



## QUALIFICATION FILE

### IT Technical Support Associate

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: 4.0

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>	IT Technical Support Associate													
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 existing/previous qualification:</b> 2022/ITES/ITSSC/05248, v3.0	<b>Qualification Name of existing/previous version:</b> Engineer Technical Support (Level 1)												
4.	<b>a. OEM Name</b> <b>b. Qualification Name</b> <i>(Wherever applicable)</i>	NA IT Technical Support Associate													
5.	<b>National Qualification Register (NQR) Code &amp;Version</b> <i>(Will be issued after NSQC approval)</i>	QG-04-IT-03648-2025-V2-NASSCOM & v4.0	<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>	An IT Technical Support Associate is responsible for diagnosing and addressing technical issues impacting production systems by troubleshooting, applying known solutions, and escalating complex cases. The role involves leveraging Gen AI tools for intelligent problem analysis, automating routine tasks, and improving IT Support/Helpdesk workflows. Additionally, they utilize AI-powered ticketing systems to enhance customer experience and drive operational efficiency.													
9.	<b>Eligibility Criteria for Entry for Student/Trainee/Learner/Employee</b>	<b>a. Entry Qualification &amp; Relevant Experience:</b> <table border="1" style="margin-left: 20px;"> <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*</td> <td></td> </tr> <tr> <td>2.</td> <td>10th Grade Pass</td> <td>1.5-year relevant experience**</td> </tr> <tr> <td>3.</td> <td>Previous Relevant qualification of NSQF level 3</td> <td>3-year relevant experience**</td> </tr> </tbody> </table> <p>*With Computer Knowledge **Relevant Experience: IT Support/IT Helpdesk/Computer Operations The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications.</p> <b>b. Age:</b>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	12th Grade Pass*		2.	10th Grade Pass	1.5-year relevant experience**	3.	Previous Relevant qualification of NSQF level 3	3-year relevant experience**
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)													
1.	12th Grade Pass*														
2.	10th Grade Pass	1.5-year relevant experience**													
3.	Previous Relevant qualification of NSQF level 3	3-year relevant experience**													
10.	<b>Credits Assigned to this Qualification, Subject to Assessment</b> <i>(as per National Credit Framework (NCrF))</i>	13	<b>11. Common Cost Norm Category (I/II/III)</b> <i>(wherever applicable):</i> II												

12.	<b>Any Licensing requirements for Undertaking Training on This Qualification</b> <i>(wherever applicable)</i>	NA																		
13.	<b>Training Duration by Modes of Training Delivery</b> <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	<p><input checked="" type="checkbox"/>Offline <input type="checkbox"/>Online <input type="checkbox"/>Blended</p> <table border="1" data-bbox="952 311 2049 486"> <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>150</td> <td>180</td> <td>60</td> <td></td> <td>390</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p><i>(Refer Blended Learning Annexure for details)</i></p>	Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	150	180	60		390	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)															
Classroom (offline)	150	180	60		390															
Online																				
14.	<b>Aligned to NCO/ISCO Code/s</b> <i>(if no code is available mention the same)</i>	NCO- 2015/3512.0702																		
15.	<b>Progression path after attaining the qualification</b> <i>(Please show Professional and Academic progression)</i>	<p>This entry should refer to one or more of the following:</p> <p><b>Professional progression:</b> access to related qualification(s) at the next NSQF level: Team Lead Technical Support (Level 1)</p>																		
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>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>URLs of similar Qualifications:</p>																		
18.	<b>Is the Job Role Amenable to Persons with Disability</b>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If "Yes", specify applicable type of Disability: <i>Locomotor Disability</i></p>																		
19.	<b>How Participation of Women will be Encouraged</b>	<p>To encourage women to participate in IT Support Services/Helpdesk job roles, it is important to provide education, mentorship, and networking opportunities, as well as training and development programs. Flexible work arrangements and promoting successful women in IT Support Services/Helpdesk job roles can also inspire and encourage women to pursue careers in this field. Creating a culture of inclusion and diversity can help women feel welcome and valued in IT Support Services/Helpdesk job roles, through policies and practices that support work-life balance, equal pay and promotion opportunities, and a safe and respectful workplace.</p>																		
20.	<b>Are Greening/ Environment Sustainability Aspects Covered</b> <i>(Specify the NOS/Module which covers it)</i>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>(Covered in DGT/VSQ/N0101)</b></p>																		
21.	<b>Is Qualification Suitable to be Offered in Schools/Colleges</b>	<p>Schools <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>																		
22.	<b>Name and Contact Details of Submitting / Awarding Body SPOC</b> <i>(In case of CS or MS, provide details of both Lead AB &amp; Supporting ABs)</i>	<p>Name: Namrata Kapur                  Email: standards@nasscom.in                  Website: https://nasscom.in</p> <p style="text-align: right;"><b>Contact No.: 0120-4990111</b></p>																		

<b>23. Final Approval Date by NSQC: 18-02-2025</b>	<b>24. Validity Duration: 3 Years</b>	<b>25. Next Review Date: 18--02-2028</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 Training Man.-Mandatory Rec.-Recommended Proj.-Project*

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF 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.	Deal remotely with basic IT service requests/incidents	SSC/N0101 V4.0	Core	4.0	6	60	90	30		180	30	50	-	20	100	45
2.	Manage IT Service Requests and Incident Resolution	SSC/N0108, v1.0	Core	4.0	6	60	90	30	-	180	30	50	-	20	100	45
3.	Employability Skills (30 Hours)	DGT/VSQ/N 0101, v1.0	Non-Core	2.0	1	30	-	-	-	30	20	30	-	-	50	10
<b>Duration (in Hours) / Total Marks</b>					<b>13</b>	<b>150</b>	<b>180</b>	<b>60</b>		<b>390</b>	<b>80</b>	<b>130</b>	<b>-</b>	<b>40</b>	<b>250</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

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

### Section 4: Assessment Related

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

### 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> Yes
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.	<b>Evidence of Concurrence/Consultation with Line Ministry/State Departments:</b> <i>In Process</i> If “No”, why:

### 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>Annexure 1</i>
2.	<b>Annexure:</b> List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Annexure 2</i>
3.	<b>Annexure:</b> Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Annexure 6</i>
4.	<b>Annexure:</b> Assessment Strategy <i>(Mandatory)</i>	<i>Annexure 7</i>
5.	<b>Annexure:</b> Blended Learning <i>(Mandatory, in case selected Mode of delivery is “Blended Learning”)</i>	<i>NA</i>
6.	<b>Annexure:</b> Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>NA</i>
7.	<b>Annexure:</b> Acronym and Glossary <i>(Optional)</i>	<i>Annexure 8</i>
8.	<b>Supporting Document:</b> Model Curriculum <i>(Mandatory – Public view)</i>	<i>Attached</i>
9.	<b>Supporting Document:</b> Career Progression <i>(Mandatory - Public view)</i>	<i>Attached</i>
10.	<b>Supporting Document:</b> Occupational Map <i>(Mandatory)</i>	<i>Attached</i>
11.	<b>Supporting Document:</b> Assessment SOP <i>(Mandatory)</i>	<i>Attached</i>
12.	<b>Any other document you wish to submit:</b>	<i>NO</i>

### Annexure 1: 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>	<p><b>Respond to IT Service Requests and Incidents:</b></p> <ul style="list-style-type: none"> <li>• Identify and log the issue.</li> <li>• Prioritize based on urgency.</li> <li>• Confirm receipt with users.</li> </ul> <p><b>Diagnose and Troubleshoot Issues:</b></p> <ul style="list-style-type: none"> <li>• Use diagnostic tools.</li> <li>• Apply standard troubleshooting steps.</li> <li>• Test solutions for effectiveness.</li> </ul> <p><b>Communicate Solutions Effectively:</b></p> <ul style="list-style-type: none"> <li>• Explain steps clearly.</li> <li>• Provide status updates.</li> <li>• Confirm issue resolution.</li> </ul> <p><b>Document and Maintain Records:</b></p> <ul style="list-style-type: none"> <li>• Record incident details.</li> <li>• Update recurring issue logs.</li> <li>• Maintain accurate reports.</li> </ul> <p><b>Escalate Complex Problems:</b></p> <ul style="list-style-type: none"> <li>• Identify when escalation is needed.</li> <li>• Provide detailed problem information.</li> <li>• Follow escalation protocols.</li> </ul> <p><b>Adhere to Service Guidelines:</b></p> <ul style="list-style-type: none"> <li>• Follow IT security measures.</li> <li>• Comply with organizational standards.</li> <li>• Maintain confidentiality.</li> </ul>	<p>The IT Technical Support Associate professional is responsible for understanding and applying technical knowledge to provide efficient IT support, both remotely and directly dealing with users. This includes diagnosing and resolving hardware, software, and networking issues, assisting with system installations, and managing IT incidents effectively. The work requires adherence to established procedures, organizational standards, and use of designated tools for monitoring IT systems, validating service requests, and troubleshooting incidents. The process is routine, predictable, and guided by clear operational guidelines, ensuring consistency in resolving user-reported issues and optimizing system functionality.</p>	<p>4.0</p>
<b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b>	<ul style="list-style-type: none"> <li>• Understand the process of handling IT service requests and incidents efficiently.</li> <li>• Knowledge of standard troubleshooting tools and techniques for resolving technical issues.</li> <li>• Understand the importance of prioritizing tasks based on urgency and business impact.</li> <li>• Understanding of effective communication techniques to explain solutions clearly to users.</li> <li>• Know the procedures for escalating unresolved or complex issues to higher support levels.</li> <li>• Knowledge of IT security practices and organizational data confidentiality protocols.</li> </ul>	<p>The role demands a comprehensive understanding of IT infrastructure, encompassing hardware, software, networking, and cybersecurity. Professionals should know how to utilize incident management platforms and modern tools, such as generative AI chatbots, to automate ticket handling and enhance efficiency while remotely and directly dealing with user issues. Knowledge of voice recognition technologies, data privacy standards, and security protocols is critical to maintaining compliance. Troubleshooting techniques and effective communication of technical information to non-technical users, both remotely and in direct interactions, are essential for resolving user issues and ensuring seamless IT operations.</p>	<p>4.0</p>

	<ul style="list-style-type: none"> <li>• Understand the use of Generative AI tools for creating solutions and automating processes.</li> <li>• Understanding of diagnostic tools and methods to identify system or network problems.</li> <li>• Know the basics of service level agreements (SLAs) and their impact on support activities.</li> <li>• Knowledge of updating and managing recurring issues to prevent future occurrences.</li> </ul>		
<p><b>Employment Readiness &amp; Entrepreneurship Skills &amp; Mind - set/Professional Skill</b></p>	<ul style="list-style-type: none"> <li>• Develop effective communication skills to address technical issues and provide clear solutions to customers.</li> <li>• Solve technical problems promptly by analyzing issues and implementing appropriate solutions.</li> <li>• Select and apply the best tools and techniques for troubleshooting IT service requests.</li> <li>• Monitor customer feedback and adapt approaches to enhance support services and customer satisfaction.</li> <li>• Manage time effectively to prioritize and resolve multiple technical support requests.</li> <li>• Enhance technical knowledge continuously by staying updated on new IT tools and trends.</li> </ul>	<p>The IT Technical Support Associate role requires action-oriented skills, including diagnosing and resolving technical issues promptly, effectively communicating with users remotely and directly, and documenting incidents accurately. The professional must adapt troubleshooting strategies based on user needs, escalate unresolved issues to specialized teams, and leverage AI-driven tools to enhance task efficiency. Collaboration with other IT professionals, along with a focus on continuous process improvement, ensures optimal support delivery. Demonstrating empathy, patience, and professionalism in both remote and direct user interactions is vital for maintaining satisfaction and trust.</p>	<p>4.0</p>
<p><b>Broad Learning Outcomes/Core Skill</b></p>	<ul style="list-style-type: none"> <li>• Ability to identify, analyze, and resolve technical issues in a timely and efficient manner.</li> <li>• Skill in clearly communicating technical information to users with varying levels of technical expertise</li> <li>• Proficiency in providing high-quality customer service by addressing and resolving technical service requests.</li> <li>• Capability to use diagnostic tools and techniques to troubleshoot and repair IT systems and hardware.</li> <li>• Understanding of various IT systems, software applications, and tools for efficient issue resolution and support.</li> </ul>	<p>This role facilitates the development of a solid understanding of IT systems and the ability to troubleshoot and resolve common technical issues efficiently, both remotely and through direct user interaction. The professional gains expertise in using incident management tools, implementing generative AI and voice recognition technologies, and maintaining cybersecurity standards. Additionally, the role promotes proficiency in documenting processes and adhering to data privacy regulations, ensuring compliance in all aspects of IT support. These competencies contribute to minimizing disruptions, streamlining operations, and supporting organizational productivity.</p>	<p>4.0</p>
<p><b>Responsibility</b></p>	<p>The individual in this job role will be responsible for the below-mentioned activities:</p> <ul style="list-style-type: none"> <li>• Monitoring and Validation of Requests/Incidents</li> <li>• Identifying and Categorizing Issues</li> </ul>	<p>The IT Technical Support Associate professional ensures the smooth functioning of IT systems by acting as the first point of contact for technical issues, both remotely and through direct engagement with users. They provide support for system installation, monitor networks, and resolve user-</p>	<p>4.0</p>

	<ul style="list-style-type: none"> <li>• Resolving Incidents and Service Requests</li> <li>• Escalation and Collaboration</li> <li>• Customer Interaction and Communication</li> <li>• Documentation and Compliance</li> <li>• Generative AI</li> </ul>	reported problems efficiently. Their role minimizes disruptions, enhances performance, and supports overall organizational productivity by diagnosing and resolving incidents, collaborating with teams for escalations, and maintaining accurate documentation. Through their efforts, they contribute significantly to optimizing IT operations and ensuring user satisfaction	
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### Annexure 2: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	System Monitoring Tools (e.g., Nagios, Prometheus, Icinga, etc.)	Nos	
2.	Customer Relationship Management (CRM) Software (e.g., SuiteCRM, Odoo CRM, EspoCRM, etc.)	Nos	
3.	Incident Management Tools (e.g., OTRS, Request Tracker (RT), Helpy, etc.)	Nos	
4.	Generative AI Tools (e.g., OpenAI GPT, GPT-Neo, GPT-J, etc.)	Nos	
5.	Ticketing Systems (e.g., Zendesk, osTicket, Faveo Helpdesk, etc.)	Nos	

#### Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Projector
3. Computer/Laptop with Internet
4. Chairs
5. Tables
6. Whiteboard marker
7. Duster

### Annexure 3: 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.	Dell Technologies	Ariba Syed	Software Engineer	Surat		<a href="mailto:ariba.syed2017@gmail.com">ariba.syed2017@gmail.com</a>	
2.	PwC	Yatharth Bhatnagar	Software Engineer	Pune	7276325777	<a href="mailto:yatharth23@gmail.com">yatharth23@gmail.com</a>	
3.	Siemens Digital Industries Software	Snehal Pandey	Software Engineer	Pune	7387151993	<a href="mailto:snehalpande93@gmail.com">snehalpande93@gmail.com</a>	
4.	Protiviti Global Business Consulting	Sakshi Samtani	Senior Manager	Mumbai	8080536463	<a href="mailto:sakshi3192@gmail.com">sakshi3192@gmail.com</a>	
5.	Michelin India Private Ltd.	Himanshu Sharma	Business Analyst/ Product Owner	Kharadi, Pune		<a href="mailto:sharmaaz.himanshu@gmail.com">sharmaaz.himanshu@gmail.com</a>	
6.	Capgemini	Shruti Gupta	Manager	Chennai, Tamil Nadu, India	9004343572	<a href="mailto:shrutivijendra@gmail.com">shrutivijendra@gmail.com</a>	
7.	Deloitte Support Services Private Limited	Shreya Sharma	Senior Analyst (PMO)	Hyderabad Deloitte Towers, Mindspace Road, P Janardhan Reddy Nagar, Gachibowli, Hyderabad, Telangana 500032	8999530108	<a href="mailto:shreyasharma5@deloitte.com">shreyasharma5@deloitte.com</a>	
8.	HCL Tech	Sheeloo Sachan	Technical Specialist	Plot No 3A, Sector 126, Noida, Uttar Pradesh 201301	9717036547	<a href="mailto:sachan.sheeloo@gmail.com">sachan.sheeloo@gmail.com</a>	
9.	T-Systems ICT India Pvt Ltd	Monica Sharma	Sr. Consultant	Panchshil business park, Balewadi High St, Laxman Nagar, Baner, Pune, Maharashtra 411045	7389777739	<a href="mailto:monica.sharma@t-systems.com">monica.sharma@t-systems.com</a>	
10.	Nasdaq Inc	Alfiya Khan	Software Engineer	Unit 201 and 203, Akruiti Center Point, MIDC Road, Andheri (East) Mumbai: 400-093, India.	8109690056	<a href="mailto:alfiya.Khan@Nasdaq.com">alfiya.Khan@Nasdaq.com</a>	
11.	Infosys Ltd	Shraddha Sethiya	Technology Analyst	No. 44 & 97/A, Infosys Avenue, Next SBI Bank, Hosur Road, Electronic City- Bengaluru 560100, Karnataka, India	99267854201	<a href="mailto:shraddha.sethiya@infosys.com">shraddha.sethiya@infosys.com</a>	
12.	Globant	Rishi Kumar	Analytics	Wing A & B, Level 5, Tower IV, Cybercity, Magarpatta City, Hadapsar, Pune – 411 013. Pune	9717036547	<a href="mailto:rishi.kumar@globant.com">rishi.kumar@globant.com</a>	
13.	Temenos India Pvt Ltd	Yash Kumawat	Senior product engineer	Bengaluru	8319749784	<a href="mailto:yash120997@gmail.com">yash120997@gmail.com</a>	
14.	PWC	Ruchita Panchal	Senior Consultant	Gurgaon	7354047944	<a href="mailto:ruchita.panchal@pwc@gmail.com">ruchita.panchal@pwc@gmail.com</a>	
15.	Sopra Steria India	Rikan Singh	Team Leader	Plot No. 20 & 21, Seaview Special Economic Zone, Building 4, Sector 135, Noida, Uttar Pradesh 201304	9899507967	<a href="mailto:rikan.singh@soprasteria.com">rikan.singh@soprasteria.com</a>	
16.	Sycamore Informatics	Rahul Kumar Kaushik	Product Manager	No. 6, 2nd Floor, 2nd Main, Arekere, Off Bannerghatta Road, Bangalore 560076	8859885973	<a href="mailto:rahul.kaushik@sycamoreinformatics.com">rahul.kaushik@sycamoreinformatics.com</a>	

17.	Movate	Rohit Kumar Sharma	Manager Development	A-21, sector 4, Block A, Kailash Colony, Greater Kailash, New Delhi,	9927564461	<a href="mailto:rohit.sharma.movate@gopangea.com">rohit.sharma.movate@gopangea.com</a>	
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24.	Ecom Express.in	Shekhar Poswal	Senior QA L1	10 <sup>th</sup> Floor, Ambience Corporate Tower II, Ambience Island, Gurugram 122001	8588820616	Shekhar.p@ecomexpress.in	
25.	Ivy Comptech Hyderabad	Sakshi Tomar	Analyst Test Engineering	Survey No.13, DIVYA SREE OMEGA, 5th & 6th Floor, "B, Plot No 13/E, part, Kondapur, Hyderabad, Telangana 500084	9599621311	Sakshi.Tomar@ivycomptech.com	
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27.	Tecnova India	Happy Sharma	Senior Manager	412, Nimai Tower, Phase IV, Sector 18, Gurgaon - 122015	9821179301	happy.sharma@tecnovaglobal.com	
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### Annexure 4: 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
2024	200	75	10	5	5	5
2025	300	100	15	10	10	10
2026	500	200	25	10	10	10

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
v2.0	2024												
v2.0	2023												
v2.0	2022												

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.
- 2.

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

Participant Handbook  Facilitator Guide  Digital Content  Qualification Handbook  Any Other:

**Languages in which Content is available: Hindi**

### Annexure 5: 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>▪ Books/ e-books</li> <li>▪ Presentations</li> <li>▪ Reference Material</li> <li>▪ Audio / Video Modules</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>▪</li> </ul>	
3	<input checked="" type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> <li>▪</li> </ul>	
4	<input checked="" type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> <li>▪ Training tools (tools list attached)</li> <li>▪ Video Play</li> <li>▪ Presentations</li> </ul>	
5	<input checked="" type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> <li>▪ Online Question Bank</li> <li>▪ MCQ based tests</li> </ul>	
6	<input checked="" type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> <li>▪</li> </ul>	
7	<input checked="" type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> <li>▪</li> </ul>	

### Annexure 6: Detailed Assessment Criteria

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

Procter online assessment and case study base questions are included.

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>SSC/N0101: Deal remotely with basic IT service requests/incidents</b>	<i>Respond to and Manage Service Requests</i>	12	19	-	9
	PC1. receive and acknowledge service requests through communication channels (e.g., voice, email, chatbots, ticketing systems).	2	3	-	1.5
	PC2. confirm receipt of requests and express commitment to resolve the issue promptly.	2	3	-	1.5
	PC3. accurately record incident details using an incident management tool.	2	3	-	1.5
	PC4. categorize and prioritize incidents based on predefined organizational guidelines, utilizing automation tools as appropriate.	2	3	-	1.5

	PC5. monitor ticket status and provide customers with regular updates on progress or delays.	2	3.5	-	1.5
	PC6. close tickets after resolution, ensuring proper documentation of the resolution process for future reference.	2	3.5	-	1.5
	<i>Diagnose and Resolve Technical Issues</i>	<i>6</i>	<i>9</i>	<i>-</i>	<i>3</i>
	PC7. use remote access tools to troubleshoot basic hardware, software, and connectivity issues.	2	3	-	1
	PC8. apply predefined solutions from knowledge management systems to resolve common issues.	2	3	-	1
	PC9. test the implemented solutions and confirm resolution with the customer.	2	3	-	1
	<i>Leverage AI Tools and Automation</i>	<i>6</i>	<i>10</i>	<i>-</i>	<i>3</i>
	PC10. utilize AI-based chatbots and virtual assistants to guide customers through basic troubleshooting steps.	2	3.5	-	1
	PC11. apply automated system-generated suggestions for incident resolution appropriately.	2	3.5	-	1
	PC12. identify opportunities for implementing Robotic Process Automation (RPA) in routine IT support tasks, such as resetting passwords and generating reports	2	3	-	1
	<i>Escalate Unresolved Issues</i>	<i>3</i>	<i>6</i>	<i>-</i>	<i>3</i>
	PC13. identify and escalate issues beyond Level 1/2 support to senior technicians or experts.	1.5	3	-	1.5
	PC14. provide detailed documentation of the issue and steps taken for resolution	1.5	3	-	1.5
	<i>Maintain Communication and Customer Satisfaction</i>	<i>3</i>	<i>6</i>	<i>-</i>	<i>2</i>
	PC15. provide realistic time estimates for issue resolution and keep customers informed.	1.5	3	-	1
	PC16. follow up with customers after resolution to ensure satisfaction and gather feedback.	1.5	3	-	1
	<b>Total Marks</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>
<b>SSC/N0108: Manage IT Service Requests and Incident Resolution</b>	<i>Receive and Validate Support Requests</i>	<i>5</i>	<i>10</i>	<i>-</i>	<i>4</i>
	PC1. monitor and interpret incoming alerts or support requests using designated systems to identify potential issues	2	4	-	2
	PC2. validate the authenticity and urgency of reported issues by cross-verifying alerts and user inputs	2	3	-	1
	PC3. document and log support requests systematically using the organization's tools and standard operating procedures	1	3	-	1
	<i>Diagnose and Resolve Basic Issues</i>	<i>10</i>	<i>14</i>	<i>-</i>	<i>6</i>
	PC4. gather relevant information from users by employing effective questioning techniques to understand the scope of the issue	3	4	-	1.5
	PC5. analyze the reported issue and apply appropriate troubleshooting steps based on predefined checklists or knowledge bases	3	4	-	1.5

	PC6. adjust settings and configure devices (e.g., mobile, OS) to support application use, updates, and basic connectivity	2	3	-	1.5
	PC7. identify signs of potential security threats (e.g., phishing, malware) and execute basic mitigation procedures	2	3	-	1.5
	<i>Communication and Escalation</i>	5	10	-	4
	PC8. communicate technical information clearly and concisely to non-technical users using layman-friendly language	1.5	4	-	2
	PC9. demonstrate active listening, empathy, and professionalism during user interactions	1.5	3	-	1
	PC10. determine when an issue is beyond scope and initiate escalation by following predefined protocols	2	3	-	1
	<i>Documentation and Compliance</i>	5	8	-	3
	PC11. record resolution steps, observations, and outcomes using standard templates for future reference and audits	2.5	4		1.5
	PC12. ensure compliance with internal standards, SLAs, and quality protocols while addressing support issues	2.5	4	-	1.5
	<i>Use of Support Tools including AI</i>	5	8	-	3
	PC13. leverage IT support platforms and AI-enabled tools to retrieve information, suggest solutions, and execute resolutions effectively	2.5	4		1.5
	PC14. utilize generative AI tools to generate prompt responses, categorize tickets, and improve documentation accuracy	2.5	4	-	1.5
	<b>Total Marks</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>
<b>DGT/VSQ/N0101: Employability Skills (30 Hours)</b>	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	<i>Constitutional values – Citizenship</i>	1	1	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
	PC3. explain 21st Century Skills such as Self- Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
	<i>Basic English Skills</i>	2	3	-	-
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	<i>Communication Skills</i>	1	1	-	-
	PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-	

	<i>Diversity &amp; Inclusion</i>	1	1	-	-
PC7.	communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8.	report any issues related to sexual harassment	-	-	-	-
	<i>Financial and Legal Literacy</i>	3	4	-	-
PC9.	use various financial products and services safely and securely	-	-	-	-
PC10.	calculate income, expenses, savings etc.	-	-	-	-
PC11.	approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
	<i>Essential Digital Skills</i>	4	6	-	-
PC12.	operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13.	use internet and social media platforms securely and safely	-	-	-	-
	<i>Entrepreneurship</i>	3	5	-	-
PC14.	identify and assess opportunities for potential business	-	-	-	-
PC15.	identify sources for arranging money and associated financial and legal challenges	-	-	-	-
	<i>Customer Service</i>	2	2	-	-
PC16.	identify different types of customers	-	-	-	-
PC17.	identify customer needs and address them appropriately	-	-	-	-
PC18.	follow appropriate hygiene and grooming standards	-	-	-	-
	<i>Getting ready for apprenticeship &amp; Jobs</i>	1	3	-	-
PC19.	create a basic biodata	-	-	-	-
PC20.	search for suitable jobs and apply	-	-	-	-
PC21.	identify and register apprenticeship opportunities as per requirement	-	-	-	-
	<b>Total Marks</b>	<b>20</b>	<b>30</b>	-	-
	<b>Grand Total</b>	<b>80</b>	<b>130</b>	-	<b>40</b>

### Annexure 7: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

**Batch Creation & Assessment Request:**

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

**Batch Alignment & Confirmation:**

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

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

**Candidate Verification & Assessment Execution:**

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

**Evidence Collection & Validation:**

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

**Monitoring & Compliance:**

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

**Testing Environment:**

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

**Assessment Quality Assurance levels/Framework:**

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

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

### Annexure 8: Acronym and Glossary

#### Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training
NASSCOM	National Association of Software and Service Companies
IT-ITeS	Information Technology and Information Technology Enabled Services
Gen AI	Generative Artificial Intelligence
SLAs	Service Level Agreements
RPA	Robotic Process Automation

#### 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>