



# Model Curriculum

**QP Name: IT Helpdesk Attendant**

**QP Code: SSC/Q0110**

**Version: 4.0**

**NSQF Level: 3.0**

**Model Curriculum Version: 4.0**

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## Training Parameters

<b>Sector</b>	IT-ITes
<b>Sub-Sector</b>	IT Services
<b>Occupation</b>	IT Support Services/Helpdesk
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3512.0101
<b>Minimum Educational Qualification and Experience</b>	<p>10th Grade Pass OR 10<sup>th</sup> Class Pursuing OR 8th Grade Pass with 3 years of relevant experience*</p> <p>*Relevant Experience: Computer Operation The relevant experience would include work, internship and apprenticeship after completion of relevant educational qualification.</p>
<b>Pre-Requisite License or Training</b>	Training programs in customer orientation, dealing with difficult customers, Telephone etiquettes etc.
<b>Minimum Job Entry Age</b>	15 years
<b>Last Reviewed On</b>	18-02-2025
<b>Next Review Date</b>	18-02-2028
<b>NSQC Approval Date</b>	18-02-2025
<b>QP Version</b>	4.0
<b>Model Curriculum Creation Date</b>	18-02-2025
<b>Model Curriculum Valid Up to Date</b>	18-02-2028
<b>Model Curriculum Version</b>	4.0
<b>Minimum Duration of the Course</b>	360 Hours
<b>Maximum Duration of the Course</b>	360 Hours

## Program Overview

This section summarises 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 to:

- Explain how to monitor, validate, and categorize IT service requests or incidents using organizational tools.
- Describe methods to resolve IT incidents using Generative AI, troubleshoot devices, and ensure compliance with SLAs.
- Discuss escalation protocols, customer communication techniques, and documentation processes.
- Discuss the Employability and Entrepreneurship Skills.

### Compulsory Modules

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

NOS and Module Details	Theory Duration (Hours)	Practical Duration (Hours)	On-the-Job Training Duration (Mandatory) (Hours)	On-the-Job Training Duration (Recommended) (Hours)	Total Duration (Hours)
<b>SSC/N0202: Deal Directly with IT Service Requests/Incidents</b> <b>NOS Version No.: 4.0</b> <b>NSQF Level: 3.0</b>	<b>90:00</b>	<b>180:00</b>	<b>60:00</b>	<b>00:00</b>	<b>330:00</b>
Module 1: Introduction to the IT-ITeS/BPM Industry and the job role of an IT Helpdesk Attendant	05:00	00:00	00:00	00:00	05:00
Module 2: Monitoring and Categorizing IT Service Requests/Incidents	25:00	60:00	20:00	00:00	105:00
Module 3: Resolving IT Service Requests and Ensuring Security	20:00	60:00	20:00	00:00	100:00
Module 4: Customer Interaction, Escalation, and Collaboration	20:00	30:00	10:00	00:00	60:00
Module 5: Documentation, Compliance, and Generative AI Tools	20:00	30:00	10:00	00:00	60:00
<b>DGT/VSQ/N0101: Employability Skills (30 Hours)</b> <b>NOS Version No.: 1.0</b> <b>NSQF Level: 2.0</b>	<b>30:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>

Module 6: Employability Skills (30 Hours)	30:00	00:00	00:00	00:00	30:00
<b>Total Duration</b>	<b>120:00</b>	<b>180:00</b>	<b>60:00</b>	<b>00:00</b>	<b>360:00</b>

## Module Details

### Module 1: Introduction to IT-ITeS/BPM Industry and the Job Role of an IT Helpdesk Attendant

*Mapped to SSC/N0202, v4.0*

#### Terminal Outcomes:

- Explain the importance of IT-ITeS/BPM Industries.
- Discuss the roles and responsibilities of an IT Helpdesk Attendant.

Duration (in hours): 05:00	Duration (in hours): 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Define the IT-ITeS/BPM industry.</li> <li>• Describe the various sub-sectors within the IT-ITeS/BPM industry.</li> <li>• Discuss the scope of employment in the IT-ITeS/BPM industry.</li> <li>• Describe the roles and responsibilities of an IT Helpdesk Attendant for the smooth operation of an organization's IT systems.</li> <li>• Discuss the basics of providing technical support and troubleshooting hardware and software issues.</li> <li>• Discuss the future trends and career growth opportunities for an IT Helpdesk Attendant.</li> </ul>	-
<b>Classroom Aids</b>	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
<b>Tools, Equipment and Other Requirements</b>	
Nil	

## Module 2: Monitoring and Categorizing IT Service Requests/Incidents

*Mapped to SSC/N0202, v4.0*

### Terminal Outcomes:

- Explain how to monitor and validate IT service requests or incidents using organizational tools.
- Describe the process of categorizing IT service requests or incidents accurately.

Duration (in hours): 25:00	Duration (in hours): 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain the organization's policies, procedures, and guidelines for IT service management.</li> <li>• Describe the types of IT service requests and incidents encountered in typical scenarios.</li> <li>• Elucidate the tools and systems used to track, categorize, and resolve service requests or incidents.</li> <li>• Discuss the importance of adhering to service-level agreements (SLAs) in IT service management.</li> <li>• Explain the process of monitoring systems to identify automated alerts and customer service requests.</li> <li>• Describe how to validate automated alerts to determine genuine incidents requiring action.</li> <li>• Discuss the techniques for collecting detailed customer information to identify the scope and nature of incidents.</li> <li>• Explain the process of analyzing system alerts and customer inputs to classify incidents appropriately.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to monitor systems to identify automated alerts and customer service requests using designated tools.</li> <li>• Show how to validate automated alerts to confirm genuine incidents requiring action.</li> <li>• Demonstrate the use of organizational tools and procedures to record and acknowledge service requests or incidents.</li> <li>• Show how to collect and document detailed customer information to accurately identify the nature and scope of incidents.</li> <li>• Demonstrate the classification of incidents based on system alerts and customer inputs using organizational tools.</li> <li>• Show how to align categorization of incidents with organizational policies and SLAs.</li> </ul>
<b>Classroom Aids</b>	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
<b>Tools, Equipment and Other Requirements</b>	
System Monitoring Tools (e.g., Nagios, Prometheus, Icinga, etc.), Customer Relationship Management (CRM) Software (e.g., SuiteCRM, Odoo CRM, EspoCRM, etc.), Incident Management Tools (e.g., OTRS, Request Tracker (RT), Helpy, etc.)	

## Module 3: Resolving IT Service Requests and Ensuring Security

*Mapped to SSC/N0202, v4.0*

### Terminal Outcomes:

- Explain how to resolve IT service requests using effective solutions and appropriate tools, ensuring system functionality and security.
- Describe how to troubleshoot mobile device issues and mitigate cybersecurity threats to protect user systems and data.

Duration (in hours): 20:00	Duration (in hours): 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain methods for identifying suitable solutions to resolve IT incidents effectively.</li> <li>• Describe the use of Generative AI tools in resolving IT service requests.</li> <li>• Discuss procedures for configuring mobile devices, operating systems, and applications.</li> <li>• Elucidate techniques for diagnosing and addressing hardware and connectivity issues on mobile devices.</li> <li>• Describe strategies to identify and mitigate cybersecurity threats such as phishing and social engineering attacks.</li> <li>• Enlist steps for detecting and removing malware while safeguarding sensitive systems and data.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to select and apply the most effective solution for resolving IT service incidents.</li> <li>• Show how to use Generative AI tools to automate troubleshooting and generate solutions.</li> <li>• Demonstrate the configuration of mobile device settings and operating systems.</li> <li>• Show how to install, update, and maintain mobile applications effectively.</li> <li>• Demonstrate diagnosing and fixing hardware-related or connectivity issues on mobile devices.</li> <li>• Show how to identify and prevent cybersecurity threats, including phishing and malware attacks.</li> </ul>
<b>Classroom Aids</b>	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
<b>Tools, Equipment and Other Requirements</b>	
System Monitoring Tools (e.g., Nagios, Prometheus, Icinga, etc.), Customer Relationship Management (CRM) Software (e.g., SuiteCRM, Odoo CRM, EspoCRM, etc.), Generative AI Tools (e.g., OpenAI GPT, GPT-Neo, GPT-J, etc.)	



## Module 4: Customer Interaction, Escalation, and Collaboration

*Mapped to SSC/N0202, v4.0*

### Terminal Outcomes:

- Explain how to manage customer queries and complaints to ensure effective resolution and satisfaction.
- Describe the process of collaborating with stakeholders and escalating issues appropriately for timely resolution.

Duration (in hours): 20:00	Duration (in hours): 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain the process of escalating service requests and incidents that fall outside your expertise or authority.</li> <li>• Describe the importance of effective collaboration with peers and technical teams for successful issue resolution.</li> <li>• Discuss the role of clear communication and empathy in explaining technical solutions to non-technical users.</li> <li>• Elucidate the significance of active listening and professionalism when addressing customer concerns and complaints.</li> <li>• Explain how to confirm customer satisfaction before closing the service request.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to escalate service requests or incidents when necessary, following the proper procedure.</li> <li>• Show how to effectively collaborate with team members to resolve complex issues.</li> <li>• Demonstrate the ability to communicate technical information in a simple, non-technical manner to customers.</li> <li>• Show how to actively listen to customer queries, ensuring full understanding of their concerns.</li> <li>• Demonstrate professionalism and empathy while handling customer complaints and ensuring issue resolution.</li> </ul>
<b>Classroom Aids</b>	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
<b>Tools, Equipment and Other Requirements</b>	
System Monitoring Tools (e.g., Nagios, Prometheus, Icinga, etc.), Customer Relationship Management (CRM) Software (e.g., SuiteCRM, Odoo CRM, EspoCRM, etc.), Ticketing Systems (e.g., Zendesk, osTicket, Faveo Helpdesk, etc.)	

## Module 5: Documentation, Compliance, and Generative AI Tools

*Mapped to SSC/N0202, v4.0*

### Terminal Outcomes:

- Explain how to document the resolution process and outcomes in accordance with organizational standards, policies, and SLAs.
- Describe how to utilize Generative AI tools to automate categorization, generate responses, and enhance overall incident resolution efficiency.

Duration (in hours): 20:00	Duration (in hours): 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Explain the significance of proper documentation and adherence to organizational policies in IT service management.</li> <li>• Describe the role of Generative AI tools in automating service request categorization and enhancing resolution efficiency.</li> <li>• Discuss the importance of continuous improvement in IT service management and the potential of Generative AI for optimization.</li> <li>• Elucidate the best practices for utilizing Generative AI tools to improve IT service management processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to document resolution processes and outcomes for incidents using organizational tools.</li> <li>• Show how to apply the fundamentals of Generative AI tools to enhance IT help desk operations and service delivery.</li> <li>• Demonstrate how to utilize Generative AI for automating ticket categorization, generating prompt responses, and creating accurate incident documentation.</li> <li>• Demonstrate how to optimize prompt engineering techniques and identify opportunities to improve the speed and accuracy of issue resolution using Generative AI.</li> </ul>
<b>Classroom Aids</b>	
Training Kit - Facilitator's Guide, Participant's Handbook, Presentations and Software, Whiteboard, Marker, Projector, Laptop, Video Films	
<b>Tools, Equipment and Other Requirements</b>	
System Monitoring Tools (e.g., Nagios, Prometheus, Icinga, etc.), Customer Relationship Management (CRM) Software (e.g., SuiteCRM, Odoo CRM, EspoCRM, etc.), Generative AI Tools (e.g., OpenAI GPT, GPT-Neo, GPT-J, etc.)	

## Module 6: Employability Skills (30 Hours)

*Mapped to DGT/VSQ/N0101, v1.0*

**Duration: 30:00 Hours**

### Key Learning Outcomes

#### Introduction to Employability Skills Duration: 1 Hour

After completing this programme, participants will be able to:

1. Discuss the importance of Employability Skills in meeting the job requirements

#### Constitutional values - Citizenship Duration: 1 Hour

2. Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen.
3. Show how to practice different environmentally sustainable practices

#### Becoming a Professional in the 21st Century Duration: 1 Hour

4. Discuss 21st-century skills.
5. Display a positive attitude, self-motivation, problem-solving, time management skills and continuous learning mindset in different situations.

#### Basic English Skills Duration: 2 Hours

6. Use appropriate basic English sentences/phrases while speaking

#### Communication Skills Duration: 4 Hours

7. Demonstrate how to communicate in a well-mannered way with others.
8. Demonstrate working with others in a team

#### Diversity & Inclusion Duration: 1 Hour

9. Show how to conduct oneself appropriately with all genders and PwD
10. Discuss the significance of reporting sexual harassment issues in time

#### Financial and Legal Literacy Duration: 4 Hours

11. Discuss the significance of using financial products and services safely and securely.
12. Explain the importance of managing expenses, income, and savings.
13. Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws

#### Essential Digital Skills Duration: 3 Hours

14. Show how to operate digital devices and use the associated applications and features, safely and securely
15. Discuss the significance of using the internet for browsing, and accessing social media platforms, safely and securely



#### **Entrepreneurship Duration: 7 Hours**

16. Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges

#### **Customer Service Duration: 4 Hours**

17. Differentiate between types of customers

18. Explain the significance of identifying customer needs and addressing them

19. Discuss the significance of maintaining hygiene and dressing appropriately

#### **Getting ready for Apprenticeship & Jobs Duration: 2 Hours**

20. Create a biodata

21. Use various sources to search and apply for jobs

22. Discuss the significance of dressing up neatly and maintaining hygiene for an interview

23. Discuss how to search and register for apprenticeship opportunities

## Module 7: On-the-Job Training

### Mapped to IT Helpdesk Attendant

<b>Mandatory Duration (in hours): 60:00</b>	<b>Recommended Duration (in hours): 00:00</b>
<b>Location: On-Site</b>	
<b>Terminal Outcomes</b> <ul style="list-style-type: none"> <li>• Demonstrate how to monitor IT service requests and validate automated alerts to confirm genuine incidents.</li> <li>• Show how to analyze customer inputs and system alerts to categorize incidents accurately.</li> <li>• Demonstrate resolving IT incidents efficiently by applying organizational guidelines, standard scripts, and Generative AI tools.</li> <li>• Show how to configure, troubleshoot, and maintain mobile device settings, operating systems, and applications.</li> <li>• Demonstrate strategies for diagnosing and resolving hardware-related and connectivity issues on mobile devices.</li> <li>• Show how to implement strategies to protect user systems and data from cybersecurity threats like phishing and malware.</li> <li>• Demonstrate how to escalate incidents beyond expertise and collaborate effectively with technical teams.</li> <li>• Show how to interact empathetically with customers, explain technical solutions in simple terms, and confirm resolution before closing requests.</li> <li>• Demonstrate process of documenting incidents, adhering to organizational policies, and meeting SLAs.</li> <li>• Show how to apply Generative AI tools for ticket categorization, automated responses, and improving incident resolution efficiency.</li> <li>• Demonstrate creation of a product/solution strategy and management of its development lifecycle.</li> <li>• Show how to collect and finalize business requirements through effective client interaction.</li> <li>• Demonstrate methods to finalize an MVP that aligns with the business requirements.</li> <li>• Show how to define &amp; measure KPIs for software performance, usability, &amp; conversion rates.</li> <li>• Demonstrate steps involved in creating a successful go-to-market strategy for products or solutions.</li> <li>• Show how to define and implement strategies to enhance customer engagement and retention.</li> <li>• Demonstrate the creation and execution of a project charter and monitoring related KPIs.</li> <li>• Show effective methods for building and maintaining positive workplace relationships.</li> <li>• Demonstrate strategies for managing team performance to ensure project goals are achieved.</li> <li>• Show how to collaborate effectively with stakeholders to ensure successful project outcomes.</li> <li>• Demonstrate techniques for developing employability and entrepreneurship skills in a professional environment.</li> </ul>	

## Annexure

### Trainer Requirements

1.	<b>Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	<p><b>Educational Qualification:</b> Graduate in any discipline.</p> <p><b>Industry &amp; Training Experience:</b> 2 years of industry experience in IT support services.</p> <p><b>Certification:</b> "Trainer" mapped to the Qualification Pack "MEP/Q2601" Minimum accepted score is 80% aggregate.</p>
2.	<b>Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	<p><b>Educational Qualification:</b> Graduate in any discipline.</p> <p><b>Industry &amp; Training Experience:</b> 4 years of industry experience in IT support services.</p> <p><b>Certification:</b> "Master Trainer" mapped to the Qualification Pack "MEP/Q2602" Minimum accepted score is 90% aggregate.</p>
3.	<b>Tools and Equipment Required for Training</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	<b>In Case of Revised Qualification, Details of Any Upskilling Required for Trainer</b>	NA

## Assessor Requirements

1.	<b>Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	<p><b>Educational Qualification:</b> Graduate in any discipline.</p> <p><b>Industry &amp; Training Experience:</b> 2 years of industry experience in IT support services.</p> <p><b>Certification:</b> "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.</p>
2.	<b>Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines), (wherever applicable)</b>	<p><b>Educational Qualification:</b> Graduate in any discipline.</p> <p><b>Industry &amp; Training Experience:</b> 2 years of industry experience in IT support services.</p> <p><b>Certification:</b> "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.</p>
3.	<b>Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	<p><b>Educational Qualification:</b> Graduate in any discipline.</p> <p><b>Industry &amp; Training Experience:</b> 4 years of industry experience in IT support services.</p> <p><b>Certification:</b> "Lead Assessor" mapped to the Qualification Pack "MEP/Q2702" Minimum accepted score is 90% aggregate.</p>
4.	<b>Assessment Mode (Specify the assessment mode)</b>	The assessment will consist of a blend of hands-on practical evaluations, viva-voce, and online proctored scenario-based multiple-choice questions ensuring a thorough evaluation of the individual's proficiency in learning outcomes, practical understanding, and real-world application of concepts.
5.	<b>Tools and Equipment Required for Assessment</b>	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

## 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.

### Batch Creation & Assessment Request:

Training Providers (TP) or Training Centers (TC), including any other authorized partner of Ministry/ Department create batches / push batches on the SIDH portal. Assessment requests are submitted through the SIDH portal or via email or other media as authorized from time to time. For NON-SIDH schemes, assessment requests are received electronically or through respective State Skill Mission portals. TP/TC initiates the assessment request through the InSDMS portal and processes the payment (where applicable).

### Batch Alignment & Confirmation:

Upon payment confirmation, batches are assigned to the Assessment Agency based on factors like:

- Assessment readiness
- Availability of certified assessors for the specific job role
- Assessment capping to an assessment agency as prescribed from time to time for an AB  
An email communication / prescribed mode communication is sent to TP/TC for confirmation of the assessment date, with IT-ITeS SSC in the loop. Once confirmation is received, the Assessment Agency designates a TOA-certified assessor to conduct or facilitate the assessment.
- Batches are only formed when the Qualification is active.

### Candidate Verification & Assessment Execution:

Candidate details are verified and documented at the beginning of the assessment by a certified assessor. A Quality Assurance (QA) mechanism is enforced, requiring an undertaking from the TC. Regular feedback is collected from TP/TC to ensure continuous improvement.

### Evidence Collection & Validation:

Proctors or assessors capture date/time-stamped and geo-tagged photographs of the assessment location during the process. Attendance is also ensured offline. A PC-wise result analysis is conducted to refine assessment standards.

### Monitoring & Compliance:

Batch monitoring follows established protocols, ensuring adherence to assessment guidelines. Sample based surprise visits are conducted at TC locations during both training and assessments to verify compliance. This structured approach ensures transparency, quality control, and validation throughout the assessment process.

### Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.



### **Assessment Quality Assurance levels/Framework:**

IT-ITeS SSC nasscom is responsible for the development and periodic review of the question bank developed for a specific job role. We publish an openly accessible sample /model question paper on our website for all stakeholders. The quality of the Question Bank created by the assessment designer is validated by a Subject matter experts on the following parameters:

- Appropriateness of the Question Bank in terms of facts, data and information.
- Checks for grammar, spellings, scripting and formatting.
- The information provided should be specific enough to remove any ambiguity in answers/solutions to the question.
- Relevance – Assessing the topic well w.r.t. the job role.
- Check if the difficulty level of each question is as per the matrix.
- Check if the images used in the question are clear and relevant.
- All variables, symbols and abbreviations used must be declared.
- The correct answer option should be unique, and the options should not be overlapping

## References

### Glossary

Term	Description
<b>Declarative Knowledge</b>	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
<b>Key Learning Outcome</b>	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).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective, or psychomotor skills.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do it upon the completion of the training.
<b>Terminal Outcome</b>	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.

## Acronyms and Abbreviations

Term	Description
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
IT-ITeS	Information Technology - Information Technology enabled Services
AI	Artificial Intelligence
SLA	Service Level Agreement
PC	Performance Criteria
OJT	On-the-Job Training
CRM	Customer Relationship Management
KPI	Key Performance Indicators
UI	User Interface
UX	User Experience
NLP	Natural Language Processing
CLV	Customer Lifetime Value
ROI	Return on Investment
CMS	Content Management System
DBMS	Database Management System
IoT	Internet of Things
SEO	Search Engine Optimization
VPN	Virtual Private Network
CST	Customer Support Tools
ERP	Enterprise Resource Planning
NOS	National Occupational Standard(s)