



IT - ITeS SSC  
**NASSCOM**



# Model Curriculum

**QP Name: Customer Care Executive-Domestic- Voice**

**QP Code: SSC/Q2210**

**QP Version: 3.0**

**NSQF Level: 3**

**Model Curriculum Version: 3.0**

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

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## 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>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5244.0101
<b>Minimum Educational Qualification and Experience</b>	10th Class OR NSQF Level 2 STT with 1 year Experience in computer operation
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	15 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>	450 hours
<b>Maximum Duration of the Course</b>	450 hours

## Program Overview

This section summarizes the end objectives of the program along with its duration.

### Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Identify the role and importance of a voice customer service associate in supporting business operations.
- Organize the data being entered from multiple sources to check authenticity of the query.
- Categorize essential types of queries like billing, technical fault, loyalty issue, sales issue and document the same.
- Demonstrate customer greetings standards, careful reading, listening, summarizing, and obtaining customer confirmation of your understanding of the query.
- Demonstrate different questioning techniques (for both inbound and outbound calls) and objection handling methods.
- Utilize different styles and approaches of documentation for effective query handling and escalation process.
- Estimate a suitable timeline for completing a request and inform the SLA (service level agreement) through service tickets.
- Summarize the steps conducted to resolve any query.
- Illustrate proper ways of maintaining confidentiality of storing security and back up files for future use.
- Demonstrate application of CRM software and its purpose.
- Discuss the core differences between non-voice and voice profiles to identify technical specifications of the source of query, via chat/e-mail/voice, etc.
- Demonstrate practical applications of the dialer for making calls.
- Demonstrate effective work planning principles through using time and resources effectively.
- Describe how to maintain a health, safe and secure environment at workplace.

### Compulsory Modules

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

NOS and Module Details	Theory Duration (In hours)	Practical Duration (In hours)	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration (In hours)



<b>SSC/N3020 Make outbound calls to customers NOS Version No. 2 NSQF Level 3</b>	<b>94:00</b>	<b>236:00</b>	<b>00:00</b>	<b>00:00</b>	<b>330:00</b>
Module 1: Attending customer queries	12:00	30:00	00:00	00:00	42:00
Module 2: Process of Query management	12:00	30:00	00:00	00:00	42:00
Module 3: Make outbound calls to customers	12:00	35:00	00:00	00:00	47:00
Module 4: Documentation process for customer queries	10:00	24:00	00:00	00:00	34:00
Module 5: Manage query resolution	12:00	34:00	00:00	00:00	46:00
Module 6: Technical skills for query management	12:00	28:00	00:00	00:00	40:00
Module 7: Software requirement for handling calls/queries	12:00	30:00	00:00	00:00	42:00
Module 8: Process requirement for making outbound calls	12:00	25:00	00:00	00:00	37:00
<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>118:00</b>	<b>272:00</b>	<b>60:00</b>	<b>00:00</b>	<b>450:00</b>

# Module Details

## Module 1: Attending Customer Queries

Mapped to SSC/N3020, v2.0

### Terminal Outcomes:

- Explain the concept of voice customer relationship management.
- Identify the role and importance of a voice customer service associate in supporting business operations.

Duration: 12:00(In Hours)	Duration: 30:00(In Hours)
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• List the various segments in voice customer service, tools, and techniques.</li> <li>• Identify the role and importance of a voice customer service associate in supporting business operations.</li> </ul>	<ul style="list-style-type: none"> <li>• Practice greetings standards and verify their details, following general procedures.</li> <li>• Use techniques for careful reading, listening, summarizing, and obtaining confirmation of the understanding of the query.</li> <li>• Evaluate the usefulness of showing concern for any difficulties caused and commitment to resolve the same.</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, Outlook / Any other Email Client, and chat tools Sample CRM tool for demonstration. Telephone, voice recorder, IVR and software / document formats for recording call / interactions.	

## Module 2: Process of Query Management

Mapped to SSC/N3020, v2.0

### Terminal Outcomes:

- Organize the data being entered from multiple sources to check authenticity of the query.
- Categorize the essential type of query like billing, technical fault, loyalty issue, sales issue and document the same.

<b>Duration: 12:00(In Hours)</b>	<b>Duration: 30:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• List different software needed for query management and tracking, recording complaints on MS office, MS Excel, and other licensed software.</li> <li>• Identify the types of technical and non-technical queries.</li> </ul>	<ul style="list-style-type: none"> <li>• Solve routine problems, largely through precedent and referral to general guidelines.</li> <li>• Demonstrate use of query resolution software or process in line with service level agreements (SLAs).</li> <li>• Get confirmation that queries have been resolved to satisfaction.</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, Outlook / Any other Email Client, and chat tools Sample CRM tool for demonstration. Telephone, voice recorder, IVR and software / document formats for recording call / interactions.	

## Module 3: Make Outbound Calls to Customers

Mapped to SSC/N3020, v2.0

### Terminal Outcomes:

- Demonstrate different questioning techniques (for both inbound and outbound calls) and objection handling methods.
- Evaluate the process to escalate queries for further action.

Duration: 12:00(In Hours)	Duration: 35:00(In Hours)
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of proper introduction, the purpose of the call.</li> <li>• Select the correct alternative solution from customer relationship management (CRM) tool.</li> <li>• Deliberate the importance of documenting, classifying and prioritizing queries.</li> </ul>	<ul style="list-style-type: none"> <li>• Use speech modification and act on opportunities to up-sell or cross-sell other products/ services.</li> <li>• Plan methods to deliver convincing sales pitches following standard scripts.</li> <li>• Build discussion in a way to gain confirmation on needs, in order to close sales.</li> <li>• Create a generic estimation of a suitable timeline for completing a request.</li> <li>• Demonstrate different questioning techniques for understanding queries.</li> <li>• Examine the use of objection handling skills to buy time for gauging the correct resolution.</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, Outlook / Any other Email Client, and chat tools Sample CRM tool for demonstration. Telephone, voice recorder, IVR and software / document formats for recording call / interactions.	

## Module 4: Documentation Process for Customer Queries

Mapped to SSC/N3020, v2.0

### Terminal Outcomes:

- Demonstrate different styles and approaches of documentation for effective query handling.
- Maintain service tickets for queries that needs time to resolve.

<b>Duration: 10:00(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>• List the common types of documentation process used to record queries.</li> <li>• Select the correct category of documentation as per the list mentioned in the query management tool.</li> <li>• Select relevant product reference guides or support materials to resolve queries.</li> </ul>	<ul style="list-style-type: none"> <li>• Categorize different styles and approaches of documentation used when working with variety of queries.</li> <li>• Demonstrate note taking in incident query tool during capture of the information.</li> <li>• Maintain service tickets for queries that needs time to resolve and update the SLA.</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, Outlook / Any other Email Client, and chat tools Sample CRM tool for demonstration. Telephone, voice recorder, IVR and software / document formats for recording call / interactions.	

## Module 5: Manage Query Resolution

Mapped to SSC/N3020, v2.0

### Terminal Outcomes:

- Create a workflow that routes service requests with high priority concerns with subject-specific task queues.
- Summarize the steps conducted to resolve the query and get it approved by end user with balanced judgement.

Duration: 12:00(In Hours)	Duration: 34:00(In Hours)
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Analyse data and activities stored in CRM tool to understand the past records of a customer before giving resolution.</li> <li>• Discuss various balanced judgments to different situations that could be used as a resolution.</li> </ul>	<ul style="list-style-type: none"> <li>• Categorize the mood of the customer (angry, dissatisfied, seeking advice, dominant) before proceeding with the resolution.</li> <li>• Design various problem-solving approaches in different situations like buying time, token of appreciation, raising technical tickets.</li> <li>• Design templates to record a query with the correct resolution, for future reference.</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, Outlook / Any other Email Client, and chat tools MS-Visio, MS-Projects, Rational Suite/Star UML Sample CRM tool for demonstration. Telephone, voice recorder, IVR and software / document formats for recording call / interactions.	

## Module 6: Technical Skills for Query Management

Mapped to SSC/N3020, v2.0

### Terminal Outcomes:

- Illustrate proper ways of maintaining confidentiality of storing security and back up files for future use.
- Demonstrate application of various IT components including browsers, social media and various operating systems, part of the CRM tool.

<b>Duration: 12:00(In Hours)</b>	<b>Duration: 28:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the possible IT usage and components required like e-mail platform/ webchat platform/voice platform.</li> <li>• List the basic IT requirements needed for voice set-up.</li> </ul>	<ul style="list-style-type: none"> <li>• Analyze the query database to identify the domain, like internal or external</li> <li>• Segregate queries for resolution basis identified domain.</li> <li>• Evaluate relevant standards, policies, procedures that apply when dealing with confidential data and ensure the same is not mishandled.</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, Outlook / Any other Email Client, and chat tools Sample CRM tool for demonstration. Telephone, voice recorder, IVR and software / document formats for recording call / interactions.	

## Module 7: Software Requirement for handling Calls/Queries

Mapped to SSC/N3020, v2.0

### Terminal Outcomes:

- Demonstrate application of CRM software and its purpose.
- Identify the technical specifications of the source of query, via chat/e-mail/voice, etc.

<b>Duration: 12:00(In Hours)</b>	<b>Duration: 30:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Distinguish features of the CRM Software tool to capture query management through e-mail/ chat, voice call (inbound or outbound).</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the use of CRM software tool for maintaining database.</li> <li>• Evaluate how CRM software handles issues related to Contact management, Lead management, Email tracking, social media management, Query Resolution, 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, Outlook / Any other Email Client, and chat tools Sample CRM tool for demonstration. Telephone, voice recorder, IVR and software / document formats for recording call / interactions.	

## Module 8: Process Requirement for making Outbound Calls

Mapped to SSC/N3020, v2.0

### Terminal Outcomes:

- Discuss the core differences between non-voice and voice profiles.
- Demonstrate practical applications of the dialer for making calls.

<b>Duration: 12:00(In Hours)</b>	<b>Duration: 25:00(In Hours)</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the opportunities for domestic voice service through outbound calls like BPM, Utilities, Insurance and Banking.</li> <li>• Distinguish between non-voice and voice profiles.</li> </ul>	<ul style="list-style-type: none"> <li>• Practice features of the dialer for making outbound calls.</li> <li>• Operate dialer to demonstrate outbound calls in various situations like sales, after sales service, banking, real estate, promotions, utility, 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, Outlook / Any other Email Client, and chat tools Sample CRM tool for demonstration. Telephone, voice recorder, IVR and software / document formats for recording call / interactions.	

## **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	
Minimum 10th Standard.	0-6 Months of experience in customer service.	Minimum 2 years' experience in the customer service domain		Training experience: 1 year preferred	Minimum 2 years' experience in the business process management domain	2 years of work/training experience with respect to QP/Occupation. Additional certification in customer orientation, dealing with difficult customers, written communication etc. will be an added advantage.

Trainer Certification	
Domain Certification	Platform Certification
Minimum accepted score in SSC Assessment is 80% per NOS being taught in "SSC/Q2210, 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 50% across qualification. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

### **Method of assessment documentation and access**

The assessment agency will upload the result of assessment in the portal. The data will not be accessible for change by the assessment agency after the upload. The assessment data will be validated by SSC assessment team. After upload, only SSC can access this data.

# References

## Glossary

Term	Description
<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>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of the training</b> .
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module</b> . A set of terminal outcomes help to achieve the training outcome.
<b>National Occupational Standard</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 an 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 Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
SSC	Skill Sectors Councils
NASSCOM	National Association of Software & Service Companies
PwD	Persons with Disability
IDE	Integrated Development Environment