



IT - ITeS SSC  
**NASSCOM**



# Model Curriculum

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

**QP Code: SSC/Q2202**

**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

# Table of Contents

Training Parameters .....	3
Program Overview.....	4
Training Outcomes .....	4
Compulsory Modules .....	4
Module Details.....	7
Module 1: Collect Payments over the Telephone .....	7
Module 2: Technical Skills for Query Management.....	8
Module 3: Convert Customer Enquiries into Sales .....	9
Module 4: Customer Base for Managing Sales.....	10
Module 5: Make Outbound Tele sales Calls.....	11
Module 6: Deal Remotely with Customer Queries .....	12
Module 7: Process of Query Initiation .....	13
Module 8: Inclusive and Environmentally Sustainable Workplaces .....	14
Module 9: Introduction to Employability Skills.....	15
Module 10: Constitutional values - Citizenship .....	15
Module 11: Becoming a Professional in the 21st Century.....	15
Module 12: Basic English Skills.....	15
Module 13: Career Development and Goal Setting.....	15
Module 14: Communication skills.....	16
Module 15: Diversity and Inclusion .....	16
Module 16: Financial and Digital Literacy.....	16
Module 17: Essential Digital Skills.....	16
Module 18: Entrepreneurship.....	16
Module 19: Customer Service.....	17
Module 20: Getting Ready for Apprenticeship and Jobs .....	17
Annexure.....	18
Trainer Requirements.....	18
Assessor Requirements .....	19
Assessment Strategy .....	20
References .....	22
Glossary.....	22
Acronyms and Abbreviations .....	23

## Training Parameters

<b>Sector</b>	IT-ITeS
<b>Sub-Sector</b>	Business Process Management
<b>Occupation</b>	Customer Relationship Management
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5244.0102
<b>Minimum Educational Qualification and Experience</b>	Class 11th OR 10th+1-Yr NTC/NAC/CITS OR NSQF Level 3 STT
<b>Pre-Requisite License or Training</b>	Training programs in customer orientation, dealing with difficult customers, Telephone etiquettes, voice & accent, basic computer skills, cross-culture, etc.
<b>Minimum Job Entry Age</b>	16 Years
<b>Last Reviewed On</b>	17-11-2022
<b>Next Review Date</b>	17-11-2025
<b>NSQC Approval Date</b>	17-11-2022
<b>QP Version</b>	3.0
<b>Model Curriculum Creation Date</b>	17-11-2022
<b>Model Curriculum Valid Up to Date</b>	17-11-2025
<b>Model Curriculum Version</b>	3.0
<b>Minimum Duration of the Course</b>	390 hours
<b>Maximum Duration of the Course</b>	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.

- 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)
<b>SSC/N2308 Collect payments over the telephone NOS Version No. 2 NSQF Level 4</b>	24:00	36:00	00:00	00:00	60:00
Module1: Collect payments over the telephone	13:00	24:00	00:00	00:00	37:00



Module 2: Technical skills for query management	11:00	12:00	00:00	00:00	23:00
<b>SSC/N3001 Convert customer enquiries into sales</b> <b>NOS Version No. 2</b> <b>NSQF Level 4</b>	36:00	54:00	00:00	00:00	90:00
Module 3: Convert customer enquiries into Sales	18:00	33:00	00:00	00:00	51:00
Module 4: Customer base for managing sales	18:00	21:00	00:00	00:00	39:00
<b>SSC/N3002 Make outbound tele sales calls</b> <b>NOS Version No. 2</b> <b>NSQF Level 4</b>	12:00	18:00	00:00	00:00	30:00
Module 5: Make outbound tele sales calls	12:00	18:00	00:00	00:00	30:00
<b>SSC/N3003 Deal remotely with customer queries</b> <b>NOS Version No. 2</b> <b>NSQF Level 4</b>	27:00	33:00	00:00	00:00	60:00
Module 6: Deal remotely with customer queries	15:00	23:00	00:00	00:00	38:00
Module 7: Process of query initiation	12:00	10:00	00:00	00:00	24:00
<b>SSC/N9014 Implement &amp; Improve the Gender Sensitivity, PWD (Person/ People with Disability) Sensitivity and Greening</b> <b>NOS Version No. 1</b> <b>NSQF Level 5</b>	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
<b>Employability Skill 60 Hours</b>	<b>24:00</b>	<b>36:00</b>	<b>00:00</b>	<b>00:00</b>	<b>60:00</b>
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
<b>OJT</b>	<b>00:00</b>	<b>00:00</b>	<b>60:00</b>	<b>00:00</b>	<b>60:00</b>
<b>Total Duration</b>	<b>133:00</b>	<b>197:00</b>	<b>60:00</b>	<b>00:00</b>	<b>390:00</b>

## Module Details

### Module 1: 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.

<b>Duration: 13:00(In Hours)</b>	<b>Duration: 24:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the legislation, regulation, statutory requirements and government guidelines for collections pitches and verbal agreements that apply.</li> <li>• Identify how collections pitches are made to customers for handling query and objection.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to contact customers as per standard operating procedures.</li> <li>• Demonstrate the use of proper collection pitches to customers.</li> <li>• Examine the process to handle customer queries and objections with appropriate rebuttals.</li> <li>• Analyse the payment negotiation terms that are used with customers.</li> <li>• Demonstrate the steps to upgrade customer relationship management (CRM) with customer interaction.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements:</b>	
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 2: 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.

<b>Duration: 11:00(In Hours)</b>	<b>Duration: 12:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss with trainer or quality assurance team to find solution for a specific query related to customer query.</li> </ul>	<ul style="list-style-type: none"> <li>Examine the process of referring queries outside the area of competence or authority to stakeholders.</li> <li>Use skills like reading, understanding, summarizing, and obtaining customer confirmation to confirm the query.</li> <li>Design methods to gain confirmation from customers those queries have been resolved to their satisfaction.</li> <li>Categorize queries accurately using query management tool.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements:</b>	
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: 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.

<b>Duration: 18:00(In Hours)</b>	<b>Duration: 33:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Identify relevant standards, policies, procedures when converting customer enquiries into sales.</li> <li>• List typical issues that may occur due to incomplete sales, customer data mismatch, incomplete script, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Examine the process to sort suitable products/ services according to customer needs.</li> <li>• Examine the proper use and purpose of different questioning techniques as required, including open ended, close ended, typical details, etc.</li> <li>• Analyse the suitability of using up-sell and cross-sell techniques of other products/ services to customers.</li> <li>• Develop strategies to obtain confirmation from customer and capture data for completion of sale.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements:</b>	
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: 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.

<b>Duration: 18:00(In Hours)</b>	<b>Duration: 21:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Identify the types of customers that associates generally deal with.</li> <li>• Identify how to offer up-sell and cross sell to a customer based on the nature of the issue.</li> </ul>	<ul style="list-style-type: none"> <li>• Practice methods to handle existing customers making inbound telephone calls or prospective customers making inbound telephone calls.</li> <li>• Categorize between inbound customers and outbound customers and their approach for accepting calls.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements:</b>	
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: Make Outbound Tele sales 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: 18:00(In Hours)
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Identify different styles and approaches to use when approaching customers of various mind sets.</li> <li>• Identify the need to collate past history, if the call recipient has been a customer before.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the use different sales pitch to customers as per standard operating process.</li> <li>• Examine the purpose of using various probing techniques to the customer.</li> <li>• Interpret customer queries, isolate objections, and provide rebuttals, following standard scripts.</li> <li>• Evaluate the process to modify customer relationship management (CRM) system with the sale completed.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements:</b>	
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	

## Module 6: Deal Remotely with Customer Queries

Mapped to SSC/N3003, V2.0

### Terminal Outcomes:

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

<b>Duration:15:00(In Hours)</b>	<b>Duration:23:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of keeping customers informed about timescales for progress and resolution of customer queries.</li> <li>• Identify relevant product reference guides or support materials to resolve queries.</li> <li>• List the basic IT requirements needed for voice set-up.</li> </ul>	<ul style="list-style-type: none"> <li>• Estimate a suitable timeline for completing a customer request and inform the customer about the same.</li> <li>• Evaluate the use of conveying concern and commitment through magic words, empathy, etc.</li> <li>• Show objection handling skills to buy time for gauging the correct resolution and pacify the customer.</li> <li>• Demonstrate the process of query escalation with a suitable time frame for solution.</li> <li>• Evaluate the use of raising service tickets for queries that needs time to resolve.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements:</b>	
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 7: 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.

<b>Duration: 12:00(In Hours)</b>	<b>Duration:10:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Discuss the importance of understanding customer queries at the first instance.</li> <li>Identify the difference in response based on the initiation type of the query.</li> </ul>	<ul style="list-style-type: none"> <li>Analyse the source of the incoming customer query and the difference in accepting the same, via telephone, e-mail, chat, etc.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements:</b>	
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: 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.

<b>Duration:10:00(In Hours)</b>	<b>Duration:20:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe different approaches for efficient energy resource utilisation and waste management.</li> <li>• Describe the importance of following the diversity policies.</li> <li>• Identify stereotypes and prejudices associated with people with disabilities and the negative consequences of prejudice and stereotypes.</li> <li>• Discuss the importance of promoting, sharing, and implementing gender equality and PwD sensitivity guidelines at organization level.</li> </ul>	<ul style="list-style-type: none"> <li>• Practice the segregation of recyclable, non-recyclable and hazardous waste generated.</li> <li>• Demonstrate different methods of energy resource use optimization and conservation.</li> <li>• Demonstrate essential communication methods in line with gender inclusiveness and PwD sensitivity.</li> </ul>
<b>Classroom Aids:</b>	
Whiteboard and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations	
<b>Tools and Other Requirements:</b>	
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	
Graduate degree/ diploma in any discipline	NA	Minimum 2 years' experience in the business process management domain.		1 year preferred	Minimum 2 years' experience in the customer relationship management industry.	Additional certification in customer orientation, dealing with difficult customers, Telephone etiquettes, voice & accent, basic computer skills, cross-culture, etc.

Trainer Certification	
Domain Certification	Platform Certification
Minimum accepted score in SSC Assessment is 80% per NOS being taught in "SSC/Q2202, 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"> <li>Carry out assessments under realistic work pressures that are found in the normal industry workplace (or simulated workplace).</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Assess that all tasks and functions are completed in a way, and to a timescale, that is acceptable in the normal industry workplace.</li> <li>Assign workplace (or simulated workplace) responsibilities that enable learners to meet the requirements of the NOS.</li> </ul>	<ul style="list-style-type: none"> <li>Productivity levels must be checked to ensure that it reflects those that are found in the work situation being replicated.</li> </ul>	<ul style="list-style-type: none"> <li>Provide situations that allow learners to interact with the range of personnel and contractors found in the normal industry workplace (or simulated workplace).</li> </ul>

### 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
<b>Key Learning Outcome</b>	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).
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
<b>Terminal Outcome</b>	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.
<b>National Occupational Standards</b>	National Occupational Standard specify the standard of performance an individual must achieve when carrying out a function in the workplace.
<b>Persons with Disability</b>	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.
<b>Integrated Development Environment</b>	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