management support program to evaluate possible outcomes.
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/LMS tool to enable blog posts or discussion board, Instant messenger, chat, and email tools to enable mock exercises.	

Module 8: 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 9: 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 10: 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 11: 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 12: 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 13: 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 14: 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 15: 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 16: 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 17: 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 18: 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 19: 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	
Minimum 12th Standard	Preferred Master's degree in any discipline.	Minimum 2 years' experience in the IT support services.		1 year preferred	Minimum 2 years' experience in the IT helpdesk domain	Additional certification in customer orientation, dealing with difficult customers, written communication etc. will be an added advantage.

Trainer Certification	
Domain Certification	Platform Certification
Minimum accepted score in SSC Assessment is 80% per NOS being taught in QP "SSC/Q0110, 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
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Productivity levels must be checked to ensure that it reflects those that are found in the work situation being replicated. 	<ul style="list-style-type: none"> 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 50% 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