Model Curriculum

QP Name: Customer Sr. Executive (Voice and Non- Voice)

QP Code: SSC/Q2202

QP Version: 4.0

NSQF Level: 4

Model Curriculum Version: 4.0

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	Business Process Management
Occupation	Customer Relationship Management
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5244.0102
Minimum Educational Qualification and Experience	*Relevant Experience: Customer Support/Technical Support The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications. 12th Grade Pass with basic computer knowledge OR 10th Grade Pass with basic computer knowledge with 1.5 Years of relevant experience* OR Previous Relevant qualification of NSQF level 3 with 3 years of relevant experience*
Pre-Requisite License or Training	Training programs in customer orientation, dealing with difficult customers, Telephone etiquettes, voice & accent, basic computer skills, cross-culture, etc.
Minimum Job Entry Age	21 years
Last Reviewed On	18-02-2025
Next Review Date	18-02-2028
NSQC Approval Date	18-02-2025
QP Version	4.0
Model Curriculum Creation Date	18-02-2025
Model Curriculum Valid Up to Date	18-02-2028

Model Curriculum Version	4.0
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 standard scripts and tools available for collections pitches in customer payment interactions.
- Examine the use of a dialer to make and receive calls as part of the collections process.
- Describe the steps involved in contacting customers following operational procedures for efficient communication.
- Analyze the importance of verifying customer account details and outstanding balances before initiating payment calls.
- Summarize the key elements of an effective introduction during customer calls, ensuring clarity and professionalism.
- Outline guidelines for informing customers about payment details, including dues, late fees, and applicable discounts.
- Evaluate negotiation techniques and strategies for handling payment terms in line with organizational protocols.
- Demonstrate effective communication techniques to confirm customers' commitment to making payments.
- Assist customers in completing payments through secure and authorized channels, ensuring accurate verification.
- Record and update payment records in the system promptly after receiving payment confirmation to ensure accurate tracking.
- Apply best practices for documenting payment-related interactions and their role in tracking and resolving customer issues.
- Practice customer follow-up strategies to encourage compliance with payment deadlines and improve customer satisfaction.
- Evaluate cross-selling and up-selling opportunities based on customer profiles to increase revenue and loyalty.

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/N2308: Collect payments over the telephone **NOS Version No. 3** **NSQF Level 4**	**24:00**	**36:00**	**30:00**	**00:00**	**90:00**
Module1: Customer Interaction and Payment Collection	13:00	24:00	00:00	00:00	37:00
Module 2: Payment Confirmation and Support Process	11:00	12:00	00:00	00:00	23:00
SSC/N3001: Convert customer enquiries into sales. **NOS Version No. 3** **NSQF Level 4**	**36:00**	**54:00**	**00:00**	**00:00**	**90:00**
Module 3: Customer Interaction and Sales Skills Curriculum	18:00	33:00	00:00	00:00	51:00
Module 4: Sales Techniques and CRM Management	18:00	21:00	00:00	00:00	39:00
SSC/N3002: Make outbound tele sales calls **NOS Version No. 3** **NSQF Level 4**	**22:00**	**38:00**	**00:00**	**00:00**	**60:00**
Module 5: Make outbound tele sales calls	22:00	38:00	00:00	00:00	60:00
SSC/N3003: Deal remotely with customer queries **NOS Version No. 3** **NSQF Level 4**	**27:00**	**33:00**	**30:00**	**00:00**	**90:00**
Module 6: Customer Service Communication and Issue Resolution	15:00	23:00	00:00	00:00	38:00

Module 7: Service and Problem Resolution	12:00	10:00	00:00	00:00	24:00
Employability Skill 60 Hours	**24:00**	**36:00**	**00:00**	**00:00**	**60:00**
Module 8: Introduction to Employability Skills	00:30	01:00	00:00	00:00	01:30
Module 9: 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
Total Duration	**133:00**	**197:00**	**60:00**	**00:00**	**390:00**

Module Details

Module 1: Customer Interaction and Payment Collection

Mapped to SSC/N2308, V3.0

Terminal Outcomes:

- Identify the standard scripts and tools available for collections pitches.
- Examine the use of a dialer to make/receive calls.

<table>
<tr><td>Duration: 13:00(In Hours)</td><td>Duration: 24:00(In Hours)</td></tr>
<tr><td>Theory – Key Learning Outcomes</td><td>Practical – Key Learning Outcomes</td></tr>
<tr><td>

Identify the steps involved in contacting customers as per operational procedures.
Analyze the importance of verifying customer account details and outstanding balances before initiating payment calls.
Describe the purpose and key elements of an effective introduction during a customer call.
Summarize the guidelines for informing customers about payment details, including dues, late fees, and applicable discounts.
Outline the various payment options available and the communication strategies for explaining them to customers.
Evaluate negotiation techniques and strategies for handling payment terms in line with organizational protocols.
Explain the importance of providing accurate and up-to-date information about banking products and services to customers.
Evaluate the implications of sharing inaccurate or outdated information with customers in a banking context.

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Identify the steps involved in contacting customers as per operational procedures.
Demonstrate the use of AI-powered platforms to automate verification process
Analyze the importance of verifying customer account details and outstanding balances before initiating payment calls.
Describe the purpose and key elements of an effective introduction during a customer call.
Summarize the guidelines for informing customers about payment details, including dues, late fees, and applicable discounts.
Outline the various payment options available and the communication strategies for explaining them to customers.
Evaluate negotiation techniques and strategies for handling payment terms in line with organizational protocols.
Demonstrate how to verify the accuracy and relevance of banking product details using official documents or portals in a classroom scenario.
Develop a checklist for ensuring all shared banking product information is accurate and compliant with regulations.

</td></tr>
</table>

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) CRM Software (optional) Soft phone Hard phone/receiver Chat Software (optional) Microsoft Office

Module 2: Payment Confirmation and Support Process

Mapped to SSC/N2308, V3.0

Terminal Outcomes:

- List different software needed for query management and tracking, recording customer queries/ complaints.

Duration: *11:00(In Hours)*	**Duration:** *12:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the importance of confirming customer commitment to payments and the potential impact on business operations. • Describe secure payment channels and authorized processes for assisting customers in completing transactions. • Analyze scenarios where payment issues require escalation and outline the correct escalation protocols. • Identify the optimal use of AI to restore escalation process. • Describe the importance of AI to construct emails. • Discuss the significance of real-time updates to payment records and its implications for operational efficiency and accuracy. • Summarize best practices for documenting payment-related interactions and evaluate their role in tracking and resolving customer issues. • Explain the role of AI-driven tools (e.g., chatbots, speech-to-text) in enhancing customer service efficiency. • Outline strategies for effective follow-ups on incomplete payments to enhance customer compliance and satisfaction. • Assess approaches for handling inquiries and concerns to ensure customer satisfaction while maintaining organizational standards. • Identify strategies to ensure customer communication aligns with current banking policies and product details.	• Demonstrate effective communication techniques to confirm customers' commitment to making payments. • Assist customers in completing payments through secure and authorized channels, ensuring transaction details are accurately verified. • Identify payment-related issues that fall outside individual authority and escalate them to team leaders/line managers as per organizational procedures. • Update payment records in the system promptly and accurately after receiving payment confirmation. • Document call summaries comprehensively, including payment status and next steps. • Conduct follow-up actions for incomplete payments within the specified timeframe using structured communication methods. • Address payment-related inquiries and concerns with professionalism and courtesy, adhering to customer service protocols. • Perform a role-play exercise where participants handle sensitive customer inquiries and practice maintaining confidentiality.

• Assess the ethical and legal considerations involved in handling sensitive customer information and banking details.	

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) CRM Software (optional) Soft phone Hard phone/receiver Chat Software (optional) Microsoft Office

Module 3: Customer Interaction and Sales Skills Curriculum

Mapped to SSC/N3001, V3.0

Terminal Outcomes:

- Summarize customer wishes and needs in order to close sales.
- Design suitable answers as per customer queries and objections.

Duration: *18:00(In Hours)*	**Duration:** *33:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Explain the role of CRM systems in gathering customer information to identify needs and preferences effectively. • Describe methods for analyzing customer requirements based on collected data. • Identify the features, benefits, and key selling points of products/services to address customer requirements. • Explain the structure of standard sales scripts and their importance in maintaining consistent communication. • Describe how AI helps identify anomalies in customer interactions to prevent fraud and enhance security. • Analyze current promotions, discounts, or benefits to align them with customer interests and improve sales outcomes. • List common customer objections and appropriate persuasive rebuttals to address these effectively. • Recognize the importance of tailoring communication to ensure customer satisfaction and loyalty. • Outline ethical practices in customer engagement and adherence to organizational standards. • Explain the steps involved in the customer purchasing process and their significance in ensuring customer satisfaction. • Identify the necessary customer information required to complete a sale and justify its importance.	• Access customer data from CRM systems to identify needs and preferences during role-play simulations. • Match customer requirements with the most suitable products or services through interactive case studies. • Practice delivering sales pitches using standard scripts, emphasizing clarity and persuasive communication. • Demonstrate the ability to highlight ongoing promotions and explain their benefits to customers in mock scenarios. • Respond to customer objections during live role-plays with convincing and tailored rebuttals. • Apply active listening techniques to address customer questions effectively in simulated interactions. • Conduct mock sales interactions, incorporating CRM data and promotional details to close deals. • Evaluate peer and self-performance in sales simulations to refine communication and persuasion skills. • Practice engaging with a "customer" in a classroom setting to obtain and confirm their details, such as contact information, payment preferences, and product requirements.

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) CRM Software (optional) Soft phone Hard phone/receiver Chat Software (optional) Microsoft Office

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Module 4: Sales Techniques and CRM Management

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.

Duration: *18:00(In Hours)*	**Duration:** *21:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Analyze customer feedback using AI tools to identify trends and areas for service improvement. • Describe customer needs analysis techniques and how they inform product recommendations. • Explain cross-selling and up-selling principles, including benefits for customers and the business. • Outline the steps of the purchasing process, highlighting the importance of obtaining and confirming accurate customer information. • Discuss the significance of follow-up communication in sales conversion, including best practices for timing and personalization. • Explain CRM tools and their role in managing customer relationships, including data entry and retrieval processes. • Define key performance metrics for sales and describe methods to consistently meet or exceed targets. • Assess different approaches to obtain and confirm customer information effectively while maintaining professionalism. • Describe strategies to address potential challenges during the purchasing process to ensure a smooth experience.	• Analyze customer needs by conducting effective questioning to identify preferences and relevant product options. • Show how to use a CRM platform to access customer history, preferences, and purchase history to provide tailored solutions and upsell relevant products • Demonstrate cross-selling and up-selling techniques by suggesting complementary products/services based on customer preferences during role-playing scenarios. • Facilitate the purchasing process by obtaining and verifying customer information to ensure a smooth transaction. • Practice customer follow-up strategies by crafting and delivering follow-up communications that encourage conversion (e.g., email, phone call). • Record customer interactions and sales statuses in a CRM system accurately and maintain organized records for analysis. • Track and evaluate sales performance using tools to analyze personal sales data against daily, weekly, and monthly targets, and suggest improvement strategies.
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) CRM Software (optional) Soft phone Hard phone/receiver Chat Software (optional) Microsoft Office

Module 5: Make Outbound Tele sales Calls

Mapped to SSC/N3002, V3.0

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: *22:00(In Hours)*	**Duration**: *38:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe the benefits and limitations of using AI in voice and non-voice interactions. • Explain the importance of preparing call lists and sales scripts to enhance the efficiency of outbound sales activities. • Outline standard operational procedures for conducting outbound calls, including ethical considerations and compliance standards. • Identify the key elements of an effective introduction, including self-presentation, organizational highlights, and the call's purpose. • Discuss the impact of positive language and persuasive techniques on customer engagement and sales success. • Analyze strategies for customizing product/service presentations based on customer profiles and preferences. • Evaluate common customer objections and develop a framework for addressing them persuasively. • Explain the principles of upselling and cross-selling and their significance in boosting revenue and customer retention. • Define methods to obtain clear and informed customer consent in line with ethical standards. • Discuss the role of CRM systems in recording and analyzing call outcomes for future strategic planning.	• Prepare a detailed call list and draft a professional sales script for outbound sales activities. • Simulate outbound sales calls following an operational schedule and procedures. • Role-play introductions to clearly articulate personal, organizational, and call purpose using approved verbiage/scripts. • Demonstrate positive language and persuasive techniques during interactions with potential customers. • Customize sales presentations to appeal to various customer profiles based on provided case studies. • Respond effectively to customer queries or objections using persuasive rebuttals in real-time simulations. • Engage with customers through upselling or cross-selling activities during mock sales calls, focusing on revenue generation and loyalty-building techniques. • Secure explicit customer consent for further sales steps during role-playing exercises. • Record call outcomes, including feedback and call dispositions, in a CRM software during practical sessions. • Explain professional behavior and conflict resolution techniques while dealing with uninterested or unresponsive contacts in scenarios.

• Emphasize the importance of professional conduct in maintaining customer trust and the organization's brand image. • Explain the importance of speech modulation in influencing customer decisions and emphasizing product or service benefits. • Identify the key benefits of a product or service that should be highlighted during a conversation to persuade customers effectively. • Assess various speech modulation techniques for their effectiveness in different customer interaction scenarios.	• Demonstrate the use of appropriate speech modulation techniques to emphasize key points during a simulated customer interaction. • Design and deliver a short pitch to persuade a classroom audience, incorporating speech modulation techniques to highlight benefits.

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)

CRM Software (optional)

Soft phone

Hard phone/receiver

Chat Software (optional)

Microsoft Office

Module 6: Customer Service Communication and Issue Resolution

Mapped to SSC/N3003, V3.0

Terminal Outcomes:

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

Duration: *15:00(In Hours)*	**Duration:** *23:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Read AI-generated reports to measure customer service performance. • Explain the importance of promptly acknowledging customer queries across different communication channels to maintain customer satisfaction. • Describe the process of identifying the customer's issue and why gathering all relevant information is essential for an effective resolution. • Discuss the role of empathy and communication in apologizing for any inconvenience and its impact on customer loyalty. • Describe the purpose and importance of resolving customer tickets in a CRM system as part of the overall customer support process. • Recognize common issues encountered in CRM workflows and describe effective resolution strategies.	• Demonstrate how to gather customer queries received through multiple channels (phone, email, chat) by promptly responding within the stipulated response time. • Utilize AI-powered platforms to handle routine inquiries • Identify the customer's issue by listening actively and asking relevant questions to gather necessary details for resolution. • Role play ways to apologize for any inconvenience caused, demonstrating empathy and professionalism during communication with the customer. • Draft and document a resolution for a hypothetical customer query, ensuring clarity and adherence to workflow standards.
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) CRM Software (optional) Soft phone Hard phone/receiver Chat Software (optional) Microsoft Office

Module 7: Service and Problem Resolution

Mapped to SSC/N3003, V3.0

Terminal Outcomes:

- Identify the difference in approach based on the initiation type of the query, like inbound or outbound.

Duration: *12:00(In Hours)*	**Duration**: *10:00(In Hours)*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Define how to utilize the organization's knowledge base to ensure accuracy and consistency in the response provided to customers. • Outline the steps involved in troubleshooting and resolving common customer queries using best practices and organizational standards. • Identify the key components of professional customer service, including tone, language, and responsiveness. • Explain the significance of ensuring follow-up and documentation to enhance customer trust and improve future service efficiency. • Discuss the importance of keeping a calm and respectful demeanor when dealing with difficult customers or situations.	• Gather relevant information regarding the customer's query and input it correctly into the system to ensure timely resolution. • Refer to the organization's knowledge base to provide accurate and comprehensive responses or solutions to the customer’s issue. • Document the resolution process and ensure the customer’s concern is logged accurately for future reference or follow-up. • Demonstrate patience and professionalism while handling difficult or emotional customers, ensuring a positive experience. • Verify with the customer to ensure the solution provided resolves their issue and meets their expectations. • Use a cloud-based call center platform to handle customer inquiries, troubleshoot issues, and upsell services, even when working from home
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) CRM Software (optional) Soft phone Hard phone/receiver Chat Software (optional) Microsoft Office

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

1.	**Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline **Industry & Training Experience:** 2 years of industry experience in Technical Support/Customer care domain. **Certification:** "Trainer" mapped to the Qualification Pack "MEP/Q2601, V2.0" Minimum accepted score is 80% aggregate.
2.	**Master Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline **Industry & Training Experience:** 4 years of industry experience in Technical Support/Customer care domain. **Certification:** "Trainer" mapped to the Qualification Pack "MEP/Q2602, V2.0" Minimum accepted score is 90% aggregate.
3.	**Tools and Equipment Required for Training**	☒Yes ☐No *(If "Yes", details to be provided in Annexure)*
4.	**In Case of Revised Qualification, Details of Any Upskilling Required for Trainer**	NA

Assessor Requirements

1.	**Assessor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline **Industry & Training Experience:** 2 years of industry experience in Technical Support/Customer care domain. **Certification:** "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.
2.	**Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline **Industry & Training Experience:** 2 years of industry experience in Technical Support/Customer care domain **Certification:** "Proctor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.
3.	**Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	**Educational Qualification:** Graduate in any discipline **Industry & Training Experience:** 4 years of industry experience in Technical Support/Customer care domain **Certification:** "Lead Assessor" mapped to the Qualification Pack "MEP/Q2702" Minimum accepted score is 90% aggregate.
4.	**Assessment Mode** *(Specify the assessment mode)*	Can be either in the classroom or online
5.	**Tools and Equipment Required for Assessment**	☒ Same as for training ☐ Yes ☐ No *(details to be provided in Annexure-if it is different for Assessment)*

Assessment Strategy

Assessment Process Overview

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 expert 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
Key Learning Outcome	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).
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	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.
National Occupational Standards	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 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 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