



## **QUALIFICATION FILE**

### **Customer Care Sr. Executive (Voice and Non- Voice)**

Short Term Training (STT)  Long Term Training (LTT)  Apprenticeship

Upskilling  Dual/Flexi Qualification  For ToT  For ToA

General  Multi-skill (MS)  Cross Sectoral (CS)  Future Skills  OEM

**NCrF/NSQF Level: 4**

**Submitted By:**

**IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)**

**Plot No. - 7, 8, 9 & 10**

**Sector - 126, Noida, Uttar Pradesh - 201303**

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### Section 1: Basic Details

1.	<b>Qualification Name</b>	<b>Customer Care Sr. Executive (Voice and Non- Voice)</b>													
2.	<b>Sector/s</b>	IT/ITeS													
3.	<b>Type of Qualification:</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	<b>NQR Code &amp; version of the existing /previous qualification:</b> 2021/ITES/ITSSC/04837 & Version 3	<b>Qualification Name of the existing/previous version:</b> Customer Care Sr. Executive (Voice and Non- Voice)												
4.	<b>a. OEM Name</b> <b>b. Qualification Name</b> <i>(Wherever applicable)</i>	NA													
5.	<b>National Qualification Register (NQR) Code &amp;Version</b> <i>(Will be issued after NSQC approval)</i>	QG-04-IT-03664-2025-V2-NASSCOM & Version 4	<b>6. NCrF/NSQF Level:</b> 4												
7.	<b>Award (Certificate/Diploma/Advance Diploma/ Any Other</b> <i>(Wherever applicable specify multiple entry/exits also &amp; provide details in annexure)</i>	Certificate													
8.	<b>Brief Description of the Qualification</b>	The individual in this job role is responsible for collecting payments over the phone, chat, or email and converting customer inquiries into sales. They make outbound tele sales calls to promote products or services and close deals. Additionally, they handle customer queries remotely, ensuring a high level of customer satisfaction. This role requires excellent communication skills and the ability to manage customer interactions effectively to drive sales and payment collection.													
9.	<b>Eligibility Criteria for Entry for Student/Trainee/Learner/Employee</b>	<p><b>Entry Qualification &amp; Relevant Experience:</b> *Relevant Experience: Customer Support/Technical Support</p> <p>The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications.</p> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>12th Grade Pass with basic computer knowledge</td> <td>-</td> </tr> <tr> <td>2.</td> <td>10th Grade Pass with basic computer knowledge</td> <td>1.5 years of relevant experience*</td> </tr> <tr> <td>3.</td> <td>Previous Relevant qualification of NSQF level 3</td> <td>3 years of relevant experience*</td> </tr> </tbody> </table>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	12th Grade Pass with basic computer knowledge	-	2.	10th Grade Pass with basic computer knowledge	1.5 years of relevant experience*	3.	Previous Relevant qualification of NSQF level 3	3 years of relevant experience*
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)													
1.	12th Grade Pass with basic computer knowledge	-													
2.	10th Grade Pass with basic computer knowledge	1.5 years of relevant experience*													
3.	Previous Relevant qualification of NSQF level 3	3 years of relevant experience*													

10.	<b>Credits Assigned to this Qualification, Subject to Assessment</b> (as per National Credit Framework (NCrF))	13	<b>11. Common Cost Norm Category (I/II/III)</b> (wherever applicable): II																				
12.	<b>Any Licensing requirements for Undertaking Training on This Qualification</b> (wherever applicable)	NA																					
13.	<b>Training Duration by Modes of Training Delivery</b> (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<input type="checkbox"/> Offline Only <input type="checkbox"/> Online Only <input checked="" type="checkbox"/> Blended  <table border="1" data-bbox="952 384 2056 600"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>133:00</td> <td>197:00</td> <td>60:00</td> <td>-</td> <td>390:00</td> </tr> <tr> <td>Online</td> <td>133:00</td> <td>197:00</td> <td>60:00</td> <td>-</td> <td>390:00</td> </tr> </tbody> </table> (Refer Blended Learning Annexure for details)				Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	133:00	197:00	60:00	-	390:00	Online	133:00	197:00	60:00	-	390:00
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Classroom (offline)	133:00	197:00	60:00	-	390:00																		
Online	133:00	197:00	60:00	-	390:00																		
14.	<b>Aligned to NCO/ISCO Code/s</b> (if no code is available mention the same)	NCO-2015/5244.0102																					
15.	<b>Progression path after attaining the qualification</b> (Please show Professional and Academic progression)	This entry should refer to one or more of the following: <b>Professional progression:</b> access to related qualification(s) at the next NSQF level: Team Leader/Asst. Manager-Service Desk, Team Leader-Collections																					
16.	<b>Other Indian languages in which the Qualification &amp; Model Curriculum are being submitted</b>	Hindi																					
17.	<b>Is similar Qualification(s) available on NQR-if yes, justification for this qualification</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																					
18.	<b>Is the Job Role Amenable to Persons with Disability</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", specify applicable type of Disability: Locomotor Disability																					
19.	<b>How Participation of Women will be Encouraged</b>	The Program is gender neutral although to increase women's participation, organizations are keeping aside a few seats to encourage female candidates.																					
20.	<b>Are Greening/ Environment Sustainability Aspects Covered</b> (Specify the NOS/Module which covers it)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																					
21.	<b>Is Qualification Suitable to be Offered in Schools/Colleges</b>	Schools: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No      Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																					
22.	<b>Name and Contact Details of Submitting / Awarding Body SPOC</b> (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Namrata Kapur Email: standards@nasscom.in Contact No.: 0120-4990111 Website: <a href="https://nasscom.in">https://nasscom.in</a>																					

<b>23. Final Approval Date by NSQC: 18<sup>th</sup> Feb 2025</b>	<b>24. Validity Duration: 3 Years</b>	<b>25. Next Review Date: 18<sup>th</sup> Feb 2028</b>
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## Section 2: Module Summary

### NOS/s of Qualifications

*(In exceptional cases these could be described as components)*

#### Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

*Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj.-Project*

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/N SQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Collect payments over the telephone	SSC/N2308 & V3.0	Core	4	3	24:00	36:00	30:00	00:00	90:00	30	50	-	20	100	22%
2.	Convert customer enquiries into sales	SSC/N3001 & V3.0	Core	4	3	36:00	54:00	00:00	00:00	90:00	30	50	-	20	100	22%
3.	Make outbound tele sales calls	SSC/N3002 & V3.0	Core	4	2	22:00	38:00	00:00	00:00	60:00	30	50	-	20	100	22%
4.	Deal remotely with customer queries	SSC/N3003 & V3.0	Core	4	3	27:00	33:00	30:00	00:00	90:00	30	50	-	20	100	22%
5.	Employability Skills (60 Hrs)	DGT/VSQ/N0102	Non-Core	4	2	24:00	36:00	00:00	00:00	60:00	20	30	-	-	50	12%
<b>Duration (in Hours) / Total Marks</b>					<b>13</b>	<b>133:00</b>	<b>197:00</b>	<b>60:00</b>	<b>00:00</b>	<b>390:00</b>	<b>140</b>	<b>230</b>	<b>-</b>	<b>80</b>	<b>450</b>	<b>100</b>

## Assessment - Minimum Qualifying Percentage

Please specify **any one** of the following:

**Minimum Pass Percentage – Aggregate at qualification level: 70%** (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

### Section 3: Training Related

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

### Section 4: Assessment Related

1.	<b>Assessor’s Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	<p><b>Educational Qualification:</b> Graduate in any discipline</p> <p><b>Industry &amp; Training Experience:</b> 2 years of industry experience in Technical Support/Customer care domain.</p> <p><b>Certification:</b> “Assessor” mapped to the Qualification Pack “MEP/Q2701” Minimum accepted score is 80% aggregate.</p>
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2.	<b>Proctor’s Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	<p><b>Educational Qualification:</b> Graduate in any discipline</p> <p><b>Industry &amp; Training Experience:</b> 2 years of industry experience in Technical Support/Customer care domain</p> <p><b>Certification:</b> “Proctor” 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)</b> (as per NCVET guidelines)	<p><b>Educational Qualification:</b> Graduate in any discipline</p> <p><b>Industry &amp; Training Experience:</b> 4 years of industry experience in Technical Support/Customer care domain</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</b> (Specify the assessment mode)	<p><b>The assessment shall be conducted through an online proctored format, incorporating scenario-based multiple-choice questions designed to effectively evaluate practical understanding and real-world application of concepts. Additionally, it will include a viva-voce and hands-on practical evaluation to comprehensively assess the individual's proficiency in specific learning outcomes.</b></p>
5.	<b>Tools and Equipment Required for Assessment</b>	<p><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)</p>

## Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	<b>Latest Skill Gap Study (not older than 2 years) (Yes/No):</b> NA
2.	<b>Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):</b> NA
3.	<b>Government /Industry initiatives/ requirement (Yes/No):</b> NA
4.	<b>Number of Industry validation provided:</b> 30
5.	<b>Estimated nos. of persons to be trained and employed:</b> 1000
6.	<p><b>Evidence of Concurrence/Consultation with Line Ministry/State Departments:</b> NA</p> <p>If “No”, why:</p>

## Section 6: Annexure & Supporting Documents Check List

*Specify Annexure Name / Supporting document file name*

1.	<b>Annexure:</b> NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	<i>Present</i>
2.	<b>Annexure:</b> List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Present</i>
3.	<b>Annexure:</b> Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Present</i>
4.	<b>Annexure:</b> Assessment Strategy <i>(Mandatory)</i>	<i>Present</i>
5.	<b>Annexure:</b> Blended Learning <i>(Mandatory, in case selected Mode of delivery is “Blended Learning”)</i>	<i>Present</i>
6.	<b>Annexure:</b> Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>Present</i>
7.	<b>Annexure:</b> Acronym and Glossary <i>(Optional)</i>	<i>Present</i>
8.	<b>Supporting Document:</b> Model Curriculum <i>(Mandatory – Public view)</i>	<i>Present</i>
9.	<b>Supporting Document:</b> Career Progression <i>(Mandatory - Public view)</i>	<i>Present</i>
10.	<b>Supporting Document:</b> Occupational Map <i>(Mandatory)</i>	<i>Present</i>
11.	<b>Supporting Document:</b> Assessment SOP <i>(Mandatory)</i>	<i>Present</i>
12.	<b>Any other document you wish to submit:</b>	<i>Present</i>

### Annexure: Evidence of Level

NCrf/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrf/NSQF level descriptor	NCrf/NSQF Level
<b>Professional Theoretical Knowledge/Process</b>	<ul style="list-style-type: none"> <li>Examine effective communication techniques for both voice and non-voice channels to address customer needs accurately.</li> </ul>	The Customer Care Sr. Executive (Voice and Non-Voice) at NSQF Level 4 requires an understanding of customer service processes, including addressing inquiries, resolving	4

	<ul style="list-style-type: none"> <li>● Identify the use of customer relationship management (CRM) software to log, track, and resolve customer issues.</li> <li>● Explain customer verification standards and procedures for initiating conversations in line with company protocols.</li> <li>● Develop appropriate responses to address customer inquiries and handle objections, aiming to enhance customer satisfaction and loyalty.</li> <li>● Demonstrate skills to upsell or cross-sell products by tailoring responses based on the customer’s initial inquiries.</li> <li>● Calculate expected resolution timelines for customer requests, updating customers promptly on progress or delays to manage expectations effectively.</li> </ul>	<p>issues, processing orders, and guiding customers on product and service usage. They must be proficient in both inbound and outbound communication, using rule-based decisions aligned with the organization’s service protocols.</p> <p>The individual is skilled in navigating service level agreements (SLAs), organizational guidelines, and a knowledge base to ensure efficient and accurate issue resolution. These abilities require independent decision-making within set procedures, aligning well with the responsibility and skill expectations at NSQF Level 4.</p>	
<p><b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b></p>	<ul style="list-style-type: none"> <li>● Techniques for handling various customer inquiries, complaints, and service requests</li> <li>● Knowledge of organizational policies, escalation procedures, and service-level agreements</li> <li>● Proficiency in using CRM systems and other software tools for tracking customer interactions</li> <li>● Effective communication skills for both voice and non-voice channels, adapting tone and style based on customer preferences</li> <li>● Ability to assess customer needs quickly and offer relevant solutions or support</li> <li>● Familiarity with standard responses to common queries and knowledge of troubleshooting steps for technical and service-related issues</li> </ul>	<p>This job requires the individual to have practical and factual knowledge in customer service principles and practices, both in voice and non-voice processes. They must understand organizational standards, policies, procedures, and guidelines for managing customer interactions, as well as their responsibilities within these frameworks. Proficiency in customer relationship management (CRM) tools, systems, and processes is essential for accurately recording, categorizing, and resolving inquiries.</p> <p>The individual must be skilled in understanding common customer concerns, adapting communication styles, demonstrating empathy, and applying effective problem-solving techniques to address customer needs. These skills align the role with NSQF Level 4 standards.</p>	<p>4</p>
<p><b>Employment Readiness &amp; Entrepreneurship Skills &amp; Mind-set/Professional Skill</b></p>	<ul style="list-style-type: none"> <li>● Identify and analyze customer queries and issues, addressing any discrepancies promptly</li> <li>● Plan and prioritize tasks to meet response time and service level agreements</li> <li>● Manage both voice and non-voice customer interactions effectively</li> <li>● Follow established protocols, customer guidelines, and service procedures to resolve issues</li> </ul>	<p>Individuals in the role of Customer Care Sr. Executive (Voice and Non-Voice) must engage directly with customers via phone, chat, or email to address inquiries and resolve issues. They must demonstrate effective communication, logical thinking, and practical skills to understand and respond to customer needs. This role requires proficiency in problem-solving, empathy, and time management to handle multiple customer interactions. They are expected to work independently to</p>	<p>4</p>

	<ul style="list-style-type: none"> <li>● Apply problem-solving skills to address diverse customer concerns</li> <li>● Gather and provide accurate information, making balanced judgments in customer interactions</li> <li>● Utilize customer service software proficiently for data entry and retrieval</li> <li>● Stay updated on changes in service procedures and policies</li> <li>● Interpret and apply instructions and service standards</li> <li>● Adapt to evolving customer service practices and technologies in the role</li> </ul>	<p>resolve queries, ensuring customer satisfaction and retention.</p> <p>Thus, this job role aligns with the NSQF Level 4 descriptor, as it requires a mix of cognitive, professional, and interpersonal skills.</p>	
<p><b>Broad Learning Outcomes/Core Skill</b></p>	<ul style="list-style-type: none"> <li>● Listen actively to understand customer queries and respond professionally</li> <li>● Communicate effectively both orally and in writing, ensuring clear and concise messaging</li> <li>● Engage with customers across voice and non-voice channels to resolve issues and provide accurate information</li> <li>● Build and maintain positive relationships to enhance customer satisfaction and loyalty</li> <li>● Deliver consistent, reliable service by adhering to company protocols and quality standards</li> <li>● Ensure that all responses are complete, accurate, and error-free</li> <li>● Work collaboratively within the team while being capable of handling tasks independently to meet customer needs and organizational goals</li> </ul>	<p>The individual in this job role should possess strong communication and interpersonal skills, both written and verbal, to effectively interact with customers in voice and non-voice channels like calls, emails, or web chats. They must demonstrate clarity in understanding and resolving customer queries, ensuring customer satisfaction. Basic problem-solving and time management skills are essential to handle multiple tasks efficiently. Knowledge of CRM tools and systems is required to track and manage customer interactions.</p> <p>These core skills will enable the individual to deliver high-quality service, address customer concerns promptly, and maintain a professional approach in diverse customer interactions, making it suitable for NSQF Level 4.</p>	<p>4</p>
<p><b>Responsibility</b></p>	<ul style="list-style-type: none"> <li>● Respond to customer queries and concerns through phone calls, emails, or chats</li> <li>● Ensure resolution of customer issues within the designated timeframe</li> <li>● Maintain records of customer interactions and transactions</li> <li>● Interact with team members and other departments to resolve escalated issues</li> <li>● Provide information about products and services to customers</li> <li>● Follow established communication scripts and protocols</li> </ul>	<p>Individuals in the job role of Customer Care Sr. Executive (Voice and Non-Voice) at NSQF Level 4 are responsible for addressing customer inquiries and concerns through both voice and non-voice communication channels, such as phone, email, and chat. They resolve issues, provide information, and ensure customer satisfaction by following established processes and scripts.</p> <p>This role requires independent work, along with strong problem-solving, communication, and interpersonal skills. The individual is expected to manage customer interactions efficiently, take responsibility for their own</p>	<p>4</p>

	<ul style="list-style-type: none"> <li>Utilize CRM software and other resources for effective issue tracking and resolution</li> <li>Ensure compliance with company policies and customer service standards</li> </ul>	performance, and contribute to the team’s goals, justifying its placement at NSQF Level 4 due to the need for both autonomy and customer engagement.	
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### Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size:

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	<ul style="list-style-type: none"> <li>CRM Software (optional)</li> <li>Soft phone</li> <li>Hard phone/receiver</li> <li>Chat Software (optional)</li> <li>Microsoft Office</li> </ul>	-	As per requirements

Classroom Aids

The aids required to conduct sessions in the classroom are:

- White Board
- Projector
- Computer
- Training hand book

### Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	Esquare	MD ALI	Operation Director	Park Landing 5AC-709,2nd Floor, 2nd Block, HRBR Layout Extension, Outer Ring	+ 91 - 8660834187	-	-

				Rd, Bengaluru, Karnataka - 560043			
2	Capital Numbers	Mrs. Paromita Biswas Panja	HR	Unit No 8E4, 8th floor, EAST TOWER, MANI CASADONA IT BUILDING, Plot #2 F/4, AA II, F, Newtown, Kolkata, Chakpachuria, West Bengal 700156	033-6799 2222	info@capitalnumbers.com	-
3	Teck Valley	Miss Chandria Prasad	Assistant Manager HR & Operation	3rd Floor, 956, Kalikapur Rd, Purbachal Kalitala, Kalikapur, Santoshpur, Kolkata, West Bengal 700099	-	-	-
4	Evolve Technologies and Services Pvt Ltd	Mr Mithilesh Kumar	Human Resource	315 Work Avenue Campus, Ascent Building, 77, Koramangala Industrial Layout Jyothi Nivas College Road, Koramangala, Bangalore, Karnataka.	-	-	-
5	ESM Square Technologies Pvt Ltd	Mr Rakshid Gaoud	Manager HR	334, 27th Main Rd, 2nd Sector, Sector 2, HSR Layout, Bengaluru, Karnataka 560102	080-35216856	hr@esquaredhr.com	-
6	Varroc Polymers Pvt Ltd	Miss Vipasa Kulkarni	HR & IR	Q7VW+W82, Ranjangaon MIDC, Maharashtra 412220	+91 240 6653600	varroc.info@varroc.com	-
7	CodSoft	Natalie Oneil	CEO	4-5, Lokenath Bose Garden Ln, Seal Lane, Tangra, Kolkata, West Bengal 700046	-	contact@codsoft.in	-
8	Merce Technologies	Mr Jayant Bhatt	Operation Head	301 Technocity, X-5/3, T.T.C. Industrial Area, MIDC Industrial Area, Mahape, Navi Mumbai, Maharashtra 40071	022 2778 1895	accounts@remiges.tech	
9	AS Soft Technologies Pvt Ltd	Miss Anita Roselin	HR Manager	129, Level 5, Prestige Palladium Bayan, 140, Greams Rd, Chennai, Tamil Nadu 600006	+91 44 6620 5575	info@asoftware.net	

10	Sibey India	Mr Mukul Kumar Adak	Project Manager	H. No. 1306, Saidham Nanak Nagar, Manegao Ranjhi Jabalpur, Madhya Pradesh, 482005 India	+91 22 6665 2214	
11	Sonata Software	Mr Mangal Kulkarni	Head Legal & Admin	Ideal Plaza, Sarat Bose Rd, Sreepally, Bhowanipore, Kolkata, West Bengal 700020	094357 41759	
12	RS Software (India) Ltd	Mr Sanjib Mukherjee	HRM	11th Floor, Adventz Infinity, BN Block, Sector V, Bidhannagar, Kolkata, West Bengal 700091	033 6601 8899	
13	Microland	Miss Paromita Basu	HR & Training Development	1B, Ecospace, Bellandur, Outer Ring Road, Bengaluru- 560 103	+91 80 6175 1000	
14	Altruist Technologies Pvt Ltd	Shankar Chakraborty	Head of HR	Altruist Technologies Private Limited. 219, Brigade Arcade Whitefied Road, MahadevaPura Bangalore - 560048	+91 22 2452 3662	hr@altruistindia.com
15	Senrysa Technologies Pvt Ltd	Triparna Mukherjee	HR Business Partner & Leadership Acquisition	6th Floor, TOWER-1, GODREJ WATERSIDE, DP Block, Sector V Bidhannagar, Kolkata, West Bengal 700091	033 6621 2222	mail@senrysa.com
16	DreamzTechsolution Pvt Ltd	Kaushiki Mazumder	Operations Head	6th Floor, Ambient Building, near Techno Polis, AQ-7, Sector V, Bidhannagar, Kolkata, West Bengal 700091	080818 91494	marketing@dreamztechusa.com
17	Ailsec Technologies Pvt Ltd	K Sasi Kumar	Human Resources Department	46C, Velachery Main Road, Velachery, Chennai-600042	+91-44-2244 7077	careers@alldigitech.com
18	Surflex Technologies Pvt Ltd	Mr Govind Saxena	COO	33B, Jatindas Rd, near Deshapriya Park West, Kolkata, West Bengal 700029	098302 27204	contact.kolkata@surflextechnology.in

19	ICRA Analytics	Preeti Amit Shirke	Senior Vice President-= Talent Acquisition	Infinity Benchmark, 1, GP Block, Sector V, Kolkata, West Bengal 700091	090044 00090	preeti.amit.shirke@icraanalytics.com	ICRA Analytics
20	InSync Tech-Fin Solutions Ltd	Mr Atul Gupta	CEO	DGK 912, DLF Galleria, Action Area 1B, New Town, Kolkata - 700156, West Bengal, India	098300 27106	sales@insync.co.in	InSync Tech-Fin Solutions Ltd
21	IGT Solutions	Vineet Gupta	Vice President HR	Echelon Building, Plot No. 49, Sector-32, Gurugram - 122001, Haryana, India	+91 (0124) 435 5101	mktg@igtsolutions.com	
22	Kreeti Technologies Pvt Ltd	Mr Parmeet Soni	Operation India & Dubai	1408, Godrej Genesis, EP Block, Sector V, Bidhannagar, Kolkata, West Bengal 700091	033 4008 3385	career@kreeti.com	
23	eTeam Info services Pvt. Ltd	Miss Priyanka Mahajan	Talent Head	1219, 5th Main Rd, Rajiv Gandhi Nagar, Sector 7, HSR Layout, Bengaluru, Karnataka 560102	+91 022 2544 3655	apacinfo@eteaminc.com	
24	PWC	Mahub Khan	Human Capital Lead	Pine Valley 4th Floor, Village, Intermediate Ring Rd, Embassy Golf Links Business Park, Challaghatta, Bengaluru, Karnataka 560071	080 4079 4000		
25	Tech Mahindra	Krishna Ramaswami	Human Resource Management Group	Infocity - Special Economic Zone, Tower - I, Plot No. 22 to 34, Hi-tech City, Madhapur, Hyderabad, Telangana 500081	+91 40 3063 6363		
26	Mindtree	Rosalee M Kombal	Vice President-People Function	LTIMindtree Limited, Global village Tech Park, Mysore Rd, RVCE, Bengaluru, Karnataka 560059	080670 64000		
27	DXC Technology	Lokendra Sethi	Vice President-Human Resource	DXC Technology, Hosur Rd, near to THE OTTERA HOTEL, Konappana Agrahara, Electronic City, Bengaluru, Karnataka 560100	080 3054 0000		

28	Beyond Scale Technologies	K Sasi Nath	Human Resources	G9 Magna Lakeview, Khanmet, Hyderabad, 500084	022 3074 9000	
29	AMI	Subhasini Ramakrishnan	VP- HR & Quality	5th Floor, Tower - A, Rattha's Tek Meadows, No. 51, Rajiv Gandhi Salai (OMR), Sholinganallur Chennai - 600119 – India	98313 30394	
30	MaxMobility	Mr Arijeet Mukherjee	CEO	2nd Floor, Unit, Block-2b, ECOSPACE BUSINESS PARK, 202B, AA II, Newtown, Kolkata, Chakpachuria, West Bengal 700156	033 2324 5925	info@maxmobility.com

### Annexure: Training & Employment Details

**Training and Employment Projections:**

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2021-2024	1000					

Data to be provided year-wise for next 3 years

**Training, Assessment, Certification, and Placement Data for previous versions of qualifications:**

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

**List Schemes in which the previous version of Qualification was implemented:**

1. PMKVY

**Content availability for previous versions of qualifications:**

Participant Handbook  Facilitator Guide  Digital Content  Qualification Handbook  Any Other:

Languages in which Content is available:

1. English
2. Hindi

## Annexure: Blended Learning

### Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input checked="" type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	<ul style="list-style-type: none"> <li>● Handbooks</li> <li>● PowerPoint presentations slides</li> <li>● Reference material (books, online articles, websites, etc.)</li> </ul>	
2	<input checked="" type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills / Mentorship to Learners	<ul style="list-style-type: none"> <li>● Video conferencing and collaboration tools</li> </ul>	
3	<input checked="" type="checkbox"/> Showing Practical Demonstrations to the learners		
4	<input checked="" type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> <li>● Video Play presentations</li> <li>● Design tools (Open Source)</li> <li>● Version control and file management tools</li> </ul>	
5	<input checked="" type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> <li>● MCQ based tests</li> </ul>	
6	<input checked="" type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> <li>● Offline assessments</li> </ul>	

## Annexure: Detailed Assessment Criteria

Proctored online assessment case study based questions also included in the assessment.

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>SSC/N2308: Collect payments over the telephone</b>	PC 1. contact customers as per the operational procedure	2	3	-	1
	PC 2. verify customer account details and outstanding balances before initiating a payment call	2	3	-	2
	PC 3. introduce yourself and explain the purpose of the call following appropriate verbiage/script throughout the interaction	2	5	-	1
	PC 4. use AI-powered tools / platforms to automate verification process	3	3	-	1
	PC 5. inform customers of the payment amount due, including any late fees or discounts, if applicable	2	3	-	1
	PC 6. explain the available payment options clearly (e.g., credit card, debit card, net banking, digital wallets)	2	3	-	2
	PC 7. negotiate payment terms with customers following standard verbiage/script	2	3	-	2
	PC 8. confirm with customers their commitment to make the payment	2	3	-	1
	PC 9. assist the customer in completing the payment process through a secure and authorised channel and confirm the transaction details	2	3	-	1
	PC 10. refer the issues outside the area of competence and authority to team leader/line managers, following the operational procedures	3	3	-	1

	PC 11. update payment records in the system immediately after receiving the payment confirmation	2	3	-	1
	PC 12. document the call summary, including payment status and next steps, if any	1	3	-	1
	PC 13. ensure all information shared with customers regarding banking products and services is accurate and up-to-date	1	3	-	2
	PC 14. follow-up on incomplete payments within a specified timeframe	2	3	-	1
	PC 15. handle payment-related inquiries and concerns professionally and courteously	1	3	-	1
	PC 16. maintain strict confidentiality when handling sensitive customer information and banking details	1	3	-	1
	<b>Total Marks</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>
<b>SSC/N3001: Convert customer enquiries into sales</b>	PC 1. use information provided by customers or accessed from the customer relationship management (CRM) system to understand customer needs and preferences	2	4	-	2
	PC 2. provide accurate information on products/services that meet customer requirements	3	4	-	1
	PC 3. deliver convincing sales pitches to customers adhering to the standard scripts	3	4	-	2
	PC 4. highlight any current promotions, discounts, or benefits related to the product/service	3	4	-	2
	PC 5. address customer questions or objections with persuasive responses and rebuttals	3	4	-	1
	PC 6. identify customer needs and preferences to suggest relevant up-sells or cross-sells	3	4	-	1
	PC 7. use a CRM platform to access customer history, preferences, and purchase history to provide tailored solutions and upsell relevant products	2	4	-	1
	PC 8. guide the customer through the purchasing process smoothly by obtaining and confirming the necessary information to complete the sale	2	5	-	2
	PC 9. actively promote telecom plans, packages, and value-added services to meet customer needs and increase service adoption	2	4	-	2

	PC 10. follow up with customers after the initial enquiry to encourage conversion	3	4	-	2
	PC 11. record details of the enquiry, including customer requirements and sale status, in the CRM	2	4	-	2
	PC 12. consistently meet or exceed daily, weekly, and monthly sales targets	2	5	-	2
	<b>Total Marks</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>
<b>SSC/N3002: Make outbound tele sales calls</b>	PC 1. prepare a call list and sales script before starting outbound sales activities	2	4	-	2
	PC 2. conduct outbound calls as per the schedule following the operational procedure	3	4	-	1
	PC 3. clearly introduce yourself, the organisation, and the purpose of the call, following appropriate verbiage/script	3	4	-	2
	PC 4. use positive language and persuasive techniques to engage potential customers	3	4	-	2
	PC 5. present products/services in an appealing and customised way based on customer profile	3	4	-	1
	PC 6. utilize speech modulation techniques to emphasize key benefits and persuade customers to consider the offered products or services	3	4	-	1
	PC 7. provide AI generated product recommendations based on customer data and preferences	2	4	-	1
	PC 8. address any immediate queries or objections effectively using persuasive rebuttals	2	5	-	2
	PC 9. engage proactively with customers to upsell or cross-sell suitable products or services, increasing revenue and customer loyalty	2	4	-	2
	PC 10. secure customer consent to proceed with the sales process	3	4	-	2
	PC 11. record relevant call outcomes, including customer feedback and call disposition, in the CRM	2	4	-	2
	PC 12. maintain professional conduct, especially with uninterested or unresponsive contacts	2	5	-	2
	<b>Total Marks</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

<b>SSC/N3003: Deal remotely with customer queries</b>	PC 1. acknowledge and respond promptly to customer queries received through various channels (e.g., phone, email, chat)	2	3	-	1
	PC 2. identify the customer's issue and gather relevant information	2	2	-	1
	PC 3. translate customer messages into preferred languages using AI tools.	2	2		1
	PC 4. apologise for any inconvenience and assure customers of timely resolution	2	3	-	1
	PC 5. use email management software to categorize incoming emails and chats	2	3		1
	PC 6. leverage AI-powered platforms to handle routine inquiries	2	3	-	1
	PC 7. escalate complex issues to the appropriate department or team leader/line managers if needed	1	3	-	1
	PC 8. document each interaction, including the query/complaint, resolution steps, and outcome, in the CRM using appropriate call disposition/tagging	1	3	-	1
	PC 9. ensure clarity and consistency in all communication, avoiding jargon or unclear terms	1	3	-	1
	PC 10. prioritise urgent or high-impact queries and manage response times (TAT)	1	2	-	1
	PC 11. resolve tickets within the CRM in compliance with defined workflows, providing clear and actionable resolutions to customers.	1	2	-	1
	PC 12. aim to resolve most queries within the first point of contact, where possible	1	2	-	1
	PC 13. gather feedback on the customer's experience post-resolution	2	2	-	1
	PC 14. provide instant, accurate and comprehensive responses/solutions to the customer's query by accessing a centralized AI-driven knowledge base	2	3	-	1
	PC 15. follow the escalation matrix promptly to escalate unresolved issues to the appropriate level without delay	1	3	-	1

	PC 16. follow all relevant operational standards, policies, procedures, and guidelines when handling customer queries	2	2	-	1
	PC 17. demonstrate a thorough understanding of telecom products and services to effectively address customer inquiries and concerns	1	2	-	1
	PC 18. automate email responses to common inquiries with AI-generated templates	2	3	-	1
	PC 19. stay updated on the latest information and resources within the knowledge base	1	2	-	1
	PC 20. use a cloud-based call center platform to handle customer inquiries, troubleshoot issues, and upsell services, even when working from home	1	2	-	1
	<b>Total Marks</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>
<b>DGT/VSQ/ N0102 Employability Skills (60 Hrs)</b>	PC 1. Introduction to Employability Skills	1	1	-	-
	PC 2. Constitutional values – Citizenship	1	1	-	-
	PC 3. Becoming a Professional in the 21st Century	2	4	-	-
	PC 4. Basic English Skills	2	3	-	-
	PC 5. Career Development & Goal Setting	1	2	-	-
	PC 6. Communication Skills	2	2	-	-
	PC 7. Diversity & Inclusion	1	2	-	-
	PC 8. Financial and Legal Literacy	2	3	-	-
	PC 9. Essential Digital Skills	3	4	-	-
	PC 10. Entrepreneurship	2	3	-	-
	PC 11. Customer Service	1	2	-	-

	PC 12.Getting Ready for Apprenticeship & Jobs	2	3	-	-
	<b>Total Marks</b>	<b>20</b>	<b>30</b>	<b>-</b>	<b>-</b>
<b>Grand Total Marks</b>		<b>140</b>	<b>230</b>	<b>-</b>	<b>80</b>

Annexure: 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 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

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body

<b>ISCO</b>	International Standard Classification of Occupations
<b>NCO</b>	National Classification of Occupations
<b>NCrF</b>	National Credit Framework
<b>NOS</b>	National Occupational Standard(s)
<b>NQR</b>	National Qualification Register
<b>NSQF</b>	National Skills Qualifications Framework
<b>OJT</b>	On the Job Training

Glossary

Term	Description
<b>National Occupational Standards (NOS)</b>	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
<b>Qualification</b>	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
<b>Qualification File</b>	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
<b>Sector</b>	A grouping of professional activities on the basis of their main economic function, product, service or technology.
<b>Long Term Training</b>	Long-term skilling means any vocational training program undertaken for a year and above. <a href="https://ncvet.gov.in/sites/default/files/NCVET.pdf">https://ncvet.gov.in/sites/default/files/NCVET.pdf</a>