



QUALIFICATION FILE

IT Helpdesk Attendant

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: 3.0

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.	Qualification Name	IT Helpdesk Attendant													
2.	Sector/s	IT/ITeS													
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: 2022/ITES/ITSSC/05246, v3.0	Qualification Name of existing/previous version: Domestic IT Helpdesk Attendant												
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>	NA													
5.	National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i>	QG-03-IT-03646-2025-V2-NASSCOM & v4.0	6. NCrf/NSQF Level: 3												
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate													
8.	Brief Description of the Qualification	An IT Helpdesk Attendant ensures the smooth operation of an organization's IT systems by providing technical support and troubleshooting hardware and software issues. They assist with installing and configuring systems, monitoring networks, and resolving user issues efficiently. Acting as the first point of contact for IT problems, they offer guidance in-person or remotely. Their role minimizes disruptions, optimizes performance, and supports organizational productivity.													
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1" style="margin: 10px auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 10%;">S. No.</th> <th style="width: 50%;">Academic/Skill Qualification (with Specialization - if applicable)</th> <th style="width: 40%;">Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>10th Grade Pass</td> <td></td> </tr> <tr> <td>2.</td> <td>10th Class Pursuing</td> <td></td> </tr> <tr> <td>3.</td> <td>8th Grade Pass</td> <td>3-year relevant experience*</td> </tr> </tbody> </table> <p>*Relevant Experience: Computer Operation The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications.</p>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	10th Grade Pass		2.	10 th Class Pursuing		3.	8th Grade Pass	3-year relevant experience*
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)													
1.	10th Grade Pass														
2.	10 th Class Pursuing														
3.	8th Grade Pass	3-year relevant experience*													
10.	Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i>	12	11. Common Cost Norm Category (I/II/III) <i>(wherever applicable):</i> II												
12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA													

13.	Training Duration by Modes of Training Delivery <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	<input checked="" type="checkbox"/> Offline <input type="checkbox"/> Online <input type="checkbox"/> Blended <table border="1" data-bbox="954 233 2051 405"> <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>120</td> <td>180</td> <td>60</td> <td></td> <td>360</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>	Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	120	180	60		360	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)															
Classroom (offline)	120	180	60		360															
Online																				
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO- 2015/3512.0101																		
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	This entry should refer to one or more of the following: Professional progression: access to related qualification(s) at the next NSQF level: Associate Technical Support																		
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																		
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																		
18.	Is the Job Role Amenable to Persons with Disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If “Yes”, specify applicable type of Disability: <i>Hearing or Speech impairment, Locomotor Disability</i>																		
19.	How Participation of Women will be Encouraged	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.																		
20.	Are Greening/ Environment Sustainability Aspects Covered <i>(Specify the NOS/Module which covers it)</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (Covered in DGT/VSQ/N0101)																		
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																		
22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Namrata Kapur Email: standards@nasscom.in Website: https://nasscom.in Contact No.: 0120-4990111																		
23.	Final Approval Date by NSQC: 18-02-2025	24. Validity Duration: 3 years 25. Next Review Date: 18-02-2028																		

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 directly with IT service requests/incidents	SSC/N0202, v4.0	Core	3.0	11	90	180	60	-	330	30	50	-	20	100	90
2.	Employability Skills (30 Hours)	DGT/VSQ/N0101, v1.0	Non-Core	2.0	1	30	-	-	-	30	20	30	-	-	50	10
Duration (in Hours) / Total Marks					12	120	180	60		360	50	80	-	20	150	100

Assessment - Minimum Qualifying Percentage

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

Minimum Pass Percentage – Aggregate at qualification level: 50% (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer’s Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	<p>Educational Qualification: Graduate in any discipline.</p> <p>Industry & Training Experience: 2 years of industry experience in IT support services</p> <p>Certification: “Trainer” mapped to the Qualification Pack “MEP/Q2601 Minimum accepted score is 80% aggregate.</p>
2.	Master Trainer’s Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	<p>Educational Qualification: Graduate in any discipline.</p> <p>Industry & Training Experience: 4 years of industry experience in IT support services</p> <p>Certification: “Master Trainer” mapped to the Qualification Pack “MEP/Q2602” Minimum accepted score is 90% aggregate.</p>

3.	Tools and Equipment Required for Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	<p>Educational Qualification: Graduate in any discipline.</p> <p>Industry & Training Experience: 2 years of industry experience in IT support services</p> <p>Certification: "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.</p>
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	<p>Educational Qualification: Graduate in any discipline.</p> <p>Industry & Training Experience: 2 years of industry experience in IT support services</p> <p>Certification: "Assessor" mapped to the Qualification Pack "MEP/Q2701" Minimum accepted score is 80% aggregate.</p>
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	<p>Educational Qualification: Graduate in any discipline.</p> <p>Industry & Training Experience: 4 years of industry experience in IT support services</p> <p>Certification: "Lead Assessor" mapped to the Qualification Pack "MEP/Q2702" Minimum accepted score is 90% aggregate.</p>
4.	Assessment Mode (Specify the assessment mode)	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.	Tools and Equipment Required for Assessment	<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.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): NA
3.	Government /Industry initiatives/ requirement (Yes/No): NA
4.	Number of Industry validation provided: 30

5.	Estimated nos. of persons to be trained and employed: 1000
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: <i>In Process</i> If “No”, why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	<i>Annexure 1</i>
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Annexure 2</i>
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Annexure 6</i>
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	<i>Annexure 7</i>
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is “Blended Learning”)</i>	<i>NA</i>
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>NA</i>
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	<i>Annexure 8</i>
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	<i>Attached</i>
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	<i>Attached</i>
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	<i>Attached</i>
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	<i>Attached</i>
12.	Any other document you wish to submit:	<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
Professional Theoretical Knowledge/Process	Resolve IT Service Requests/Incidents <ul style="list-style-type: none"> Understand the organization’s IT systems, hardware, and software. 	As detailed, the entire process followed by an IT Helpdesk Attendant involves providing technical support, troubleshooting hardware and software issues, assisting with installations, and resolving incidents efficiently.	3.0

	<ul style="list-style-type: none"> • Monitor IT systems to identify and validate alerts or customer service requests. • Communicate effectively with users to gather detailed information on reported issues. • Follow troubleshooting procedures to identify and resolve hardware and software incidents. • Provide users with clear, actionable instructions and support for resolving issues. • Ensure cybersecurity standards are met while handling incidents, including phishing threats and malware. <p>Log IT Service Interactions</p> <ul style="list-style-type: none"> • Accurately record all service requests, incidents, and resolutions in the IT service management system. • Document the issue resolution process and customer feedback to improve future service. • Adhere to organizational policies, procedures, and service level agreements (SLAs). • Continuously update the knowledge base to reflect solutions and best practices. <p>Use Basic Gen AI Tools to Improve IT Support</p> <ul style="list-style-type: none"> • Leverage AI tools to categorize tickets, generate responses, and automate routine tasks. • Use speech recognition technology to provide enhanced support and improve response times. • Implement AI-driven solutions to analyze customer sentiment and improve communication. • Ensure secure customer identification with voice biometrics during support calls. <p>Optimize IT Support with BPM Systems</p> <ul style="list-style-type: none"> • Utilize BPM (Business Process Management) systems to track and manage service requests efficiently. • Automate repetitive tasks and standard troubleshooting procedures using RPA (Robotic Process Automation) tools. • Employ AI/ML technologies within BPM to enhance incident resolution and support services. • Streamline ticket management and escalate unresolved issues to specialized IT teams. 	<p>The work is routine, with tasks such as monitoring systems, validating service requests, diagnosing IT issues, and communicating solutions, becoming predictable and repetitive.</p> <p>As the IT Helpdesk Attendant is required to follow established procedures and standards, adhering to organization-specific guidelines and utilizing the designated tools, the work situation is clear and defined.</p>	
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<p>Professional and Technical Skills/ Expertise/ Professional Knowledge</p>	<ul style="list-style-type: none"> • In-depth understanding of the organization’s hardware, software, and network systems. • Familiarity with incident management platforms, service request tracking tools, and CRM systems. • Ability to troubleshoot common hardware, software, and networking issues efficiently. • Knowledge of common cybersecurity threats (e.g., phishing, malware) and best practices for mitigating risks. • Understanding of how Generative AI tools like chatbots, ticket categorization software, and knowledge bases can enhance IT support functions. • Familiarity with voice recognition technologies and tools for sentiment analysis. • Knowledge of BPM systems for managing service requests, automating workflows, and improving response times. • Understanding of IT support-related data privacy laws and best practices to ensure compliance with data protection regulations. 	<p>The knowledge required for an IT Helpdesk Attendant role is factual and focused on technical aspects, including an in-depth understanding of IT systems, hardware, software, networking, cybersecurity, and operating systems. It encompasses troubleshooting techniques, use of incident management platforms, and basic knowledge of generative AI tools like chatbots for automating tasks, as well as voice recognition technologies for customer interactions. Additionally, knowledge of security practices, privacy standards, and data management in IT service requests and incidents is essential.</p>	<p>3.0</p>
<p>Employment Readiness & Entrepreneurship Skills & Mind - set/Professional Skill</p>	<ul style="list-style-type: none"> • Diagnose and resolve IT issues efficiently while minimizing downtime. • Communicate technical information clearly and concisely to non-technical users. • Adapt troubleshooting strategies and communication style based on user needs and issue complexity. • Document IT service interactions and resolutions accurately to improve the knowledge base and ensure consistency. • Collaborate with other IT professionals or teams to escalate issues beyond your expertise when necessary. • Ensure user satisfaction by maintaining professionalism, empathy, and patience in all customer interactions. • Identify and seize opportunities to improve IT support services and workflows, contributing to continuous service improvement. 	<p>The skills required are focused on technical troubleshooting, customer interaction, and using modern tools to resolve IT issues. The IT Helpdesk Attendant is expected to diagnose and resolve IT service incidents, provide user support via phone, chat, or in person, and escalate more complex issues. They must communicate technical information clearly to non-technical users, maintain proper documentation of incidents, and apply AI tools to streamline support tasks and improve resolution times.</p>	<p>3.0</p>
<p>Broad Learning Outcomes/Core Skill</p>	<ul style="list-style-type: none"> • Develop a solid understanding of IT infrastructure, systems, and common issues encountered in organizational IT environments. • Gain proficiency in using incident management and service desk tools to log, categorize, and resolve IT service requests and incidents efficiently. 	<p>The IT Helpdesk Attendant is expected to deliver efficient IT support by diagnosing and resolving technical issues, ensuring user satisfaction through clear communication, and collaborating with teams for escalations when necessary. The role involves using documentation skills to track incidents and solutions, while leveraging AI-driven tools to</p>	<p>3.0</p>

	<ul style="list-style-type: none"> Learn to diagnose and solve IT issues across various devices and systems, ensuring minimal disruption to users. Learn how to leverage basic Generative AI tools, such as chatbots and ticketing automation, to improve the speed and quality of IT support. Understand and follow policies and regulations related to data protection and security, ensuring compliance when handling customer and organizational data. 	streamline tasks and improve issue resolution. By applying these skills, the IT Helpdesk Attendant contributes to optimizing IT operations, minimizing disruptions, and maintaining smooth functionality of IT systems within the organization.	
Responsibility	<p>The individual in this job role will be responsible for the below-mentioned activities:</p> <ul style="list-style-type: none"> Monitoring and Validation of Requests/Incidents Identifying and Categorizing Issues Resolving Incidents and Service Requests Escalation and Collaboration Customer Interaction and Communication Documentation and Compliance Generative AI 	An IT Helpdesk Attendant ensures the smooth operation of an organization's IT systems by providing technical support and troubleshooting hardware and software issues. They assist with installing and configuring systems, monitoring networks, and resolving user issues efficiently. Acting as the first point of contact for IT problems, they offer guidance in-person or remotely. Their role minimizes disruptions, optimizes performance, and supports organizational productivity.	3.0

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	1
2.	Customer Relationship Management (CRM) Software (e.g., SuiteCRM, J, EspoCRM, etc.)	Nos	1
3.	Incident Management Tools (e.g., OTRS, Request Tracker (RT), Helpy, etc.)	Nos	1
4.	Generative AI Tools (e.g., OpenAI GPT, GPT-Neo, GPT-J, etc.)	Nos	1
5.	Ticketing Systems (e.g., osTicket, Faveo Helpdesk, etc.)	Nos	1

Classroom Aids

The aids required to conduct sessions in the classroom are:

- Whiteboard
- 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		ariba.syed2017@gmail.com	
2.	PwC	Yatharth Bhatnagar	Software Engineer	Pune	7276325777	yatharth23@gmail.com	
3.	Siemens Digital Industries Software	Snehal Pandey	Software Engineer	Pune	7387151993	snehalpande93@gmail.com	
4.	Protiviti Global Business Consulting	Sakshi Samtani	Senior Manager	Mumbai	8080536463	sakshi3192@gmail.com	
5.	Michelin India Private Ltd.	Himanshu Sharma	Business Analyst/Product Owner	Kharadi, Pune		sharmaaz.himanshu@gmail.com	
6.	Capgemini	Shruti Gupta	Manager	Chennai, Tamil Nadu, India	9004343572	shrutivijendra@gmail.com	
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	shreyasharma5@deloitte.com	
8.	HCL Tech	Sheeloo Sachan	Technical Specialist	Plot No 3A, Sector 126, Noida, Uttar Pradesh 201301	9717036547	sachan.sheeloo@gmail.com	
9.	T-Systems ICT India Pvt Ltd	Monica Sharma	Sr. Consultant	Panchshil business park, Balewadi High St, Laxman Nagar, Baner, Pune, Maharashtra 411045	7389777739	monica.sharma@t-systems.com	
10.	Nasdaq Inc	Alfiya Khan	Software Engineer	Unit 201 and 203, Akruti Center Point, MIDC Road,	8109690056	alfiya.Khan@Nasdaq.com	

				Andheri (East) Mumbai: 400-093, India.			
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	shraddha.sethiya@infosys.com	
12.	Globant	Rishi Kumar	Analytics	Wing A & B, Level 5, Tower IV, Cybercity, Magarpatta City, Hadapsar, Pune - 411 013. Pune	9717036547	rishi.kumar@globant.com	
13.	Temenos India Pvt Ltd	Yash Kumawat	Senior product engineer	Bengaluru	8319749784	yash120997@gmail.com	
14.	PWC	Ruchita Panchal	Senior Consultant	Gurgaon	7354047944	ruchita.panchal@pwc@gmail.com	
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	rikan.singh@soprasteria.com	
16.	Sycamore Informatics	Rahul Kumar Kaushik	Product Manager	No. 6, 2nd Floor, 2nd Main, Arekere, Off Bannerghatta Road, Bangalore 560076	8859885973	rahul.kaushik@sycamoreinformatics.com	
17.	Movate	Rohit Kumar Sharma	Manager - Development	A-21, sector 4, Block A, Kailash Colony, Greater Kailash, New Delhi,	9927564461	rohit.sharma.movate@gopangea.com	
18.	GlobalLogic	Rashid Muhammad	Associate Manager	Oxygen Business Park SEZ, Tower, 3, Noida-Greater Noida	8881474420	rashid.muhammad@globallogic.com	
19.	Reckitt Benckiser	Sachin Sharma	Demand Manager	Udyog Vihar, Phase V, Gurgaon, Haryana	9758573077	sachin.Sharma@rb.com	
20.	TCS	Ankit Garg	Assistant Consultant	Skyview Corporate Park, Gurgaon - Delhi Expy, Sector	9808254808	ankit.garg8@tcs.com	

				74A, Gurugram, Haryana 122004			
21.	Getronics Solutions	Devender Prasad	Team Lead - Quality & Performance	6th Floor, Magnum Tower 1, above Axis Bank, Sector 58, Gurugram, Haryana 122008	9711592810	devprasad83@gmail.com	
22.	Nagarro	Firoz Zaidi	Senior Developer	Block A, Sector 64, Noida, Uttar Pradesh 201301, India	8218191014	firoz@nagarro.com	
23.	KPMG	Vaishali Tomar	Associate Consultant	Block A, 100 Feet Rd, Embassy Golf Link Business Park, Koramangala, Bengaluru, Karnataka-560071	9479421477	vaishalitomar@kpmg.com	
24.	Ecom Express.in	Shekhar Poswal	Senior QA L1	10 th 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	
26.	FIS Global Business Solution	Mangal Deep Patel	Sr. Software Developer	B-402, I Park, Plot No. 15, Phase IV, Gurugram, Haryana 122016	9718146851	mangal.deeppatel@fisglobal.com	
27.	Tecnova India	Happy Sharma	Senior Manager	412, Nimai Tower, Phase IV, Sector 18, Gurgaon - 122015	9821179301	happy.sharma@tecnovaglobal.com	
28.	Conduent	Prince Jain	Sr. Business Analyst	Plot No. 20, Candor Tech Space, Noida 201304	9013241797	prince.jain@conduent.com	
29.	Senryaku Management	Udit Kaushik	Co-founder	UTC031, DLF The Ultima, Sector 81, Gurugram 122004	9690909024	udit.kau@gmail.com	

30.	Tata Consultancy Services	Sheepra Kaushik	Associate Consultant	Hiranandani SEZ, Powai, Mumbai 400076	8433595090	sheepra.sharma@tcs.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"> ▪ Books/ e-books ▪ Presentations ▪ Reference Material ▪ Audio / Video Modules 	
2	<input checked="" type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
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"> ▪ Training tools (tools list attached) ▪ Video Play ▪ Presentations 	
5	<input checked="" type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> ▪ Online Question Bank ▪ MCQ based tests 	
6	<input checked="" type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> ▪ 	
7	<input checked="" type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> ▪ 	

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
SSC/N0202: Deal directly with IT service requests/incidents	<i>Monitoring and Validation of Requests/Incidents</i>	3	6	-	2
	PC1. monitor systems to identify automated alerts and customer service requests.	1.5	2	-	1
	PC2. validate automated alerts to confirm whether they are genuine incidents requiring action.	1.5	2	-	0.5
	PC3. record and acknowledge service requests or incidents using the organization’s designated tools and procedures.	1	2	-	0.5
	<i>Identifying and Categorizing Issue</i>	3	5	-	2

PC4.	collect detailed information from customers to accurately identify the nature and scope of service requests or incidents.	1.5	2.5	-	1
PC5.	evaluate system alerts and customer inputs to classify incidents appropriately.	1.5	2.5	-	1
<i>Resolving Incidents and Service Requests</i>		<i>9</i>	<i>15</i>	<i>-</i>	<i>6</i>
PC6.	assess and implement the most suitable solutions or workarounds for the reported issues.	1.5	2.5	-	1
PC7.	follow the organization's guidelines, utilize standard scripts, and leverage Generative AI tools to resolve incidents efficiently.	1.5	2.5	-	1
PC8.	configure mobile device settings, operating system preferences, and provide support for mobile application installation, updates, and maintenance.	1.5	2.5	-	1
PC9.	diagnose and resolve hardware-related issues and connectivity problems on mobile devices efficiently.	1.5	2.5	-	1
PC10.	identify and mitigate cybersecurity threats such as phishing attacks and social engineering attempts to safeguard user systems and data.	1.5	2.5	-	1
PC11.	detect and remove malware or malicious software and implement measures to prevent unauthorized access to sensitive systems or data.	1.5	2.5	-	1
<i>Escalation and Collaboration</i>		<i>3</i>	<i>4</i>	<i>-</i>	<i>2</i>
PC12.	escalate service requests or incidents that fall outside your expertise or authority to appropriate personnel.	1.5	2	-	1
PC13.	collaborate with peers, technical teams, or managers to seek assistance when required.	1.5	2	-	1
<i>Customer Interaction and Communication</i>		<i>5</i>	<i>8</i>	<i>-</i>	<i>3</i>
PC14.	explain technical solutions to non-technical users using simple, easy-to-understand language.	1.5	2	-	1
PC15.	demonstrate empathy, patience, and professionalism while addressing queries or complaints from domestic users.	1.5	2	-	1
PC16.	actively listen to customers to fully understand their concerns and ensure a customer-centric resolution.	1	2	-	0.5
PC17.	confirm with customers that their issues have been resolved to their satisfaction before closing the request.	1	2	-	0.5
<i>Documentation and Compliance</i>		<i>3</i>	<i>5</i>	<i>-</i>	<i>2</i>
PC18.	document the resolution process and outcomes for each incident or service request.	1.5	2.5	-	1
PC19.	ensure adherence to relevant organizational standards, policies, procedures, and service-level agreements (SLAs) when managing incidents or requests.	1.5	2.5	-	1
<i>Generative AI</i>		<i>4</i>	<i>7</i>	<i>-</i>	<i>3</i>
PC20.	apply the fundamentals of Generative AI tools to enhance IT help desk operations and service delivery.	1	2.5	-	1
PC21.	utilize Generative AI for automating ticket categorization, generating prompt responses, and creating accurate incident documentation.	1	2.5	-	1
PC22.	optimize prompt engineering techniques and identify opportunities to improve the speed and accuracy of issue resolution using Generative AI.	1	2	-	1

	Total Marks	30	50	-	20
DGT/VSQ/N0101: Employability Skills (30 Hours)	<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 & 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 & Jobs</i>	<i>1</i>	<i>3</i>	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
Total Marks	20	30	-	-
Grand Total	50	80	-	20

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
PC	Performance Criteria
CRM	Customer Relationship Management
KPI	Key Performance Indicators
UI	User Interface
UX	User Experience
NLP	Natural Language Processing
CLV	Customer Lifetime Value
ROI	Return on Investment
CMS	Content Management System
DBMS	Database Management System
IoT	Internet of Things
SEO	Search Engine Optimization
VPN	Virtual Private Network
CST	Customer Support Tools
ERP	Enterprise Resource Planning

Glossary

Term	Description
National Occupational Standards (NOS)	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.
Qualification	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
Qualification File	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.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf