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## Qualification Pack



# Digital Mitra

QP Code: SSC/Q2212

Version: 4.0

NSQF Level: 3

IT-ITeS SSC NASSCOM || NASSCOM Plot No - 7, 8, 9 & 10, 3rd Floor, Sector 126  
Noida Uttar Pradesh - 201303 || email:sscstandards@nasscom.in

## Qualification Pack

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### SSC/Q2212: Digital Mitra

#### Brief Job Description

The Digital Mitra is a foundational role focused on developing proficiency in digital tools, office applications, and customer-centric digital services. The role includes training in computer system operations, utilizing advanced features in MS Office with AI assistance, managing digital records, troubleshooting, and ensuring cyber hygiene while delivering essential customer services. This position supports organizational efficiency by streamlining digital processes and ensuring smooth technical operations.

#### Personal Attributes

This job requires the individual to have thorough knowledge of various technology trends and processes as well as have updated knowledge about database management systems and IT initiatives. The individual should have fast and accurate typing / data encoding. This job involves working in a personal computer, and appropriate software to enter accurate data regarding different issues like retrieving data from a computer or to a computer.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [SSC/N2204: Introduction to Office Suite and Computer System applications](#)
2. [SSC/N2205: Digital Handling, MIS and Troubleshooting Essentials](#)
3. [SSC/N2206: Introduction to Digital Security and Customer-Centric Services](#)
4. [SSC/N2207: Digital Data Management and AI-driven Process Optimization](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	IT-ITeS
<b>Sub-Sector</b>	Business Process Management
<b>Occupation</b>	Customer Relationship Management (CRM)
<b>Country</b>	India
<b>NSQF Level</b>	3

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<b>Credits</b>	9
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4132.0402
<b>Minimum Educational Qualification &amp; Experience</b>	<p>12th grade Pass (with basic computer knowledge) OR 10th grade pass with 1.5 years of experience in relevant field (Relevant Experience: Digital Business Services The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications) OR Previous relevant Qualification of NSQF Level (2) with 3 Years of experience in relevant field. Relevant Experience: Digital Business Services The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications.</p>
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	18/02/2028
<b>NSQC Approval Date</b>	18/02/2025
<b>Version</b>	4.0
<b>Reference code on NQR</b>	QG-03-IT-03665-2025-V2-NASSCOM
<b>NQR Version</b>	4.0

## Qualification Pack

# SSC/N2204: Introduction to Office Suite and Computer System applications

## Description

Introduction to Office Suite and Computer System applications

## Scope

The scope covers the following :

- Introduction to Office Suite and Computer System applications

## Elements and Performance Criteria

### *Introduction to Office Suite and Computer System applications*

To be competent, the user/individual on the job must be able to:

- PC1.** Open, create, and save a new MS Word document
- PC2.** Type and format text using basic formatting tools (bold, italic, underline, alignment, font size, color, and style).
- PC3.** Insert and edit images, shapes, SmartArt, and tables in MS Word.
- PC4.** Set page layout and margins correctly
- PC5.** Use paragraphs, bullets, and numbering effectively
- PC6.** Check spelling and grammar using the Spelling & Grammar tool in MS Word
- PC7.** Copy, paste, find, and replace text in MS Word documents
- PC8.** Create and edit headers and footers in MS Word
- PC9.** Use the appropriate styles and templates in MS Word
- PC10.** Save and print the MS Word document correctly
- PC11.** Troubleshoot common issues experienced with MS Word
- PC12.** Use mail merging functionality effectively in MS Word.
- PC13.** Create, format, and organize documents using traditional MS Word features and AI tools.
- PC14.** Leverage AI features like text prediction, grammar and style corrections, and automated formatting suggestions to enhance productivity
- PC15.** Use AI-driven automation to optimize workflows for summarization, content recommendations, and data extraction.
- PC16.** Integrate data, tables, charts, and graphics effectively into documents with AI recommendations for visual appeal and functionality.
- PC17.** Open, create, and save a new MS Excel spreadsheet.
- PC18.** Enter, edit, and format data in cells in MS Excel.
- PC19.** Sort and filter data in MS Excel
- PC20.** Adhere to ethical guidelines in AI-driven customer services, ensuring responsible data handling, fairness, transparency, and effective prompt usage to minimize bias and align AI responses with ethical standards.



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- PC21.** Use basic MS Excel formulas and functions effectively
- PC22.** Utilize basic formatting tools for cells and numbers in MS Excel.
- PC23.** Create and format basic charts and graphs in MS Excel.
- PC24.** Navigate between multiple spreadsheets in an MS Excel workbook.
- PC25.** Create and design a basic PowerPoint presentation with text, images, and simple transitions by applying design templates, themes, and formatting tools.
- PC26.** insert and customize multimedia elements such as audio, video, and animations into slides.
- PC27.** Deliver and manage a presentation using slideshow tools, including navigation, pointers, and presenter view.
- PC28.** Ensure responsible AI usage in customer service by leveraging ChatGPT to provide ethical, transparent, and secure interactions, while minimizing biases and safeguarding sensitive customer data.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic functionalities and tools available in MS Word, Excel, and PowerPoint to effectively create, edit, and format documents, spreadsheets, and presentations.
- KU2.** process of utilizing AI-driven features such as text prediction, grammar corrections, and content recommendations to enhance document quality and productivity
- KU3.** principles of document layout, including setting page margins, formatting text, and inserting elements like images, tables, and shapes to ensure a visually appealing document
- KU4.** how to apply various Excel formulas, functions, and charting tools to perform data analysis and represent data effectively
- KU5.** how to utilize MS Excels sorting, filtering, and data validation features to efficiently manage and analyze large datasets.
- KU6.** ethical considerations surrounding AI tools, including responsible data handling, ensuring transparency, and minimizing bias when using AI in customer service tasks
- KU7.** how to troubleshoot common issues encountered in MS Word, Excel, and PowerPoint to ensure smooth and efficient work.
- KU8.** steps involved in saving, printing, and managing files across Microsoft Office applications, ensuring proper file management and documentation

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively, both verbally and in writing, to explain complex tasks or technical issues to others in a clear and concise manner.
- GS2.** manage their time efficiently, balancing multiple tasks and deadlines to maintain productivity and meet targets
- GS3.** make informed decisions by analyzing available data and assessing potential outcomes to resolve issues or improve processes



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- GS4.** work collaboratively with colleagues and stakeholders, respecting diverse perspectives and contributing effectively to team goals
- GS5.** demonstrate adaptability, adjusting to new software tools, tasks, and technologies to improve their work and productivity
- GS6.** maintain a customer-centric approach, ensuring that their work and the use of AI tools align with customers' needs, enhancing their experience and satisfaction

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Office Suite and Computer System applications</i>	30	50	-	20
<b>PC1.</b> Open, create, and save a new MS Word document	1	2	-	-
<b>PC2.</b> Type and format text using basic formatting tools (bold, italic, underline, alignment, font size, color, and style).	1	2	-	-
<b>PC3.</b> Insert and edit images, shapes, SmartArt, and tables in MS Word.	1	2	-	-
<b>PC4.</b> Set page layout and margins correctly	1	2	-	-
<b>PC5.</b> Use paragraphs, bullets, and numbering effectively	2	1	-	1
<b>PC6.</b> Check spelling and grammar using the Spelling & Grammar tool in MS Word	1	2	-	1
<b>PC7.</b> Copy, paste, find, and replace text in MS Word documents	1	1	-	1
<b>PC8.</b> Create and edit headers and footers in MS Word	1	2	-	1
<b>PC9.</b> Use the appropriate styles and templates in MS Word	1	1	-	-
<b>PC10.</b> Save and print the MS Word document correctly	1	1	-	1
<b>PC11.</b> Troubleshoot common issues experienced with MS Word	1	2	-	1
<b>PC12.</b> Use mail merging functionality effectively in MS Word.	1	2	-	-
<b>PC13.</b> Create, format, and organize documents using traditional MS Word features and AI tools.	2	2	-	1
<b>PC14.</b> Leverage AI features like text prediction, grammar and style corrections, and automated formatting suggestions to enhance productivity	1	2	-	1



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> Use AI-driven automation to optimize workflows for summarization, content recommendations, and data extraction.	1	2	-	1
<b>PC16.</b> Integrate data, tables, charts, and graphics effectively into documents with AI recommendations for visual appeal and functionality.	1	2	-	1
<b>PC17.</b> Open, create, and save a new MS Excel spreadsheet.	1	2	-	1
<b>PC18.</b> Enter, edit, and format data in cells in MS Excel.	1	2	-	1
<b>PC19.</b> Sort and filter data in MS Excel	1	2	-	1
<b>PC20.</b> Adhere to ethical guidelines in AI-driven customer services, ensuring responsible data handling, fairness, transparency, and effective prompt usage to minimize bias and align AI responses with ethical standards.	1	2	-	1
<b>PC21.</b> Use basic MS Excel formulas and functions effectively	1	2	-	1
<b>PC22.</b> Utilize basic formatting tools for cells and numbers in MS Excel.	1	2	-	-
<b>PC23.</b> Create and format basic charts and graphs in MS Excel.	1	2	-	1
<b>PC24.</b> Navigate between multiple spreadsheets in an MS Excel workbook.	1	2	-	1
<b>PC25.</b> Create and design a basic PowerPoint presentation with text, images, and simple transitions by applying design templates, themes, and formatting tools.	1	2	-	1
<b>PC26.</b> insert and customize multimedia elements such as audio, video, and animations into slides.	1	1	-	1
<b>PC27.</b> Deliver and manage a presentation using slideshow tools, including navigation, pointers, and presenter view.	1	1	-	1



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC28.</b> Ensure responsible AI usage in customer service by leveraging ChatGPT to provide ethical, transparent, and secure interactions, while minimizing biases and safeguarding sensitive customer data.	1	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	SSC/N2204
<b>NOS Name</b>	Introduction to Office Suite and Computer System applications
<b>Sector</b>	IT-ITeS
<b>Sub-Sector</b>	
<b>Occupation</b>	Customer Relationship Management (CRM)
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQF Clearance Date</b>	18/02/2025

## Qualification Pack

# SSC/N2205: Digital Handling, MIS and Troubleshooting Essentials

## Description

Digital Handling, MIS and Troubleshooting Essentials

## Scope

The scope covers the following :

- Digital Handling, MIS and Troubleshooting Essentials

## Elements and Performance Criteria

### *Digital Handling, MIS and Troubleshooting Essentials*

To be competent, the user/individual on the job must be able to:

- PC1.** Accurately enter data into computer applications such as MS Office Suite (Word, Excel), Google Sheets, or CRM systems.
- PC2.** Input data clearly and correctly, ensuring proper organization and formatting of information
- PC3.** Convert physical documents into digital formats using free scanning tools or Optical Character Recognition (OCR) software.
- PC4.** Convert documents into different formats, such as turning a Word file into a PDF, Excel into Word, PPT to Word, or converting images (e.g., JPEG) into editable text using OCR tools.
- PC5.** Sort and organize data in a structured manner, such as organizing information in tables, spreadsheets, or lists.
- PC6.** Manage digital records and electronic communication effectively by organizing files and ensuring they are easily accessible.
- PC7.** Organize, store, and retrieve digital files from cloud storage platforms like Google Drive or from an internal database.
- PC8.** Create folders, name them appropriately, and place files in these folders for easy access and sharing settings.
- PC9.** Identify and resolve issues in data annotation, such as software errors, data inconsistencies, or tool misconfigurations.
- PC10.** Organize incoming and outgoing emails using inbuilt AI features, sort messages into specific folders, and ensure prompt responses.
- PC11.** Archive important emails for future reference in an organized manner.
- PC12.** Generate basic Management Information System (MIS) reports using relevant software tools.
- PC13.** Learn and apply data backup and recovery procedures to safeguard important information.
- PC14.** Organize, validate, and maintain digital data repositories to ensure data curation aligns with organizational requirements and enhances the accuracy of MIS reports.
- PC15.** Restart the program or computer to resolve technical issues when required.
- PC16.** Usage of prompt in LLMs enhances digital handling efficiency
- PC17.** Clear cached data or temporary files to boost computer performance and maintain efficiency



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- PC18.** Implement best practices in data curation to filter, classify, and secure relevant datasets for efficient troubleshooting and digital handling operations
- PC19.** Report or escalate technical issues to the appropriate support team for quick resolution and smooth operations
- PC20.** Enhance efficiency with Excel skills, such as data visualization, Pivot tables, and basic data analysis techniques for effective digital handling and MIS management

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** key features and functionalities of data management tools such as MS Office Suite (Word, Excel), Google Sheets, and CRM systems to ensure accurate data entry and effective information organization.
- KU2.** principles of Optical Character Recognition (OCR) technology, including how to convert physical documents into editable digital formats while maintaining accuracy.
- KU3.** data structuring principles, including organizing information into appropriate formats (tables, spreadsheets, lists) to ensure data is easily accessible and usable
- KU4.** file management best practices, including how to organize, store, and retrieve digital files from cloud storage platforms like Google Drive or internal databases efficiently
- KU5.** data curation techniques to ensure the integrity and accuracy of digital data repositories, ensuring that data is filtered, classified, and secured in alignment with organizational requirements
- KU6.** how to generate basic Management Information System (MIS) reports using relevant software tools such as MS Excel, ensuring that data is presented clearly and accurately for decision-making purposes
- KU7.** common technical issues related to data handling and digital platforms (e.g., data inconsistencies, tool misconfigurations), and how to troubleshoot and resolve these issues efficiently
- KU8.** importance of maintaining computer and software performance, including clearing cached data, restarting programs, and following best practices for system maintenance to ensure smooth digital handling operations

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** manage their time effectively, prioritizing tasks to meet deadlines while maintaining the quality of work and accuracy in data handling
- GS2.** communicate clearly and professionally with team members and other stakeholders, ensuring that technical issues, data inconsistencies, or challenges are reported and understood
- GS3.** solve problems creatively, applying logical thinking and troubleshooting skills to resolve technical issues related to data entry, file management, and software tools
- GS4.** work collaboratively, contributing to team objectives while ensuring that personal work tasks align with broader organizational goals



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- GS5.** maintain attention to detail, ensuring accuracy and consistency when entering and organizing data, as well as adhering to data privacy and security practices
- GS6.** remain adaptable, adjusting their approach or tools used when encountering new data handling challenges or when software updates or changes occur

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Digital Handling, MIS and Troubleshooting Essentials</i>	<b>30</b>	<b>50</b>	-	<b>20</b>
<b>PC1.</b> Accurately enter data into computer applications such as MS Office Suite (Word, Excel), Google Sheets, or CRM systems.	1	3	-	1
<b>PC2.</b> Input data clearly and correctly, ensuring proper organization and formatting of information	1	2	-	1
<b>PC3.</b> Convert physical documents into digital formats using free scanning tools or Optical Character Recognition (OCR) software.	1	3	-	1
<b>PC4.</b> Convert documents into different formats, such as turning a Word file into a PDF, Excel into Word, PPT to Word, or converting images (e.g., JPEG) into editable text using OCR tools.	2	3	-	1
<b>PC5.</b> Sort and organize data in a structured manner, such as organizing information in tables, spreadsheets, or lists.	1	3	-	1
<b>PC6.</b> Manage digital records and electronic communication effectively by organizing files and ensuring they are easily accessible.	1	3	-	1
<b>PC7.</b> Organize, store, and retrieve digital files from cloud storage platforms like Google Drive or from an internal database.	3	2	-	1
<b>PC8.</b> Create folders, name them appropriately, and place files in these folders for easy access and sharing settings.	1	2	-	1
<b>PC9.</b> Identify and resolve issues in data annotation, such as software errors, data inconsistencies, or tool misconfigurations.	5	2	-	1
<b>PC10.</b> Organize incoming and outgoing emails using inbuilt AI features, sort messages into specific folders, and ensure prompt responses.	1	2	-	1
<b>PC11.</b> Archive important emails for future reference in an organized manner.	2	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> Generate basic Management Information System (MIS) reports using relevant software tools.	1	2	-	1
<b>PC13.</b> Learn and apply data backup and recovery procedures to safeguard important information.	2	3	-	1
<b>PC14.</b> Organize, validate, and maintain digital data repositories to ensure data curation aligns with organizational requirements and enhances the accuracy of MIS reports.	2	3	-	1
<b>PC15.</b> Restart the program or computer to resolve technical issues when required.	1	3	-	1
<b>PC16.</b> Usage of prompt in LLMs enhances digital handling efficiency	1	2	-	1
<b>PC17.</b> Clear cached data or temporary files to boost computer performance and maintain efficiency	1	2	-	1
<b>PC18.</b> Implement best practices in data curation to filter, classify, and secure relevant datasets for efficient troubleshooting and digital handling operations	1	3	-	1
<b>PC19.</b> Report or escalate technical issues to the appropriate support team for quick resolution and smooth operations	1	3	-	1
<b>PC20.</b> Enhance efficiency with Excel skills, such as data visualization, Pivot tables, and basic data analysis techniques for effective digital handling and MIS management	1	2	-	1
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	SSC/N2205
<b>NOS Name</b>	Digital Handling, MIS and Troubleshooting Essentials
<b>Sector</b>	IT-ITeS
<b>Sub-Sector</b>	
<b>Occupation</b>	Customer Relationship Management (CRM)
<b>NSQF Level</b>	3
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQF Clearance Date</b>	18/02/2025

## Qualification Pack

# SSC/N2206: Introduction to Digital Security and Customer-Centric Services

## Description

Introduction to Digital Security and Customer-Centric Services

## Scope

The scope covers the following :

- Introduction to Digital Security and Customer-Centric Services

## Elements and Performance Criteria

### *Introduction to Digital Security and Customer-Centric Services*

To be competent, the user/individual on the job must be able to:

- PC1.** Maintain a secure and safe digital workspace by following basic cyber hygiene practices.
- PC2.** Identify potential cyber threats and take necessary precautions to protect against them.
- PC3.** Apply basic security practices to ensure the integrity of digital devices and systems.
- PC4.** Use strong and unique passwords for systems, files, and online accounts to ensure data security
- PC5.** Employ encryption techniques and security measures to safeguard sensitive company files and data.
- PC6.** Follow organizational protocols and safety standards for handling digital information
- PC7.** Keep software and security systems up-to-date to prevent vulnerabilities and breaches.
- PC8.** Understand the concept of data privacy and ensure compliance with privacy regulations
- PC9.** Implement access control measures to prevent unauthorized access to systems and sensitive data
- PC10.** Use the internet and various applications efficiently for both personal and professional purposes
- PC11.** Assist customers in updating personal documents like Aadhar, PAN, and government forms on official websites
- PC12.** Help customers access details and information regarding government schemes and benefits
- PC13.** Fill out online forms for exams or admissions on different websites, ensuring accuracy and timeliness
- PC14.** Guide customers in opening and operating online accounts and conducting digital payments via UPI.
- PC15.** Use digital platforms for online ticket booking, checking status, and handling cancellations
- PC16.** Utilize the internet for personal learning and self-development, engaging with online courses or resources
- PC17.** Submit certificates through appropriate online portals, following the organization's procedures



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- PC18.** Recognize the need for and apply industry-specific data handling practices, such as in banking, healthcare, or logistics
- PC19.** Ensure the proper use of digital tools and platforms to maintain smooth online service delivery.
- PC20.** Stay informed about emerging digital tools and trends to enhance service offerings to customers
- PC21.** Recognize the importance of secure data transmission and apply encryption when handling sensitive information
- PC22.** Troubleshoot common digital platform issues and escalate when necessary to maintain service continuity
- PC23.** Maintain proper records of customer interactions and transactions on digital platforms for future reference
- PC24.** Demonstrate effective communication skills when assisting customers with digital services or support
- PC25.** Ensure compliance with digital payment and transaction regulations while performing online transactions

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic principles of cyber hygiene practices and how to maintain a secure and safe digital workspace
- KU2.** common types of cyber threats (e.g., phishing, malware, ransomware) and the precautions to take to protect against them
- KU3.** importance of encryption and how to apply encryption techniques to safeguard sensitive company data and files
- KU4.** significance of data privacy, the relevant privacy regulations, and how to ensure compliance with these regulations
- KU5.** access control measures and how to implement them to prevent unauthorized access to digital systems and sensitive information
- KU6.** importance of keeping software and security systems up-to-date to prevent vulnerabilities, breaches, and ensure the integrity of digital systems
- KU7.** industry-specific data handling practices required in sectors like banking, healthcare, or logistics to ensure secure and compliant service delivery

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** apply critical thinking and decision-making skills to assess potential cyber threats and implement appropriate security measures
- GS2.** communicate effectively with customers, explaining digital security practices and assisting them in a clear and helpful manner



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- GS3.** stay organized and manage multiple digital tasks simultaneously while maintaining accuracy and attention to detail in data handling and transactions
- GS4.** solve problems creatively, troubleshooting common digital issues and escalating when necessary to ensure service continuity
- GS5.** work with empathy and patience when assisting customers with digital services, ensuring a positive customer experience
- GS6.** learn independently and stay updated on emerging digital tools, trends, and cybersecurity best practices to enhance both personal skills and service offerings

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Digital Security and Customer-Centric Services</i>	<b>30</b>	<b>50</b>	-	<b>20</b>
<b>PC1.</b> Maintain a secure and safe digital workspace by following basic cyber hygiene practices.	1	2	-	1
<b>PC2.</b> Identify potential cyber threats and take necessary precautions to protect against them.	1	2	-	1
<b>PC3.</b> Apply basic security practices to ensure the integrity of digital devices and systems.	1	2	-	-
<b>PC4.</b> Use strong and unique passwords for systems, files, and online accounts to ensure data security	1	2	-	-
<b>PC5.</b> Employ encryption techniques and security measures to safeguard sensitive company files and data.	2	2	-	1
<b>PC6.</b> Follow organizational protocols and safety standards for handling digital information	1	2	-	1
<b>PC7.</b> Keep software and security systems up-to-date to prevent vulnerabilities and breaches.	1	2	-	1
<b>PC8.</b> Understand the concept of data privacy and ensure compliance with privacy regulations	1	2	-	1
<b>PC9.</b> Implement access control measures to prevent unauthorized access to systems and sensitive data	1	2	-	-
<b>PC10.</b> Use the internet and various applications efficiently for both personal and professional purposes	1	2	-	1
<b>PC11.</b> Assist customers in updating personal documents like Aadhar, PAN, and government forms on official websites	1	2	-	1
<b>PC12.</b> Help customers access details and information regarding government schemes and benefits	1	2	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> Fill out online forms for exams or admissions on different websites, ensuring accuracy and timeliness	2	2	-	1
<b>PC14.</b> Guide customers in opening and operating online accounts and conducting digital payments via UPI.	1	2	-	1
<b>PC15.</b> Use digital platforms for online ticket booking, checking status, and handling cancellations	1	2	-	1
<b>PC16.</b> Utilize the internet for personal learning and self-development, engaging with online courses or resources	1	2	-	1
<b>PC17.</b> Submit certificates through appropriate online portals, following the organization's procedures	1	2	-	1
<b>PC18.</b> Recognize the need for and apply industry-specific data handling practices, such as in banking, healthcare, or logistics	2	2	-	1
<b>PC19.</b> Ensure the proper use of digital tools and platforms to maintain smooth online service delivery.	2	2	-	1
<b>PC20.</b> Stay informed about emerging digital tools and trends to enhance service offerings to customers	1	2	-	1
<b>PC21.</b> Recognize the importance of secure data transmission and apply encryption when handling sensitive information	1	2	-	1
<b>PC22.</b> Troubleshoot common digital platform issues and escalate when necessary to maintain service continuity	1	2	-	-
<b>PC23.</b> Maintain proper records of customer interactions and transactions on digital platforms for future reference	2	2	-	1
<b>PC24.</b> Demonstrate effective communication skills when assisting customers with digital services or support	1	2	-	1



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. Ensure compliance with digital payment and transaction regulations while performing online transactions	1	2	-	1
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>-</b>	<b>20</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	SSC/N2206
<b>NOS Name</b>	Introduction to Digital Security and Customer-Centric Services
<b>Sector</b>	IT-ITeS
<b>Sub-Sector</b>	
<b>Occupation</b>	Customer Relationship Management (CRM)
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQF Clearance Date</b>	18/02/2025

## Qualification Pack

# SSC/N2207: Digital Data Management and AI-driven Process Optimization

## Description

Digital Data Management and AI-driven Process Optimization

## Scope

The scope covers the following :

- Digital Data Management and AI-driven Process Optimization

## Elements and Performance Criteria

### *Digital Data Management and AI-driven Process Optimization*

To be competent, the user/individual on the job must be able to:

- PC1.** Apply the concept of data annotation and its importance in preparing datasets for AI and machine learning
- PC2.** Operate data annotation software or platforms to label images, text, audio, or video as per project guidelines
- PC3.** Apply data labeling techniques to categorize images, text, or other data formats based on instructions
- PC4.** Ensure accuracy and consistency while annotating data to meet project requirements
- PC5.** Use digital tools for data annotation and maintain the quality of annotated datasets
- PC6.** Use pivot tables to sort, filter, and analyze data based on specific business needs
- PC7.** Create visual representations like charts and graphs from pivot table data to simplify understanding.
- PC8.** Troubleshoot common errors in pivot table usage and ensure the accuracy of data analysis.
- PC9.** Develop structured and clear prompts to get accurate and useful responses from ChatGPT
- PC10.** Use ChatGPT to draft professional emails, generate content, or solve customer queries efficiently.
- PC11.** Evaluate the outputs from ChatGPT and make necessary refinements for better results.
- PC12.** Ensure ethical and secure use of ChatGPT, avoiding any misuse of sensitive information

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** principles of data annotation and how it contributes to preparing datasets for AI and machine learning applications
- KU2.** various data annotation software platforms and tools available for labeling images, text, audio, or video data
- KU3.** different types of data labeling techniques, including image classification, object detection, and text categorization



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- KU4.** importance of data accuracy and consistency in the annotation process and how to maintain quality control throughout
- KU5.** how to utilize pivot tables in data analysis, including sorting, filtering, and identifying trends in large datasets
- KU6.** the ethical considerations in AI data usage, including privacy, confidentiality, and security when handling sensitive information
- KU7.** how to create effective prompts for ChatGPT and evaluate its outputs to ensure high-quality and relevant responses

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** organize and manage their work efficiently, ensuring that data annotation tasks are completed accurately and on time
- GS2.** communicate effectively with team members and stakeholders to clarify data labeling instructions and ensure project alignment
- GS3.** make decisions based on data insights, analyzing trends and patterns to identify potential issues in data annotation
- GS4.** solve problems proactively, troubleshooting issues in pivot table usage or data annotation software to maintain workflow efficiency
- GS5.** adapt and learn continuously, staying updated with advancements in AI technologies and best practices for data annotation
- GS6.** collaborate with others, sharing knowledge and ensuring the ethical use of tools like ChatGPT while maintaining professionalism in all tasks

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Digital Data Management and AI-driven Process Optimization</i>	<b>30</b>	<b>50</b>	-	<b>20</b>
<b>PC1.</b> Apply the concept of data annotation and its importance in preparing datasets for AI and machine learning	2	4	-	2
<b>PC2.</b> Operate data annotation software or platforms to label images, text, audio, or video as per project guidelines	2	5	-	1
<b>PC3.</b> Apply data labeling techniques to categorize images, text, or other data formats based on instructions	3	4	-	2
<b>PC4.</b> Ensure accuracy and consistency while annotating data to meet project requirements	3	4	-	1
<b>PC5.</b> Use digital tools for data annotation and maintain the quality of annotated datasets	2	4	-	2
<b>PC6.</b> Use pivot tables to sort, filter, and analyze data based on specific business needs	2	4	-	2
<b>PC7.</b> Create visual representations like charts and graphs from pivot table data to simplify understanding.	3	4	-	2
<b>PC8.</b> Troubleshoot common errors in pivot table usage and ensure the accuracy of data analysis.	3	4	-	1
<b>PC9.</b> Develop structured and clear prompts to get accurate and useful responses from ChatGPT	2	5	-	1
<b>PC10.</b> Use ChatGPT to draft professional emails, generate content, or solve customer queries efficiently.	3	4	-	2
<b>PC11.</b> Evaluate the outputs from ChatGPT and make necessary refinements for better results.	3	4	-	2
<b>PC12.</b> Ensure ethical and secure use of ChatGPT, avoiding any misuse of sensitive information	2	4	-	2
<b>NOS Total</b>	<b>30</b>	<b>50</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	SSC/N2207
<b>NOS Name</b>	Digital Data Management and AI-driven Process Optimization
<b>Sector</b>	IT-ITeS
<b>Sub-Sector</b>	
<b>Occupation</b>	Customer Relationship Management (CRM)
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

## Qualification Pack

### DGT/VSQ/N0101: Employability Skills (30 Hours)

#### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

#### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

To be competent, the user/individual on the job must be able to:

**PC1.** understand the significance of employability skills in meeting the job requirements

##### *Constitutional values - Citizenship*

To be competent, the user/individual on the job must be able to:

**PC2.** identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

To be competent, the user/individual on the job must be able to:

**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.

##### *Basic English Skills*

To be competent, the user/individual on the job must be able to:

**PC4.** speak with others using some basic English phrases or sentences

##### *Communication Skills*

To be competent, the user/individual on the job must be able to:

**PC5.** follow good manners while communicating with others

**PC6.** work with others in a team

## Qualification Pack

### *Diversity & Inclusion*

To be competent, the user/individual on the job must be able to:

**PC7.** communicate and behave appropriately with all genders and PwD

**PC8.** report any issues related to sexual harassment

### *Financial and Legal Literacy*

To be competent, the user/individual on the job must be able to:

**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

### *Essential Digital Skills*

To be competent, the user/individual on the job must be able to:

**PC12.** operate digital devices and use its features and applications securely and safely

**PC13.** use internet and social media platforms securely and safely

### *Entrepreneurship*

To be competent, the user/individual on the job must be able to:

**PC14.** identify and assess opportunities for potential business

**PC15.** identify sources for arranging money and associated financial and legal challenges

### *Customer Service*

To be competent, the user/individual on the job must be able to:

**PC16.** identify different types of customers

**PC17.** identify customer needs and address them appropriately

**PC18.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

To be competent, the user/individual on the job must be able to:

**PC19.** create a basic biodata

**PC20.** search for suitable jobs and apply

**PC21.** identify and register apprenticeship opportunities as per requirement

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

**KU4.** Twenty first (21st) century skills and their importance

**KU5.** how to use basic spoken English language

**KU6.** Do and dont of effective communication

**KU7.** inclusivity and its importance

**KU8.** different types of disabilities and appropriate communication and behaviour towards PwD

**KU9.** different types of financial products and services

## Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
<b>PC2.</b> 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	-	-
<b>PC3.</b> 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	-	-
<b>PC4.</b> speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
<b>PC5.</b> follow good manners while communicating with others	-	-	-	-
<b>PC6.</b> work with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	1	1	-	-
<b>PC7.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC8.</b> report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
<b>PC9.</b> use various financial products and services safely and securely	-	-	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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>	<b>4</b>	<b>6</b>	-	-
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>	<b>3</b>	<b>5</b>	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	<b>2</b>	<b>2</b>	-	-
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>	<b>1</b>	<b>3</b>	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0101
<b>NOS Name</b>	Employability Skills (30 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	2
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	08/05/2025
<b>Next Review Date</b>	30/04/2028
<b>NSQC Clearance Date</b>	08/05/2025

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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.

### Minimum Aggregate Passing % at QP Level : 50

**(Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

### Assessment Weightage

Compulsory NOS



### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
SSC/N2204.Introduction to Office Suite and Computer System applications	30	50	0	20	100	22
SSC/N2205.Digital Handling, MIS and Troubleshooting Essentials	30	50	0	20	100	22
SSC/N2206.Introduction to Digital Security and Customer-Centric Services	30	50	0	20	100	22
SSC/N2207.Digital Data Management and AI-driven Process Optimization	30	50	0	20	100	22
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	12
<b>Total</b>	<b>140</b>	<b>230</b>	<b>-</b>	<b>80</b>	<b>450</b>	<b>100</b>

## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>IT-ITeS</b>	Information Technology - Information Technology enabled Services
<b>BPM</b>	Business Process Management
<b>BPO</b>	Business Process Outsourcing
<b>KPO</b>	Knowledge Process Outsourcing
<b>LPO</b>	Legal Process Outsourcing
<b>IPO</b>	Information Process Outsourcing

## Qualification Pack

### Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.



### Qualification Pack

<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
<b>Helpdesk</b>	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.